

THE INFLUENCE OF SERVICE QUALITY AND ONLINE SERVICE FACILITY ON THE PERFORMANCE OF THE DITINTELKAM POLDA ACEH AND ITS IMPACT ON SERVICE RECIPIENT COMMUNITY SATISFACTION OF POLICE RECORD CERTIFICATE (SKCK) ISSUANCE

Cut Rahmi Desita Rijaya¹, Muhammad Adam², Mukhlis^{*3}
Management Department, Universitas Syiah Kuala, Indonesia

<http://doi.org/10.35409/IJBMER.2023.3464>

ABSTRACT

This research aims to test the mediating role of organizational performance on service quality and online service facilities' influence on community satisfaction. The population was all people who have received the issuance of a Police Record Certificate (SKCK) in The Directorate of Security Intelligence for the Aceh Regional Police (Ditintelkam Polda Aceh) in 2021 as much as 4401. The number of samples used was 367 people taken using the Slovin formula. Data were analyzed using the Structural Equation Modeling (SEM) method. The result concludes Service Quality influences Organizational Performance, Online Service Facility influences organizational Performance, Service quality influences Community Satisfaction, Online Service Facility influences Community Satisfaction, Organizational Performance influences Community Satisfaction, Service quality influences Community Satisfaction through Organizational Performance, and Online Service Facility influences Community Satisfaction through Organizational Performance. The test also proves that Organizational performance acts as a partial mediator. All of these results reveal that the model of increasing public satisfaction with police services in Indonesia is proven to be a function of improving service quality and online service facilities, so it makes the improvement of police performance in serving. The proof of the model also generates new premises, using previous theories that are combined into a model.

Keywords: Community Satisfaction, Organizational Performance, Service Quality, Online Service Facility.

1. INTRODUCTION

The realization of public satisfaction is the main goal of every institution that is at the forefront of government services. Therefore, each work unit is required to have a systematic integrated service system from planning to supervision. There are satisfying service means that the community is increasingly able to cooperate with the government which is then beneficial for both parties. On the other hand, if the service provided cannot achieve community satisfaction, it will be prone to anarchic behavior (Napitupulu, 2012). However, in recent years the level of public satisfaction with the police has declined. Based on Denny JA's survey by the Indonesian Survey Circle (LSI), the level of public trust in the National Police (Polri) in 2019 was 72.1 percent, while in 2018 it reached 87.8 percent. Thus the LSI survey shows a quite drastic decline of dozens of percent. The Alvara Research Center survey in 2019 showed that the public's satisfaction with Polri was 78.1 percent. The survey conducted by the Alvara Research Center in 2018 was slightly

higher. According to Alvara, the level of public trust in Polri in 2018 reached 78.8 percent (Nugroh & Alamsya, 2019).

The Kompas Research and Development Survey (R&D) in 2019 stated that 67.3 percent of respondents concluded that Polri had worked professionally. Polri got a score of 58.7 in the field of performance appraisal. Based on the 2019 Kompas Research and Development Survey, the public satisfaction level for Polri is 70.8 percent. The Kompas R&D survey figures in 2019 have dropped dramatically compared to the previous year. The Kompas R & D survey in 2018 showed that public trust in the Police was much higher, reaching 82.9 percent. From various surveys, the position of the Polri is still the same as the previous year. Polri occupies the third position in the level of public trust, under the Corruption Eradication Commission (KPK) and the Indonesian National Armed Forces (TNI) (Nugroh & Alamsya, 2019).

The Polri is an institution that is obliged to protect the security and comfort of citizens, state institutions are obliged to carry out maintenance and public order through prevention efforts according to the mandate of Law No. 2 of 2002 concerning the Polri. In addition, Polri is also mandated to uphold social ethics in the form of a moral attitude that always maintains security and public order, upholds the law, protects and protects, and ultimately serves the public by heeding local wisdom in Indonesian culture. Following the Police Law No. 2 of 2002 and also Presidential Decree No. 70 of 2002 concerning the organization and work procedures of the Polri, it is stated that the State Security Intelligence Security Agency (Baintelkam) is the Executing Agency under the Chief of the Polri with the task of developing and carrying out intelligence activities in the security sector both for the benefit of implementing Polri's operational and managerial responsibilities or to support the responsibility of the government for the realization of internal security. If this function is carried out properly, it will have an impact on community satisfaction with police performance.

The Directorate of Security Intelligence for the Aceh Regional Police (Ditintelkam Polda Aceh) is tasked with organizing/developing the Intelligence function in the Security sector, including ciphering and providing services in the form of Permits/Information relating to Foreigners, Firearms & Explosives, community social/political activities, and Police Record Certificates (SKCK) to community members those who need it and supervise/security and its implementation. The following is the data for the issuance of a Police Record Certificate (SKCK) by Ditintelkam Polda Aceh.

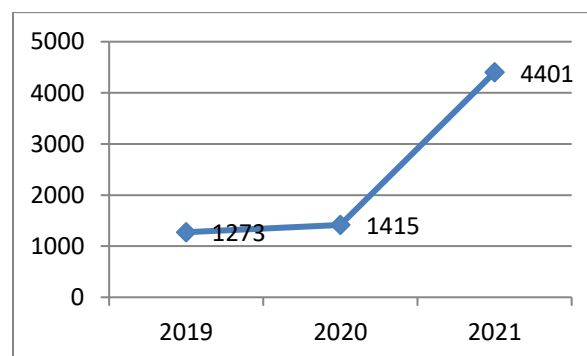


Figure 1. Data for Issuance of SKCK

Based on Figure 1, it is found that the SKCK issuance data is increasing every year. This

addition is a challenge for the Ditintelkam Polda Aceh to provide good service to the community and to increase community satisfaction. However, based on a survey of the Community Satisfaction Index (IKM) in the SKCK issuance process at the Aceh Police, it has decreased as shown below.

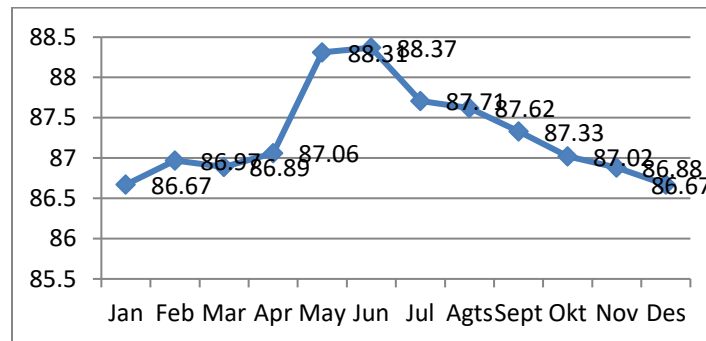


Figure 2 Survey on SKCK Issuance in 2021

Based on Figure 2, it is found that the IKM for SKCK issuance services fluctuates but tends to decrease. The decline occurred from June 2021 to December 2021. This decrease indicates that there has been a decrease in public satisfaction with the performance of the Aceh Regional Police police, especially with the SKCK issuance service. The initial survey result shows overall community satisfaction is good with an average value of 4.01. However, there are still some indicators that have low scores where respondents think that the service process provided is difficult to understand and the officers are less able to provide the services needed. Thus the public's satisfaction with the Ditintelkam Polda Aceh service in the issuance of SKCK is still not optimal. The public service of Polri is currently one of the attentions of the Polri leadership through optimizing the PRESISI action (predictiveness, responsibility, and fair transparency). Therefore, public services must receive serious attention and handling by all police work units because they are duties and functions inherent in police institutions, especially regional police and resort police which are the front line as public service work units (Susanto & Anggraini, 2019). The level of quality of public service performance has a broad impact on various lives, especially to achieve the level of community welfare (Susanti, 2014). Therefore efforts to improve public services must be carried out continuously and continuously. Efforts to improve service quality must be carried out jointly, integrated, programmed, directed, and consistent by taking into account the needs and expectations of the community so that services provided to the community can be provided in an appropriate, fast, inexpensive, open, simple and easy to implement and non-discriminatory manner (Malaikosa, Bein, Supriyanto, Pangestu, & Susanto, 2022).

Presidential Instruction Number 5 of 2004 concerning the Acceleration of Corruption Eradication and Permenpan 14 of 2017 concerning Community satisfaction surveys have not been carried out optimally by all Polri work units. The 4th instruction is stated to improve the quality of services to the public both in the form of services or permits through transparency and standardization of services which include requirements, target completion times, and fees that must be paid by the community to obtain these services following statutory regulations and eliminating illegal levies (Susanti, 2014). The provision of services has a general characteristic that applies to all people without distinguishing it from the upper class and the lower classes, which means that

the provision of services must be neutral. Services provided by the government must ensure that the government provides high-quality services. The abilities possessed by service employees are adjusted to their respective duties in providing services so that they will reflect the quality of the government apparatus (Mohi & Mahmud, 2018). Service quality is the basic factor for providing services to service recipients with the aim that the services provided can be felt by service users, namely the community. All types of activities by service providers to meet community assumptions are called service quality (Diza, Moniharapon, & Ogi, 2016). The results of (Rochmah & Rosy, 2022) show that service quality affects community satisfaction. Based on the initial survey, it is known that overall the quality of the Ditintelkam Polda Aceh service is good with an average value of 3.73. However, there are still some indicators that have low scores where respondents think that the Ditintelkam Polda Aceh has not provided SKCK issuance services that are evenly distributed to all levels of society. Thus the service quality for Ditintelkam Polda Aceh is still not optimal.

The next factor is online service facilities. Facility providers not only provide good quality services but also play a role in fulfilling community satisfaction. The provision of facilities is a significant matter in the provision of services. Service facilities must be considered to meet community needs. In addition, the provision of facilities will affect service quality (Bakhtiar & Gadi, 2020). The problems faced by the Police Institution have encouraged the Police to take new steps to improve the public services provided, especially the provision of SKCK administrative services. The Indonesian Polri made an innovation with SKCK Online as a form of implementation of the third focus, namely accelerating public services and realizing the implementation of the Chief of Police Regulation No. 18 of 2014 concerning Procedures for Issuing SKCK by filling in manual forms and online registration. The SKCK Online innovation was sparked at the end of 2016 and then distributed in February 2017 as well as a trial phase for several Police offices to be further implemented throughout the Indonesian Polri. The application of SKCK Online is expected to facilitate and shorten the community's time in managing SKCK in their area. The implementation of SKCK Online which has been running in several places and areas of the Police Office has had a good feedback impact on the acceleration of the SKCK service (Nafitaningrum & Astuti, 2021).

The existence of SKCK Online makes it easier for the community because there is no need to come in line and scramble to get the SKCK registration form, which is often limited in number. With SKCK Online, people who want to register for SKCK can do it anywhere and anytime because they only need to register through the official Polri website at skck.polri.go.id by selecting the intended police office. After opening the website address skck.polri.go.id. Then select the purpose or need to make SKCK. After that, input biodata where the final process will be given a barcode to be taken to Polda for SKCK printing.

The availability of adequate and proper facilities will provide comfort for service recipients or the community. Services that can be accessed are easy to understand and adequate, and openness in each service without discrimination is the goal of providing service facilities (Rahmani, 2019). Meanwhile, (Irfadat & Nurlaila, 2021) stated that the facilities are a form of support or access in providing services so that providers are connected to service recipients. The initial survey found that overall the Ditintelkam Polda Aceh online service facilities were good with an average value of 3.73. However, there are still some indicators that have a low score where respondents think that the SKCK issuance online service facility is difficult and takes a long time to use. Thus the

online service facility for Ditintelkam Polda Aceh is still not optimal.

The intersection between public services and community satisfaction on the concern side is that there is always dissatisfaction among the public about the quality of government services, while on the government apparatus side, there is a skeptical attitude with consideration of the different benefits that might be achieved from the quality of services provided. To provide good service to the community, government employees must be able to respond responsively to what the community needs, this is related to the performance of the employee himself. The role of employees is very important to support the success of every organization. The initial survey result also shows that overall the performance of the Ditintelkam Polda Aceh has been good with an average score of 3.57. However, there are still some indicators that have low scores where respondents think that not all people have benefited from the services provided by the Ditintelkam Polda Aceh. Thus the performance of Ditintelkam Polda Aceh is still not optimal. So Based on all conditions described, this article tries to see the issue more deeply in a study entitled "The Influence of Service Quality and Online Service Facility on the Performance of the Ditintelkam Polda Aceh and its Impact on Satisfaction of Recipients of Services for Issuing Criminal Record Certificates (SKCK)".

2. LITERATURE

Community Satisfaction

The Decree of the Minister of Administrative Reform (Kepmenpan) Number 25 of 2004 states that the Community Satisfaction Index is data and information about the level of community satisfaction obtained from the results of quantitative and qualitative measurements of public opinion in obtaining services of public service personnel by comparing their expectations and needs. Furthermore, it also states, "The target of the Community Satisfaction Index is the level of performance achievement of government agency service units in providing services to the public. The level of satisfaction is a function of the difference between perceived performance and one's expectations. (Herlambang, 2018) says consumer satisfaction is a person's feeling of pleasure or disappointment that comes from a comparison between his impression of the performance or results of a product and his expectations. The better the quality of the service provided, the higher the level of public trust, and the public will feel satisfied with the service (Setiawati, 2022). The community satisfaction index is data regarding the level of community satisfaction obtained based on the results of quantitative and qualitative calculations based on people's views after receiving services from public service implementing apparatus through a comparison between needs and expectations (Kepmenpan No. 25 Year 2004). Based on Kepmenpan No. 25 of 2004, several factors describe the performance of public service employees. Based on these rules there are 14 things related to community satisfaction from services carried out by service employees, namely:

1. Service procedures : the ease of service flow that is applied to the community in terms of the simplicity of the service process.
2. Service requirements : the technical and administrative qualifications needed to obtain services that are relevant to the type of service.
3. Service officers clarity : the existence and presence of staff who contribute services as well as clarity of name, authority, and responsibilities.
4. Service officer discipline : staff seriousness in carrying out services, especially regarding the timeliness of work according to the applicable SOP.

-
5. Service officer responsibility: the duties clarity and staff responsibilities when carrying out and completing the service.
 6. Service officer ability : expertise and skill levels possessed by staff in providing and completing services to the community.
 7. Service speed : time efficiency can be completed according to service provisions by the organizing unit.
 8. Service justice : equality in the provision of services regardless of class or status.
 9. Service officer politeness : the attitude and behavior of staff in carrying out their duties in a polite, friendly, and respectful manner.
 10. Fairness of service fees : the normality of fees provided according to the services obtained.
 11. Service cost certainty : the relevance between the funds issued and the funds set.
 12. Service schedule certainty : service time implementation according to the SOP that is enforced.
 13. Environmental comfort : service facilities and infrastructure conditions that are clean and able to contribute comfort to service recipients.
 14. Service security : environmental security guaranteed in the service delivery unit or the facilities used so that people feel calm about getting services against the risks resulting from the implementation of services.

Organizational Performance

The Polri is a state instrument that plays a role in maintaining public order and security, upholding the law, and providing protection, protection, and service to the community in the context of maintaining internal security. As stipulated in the provisions of Law No. 2 of 2002 concerning the Polri, it is directly formulated that the main duties of the Police are law enforcers, protectors, protectors, and community mentors, especially in the context of compliance and adherence to applicable laws. In the provisions of this Law, two things are fundamental to the main duties of the Police as contained in the Tribrata and Catur Prasetya Polri. As regulated in Law no. 2 of 2002, especially in Article 13. Organizational performance according to (Thoha, 2012) is conceptualized as the level of achievement of the goals of the organization concerned. The level of organizational performance illustrates how far a private or business organization is, so determining indicators that are built is relatively easier than public organizations because business organizations usually aim to get the maximum profit. Therefore the dimension used to measure business performance is how much profit it gets. (Thoyibatun, 2012) mentioned several indicators for measuring performance :

1. Input : everything needed to produce products, both goods, and services, which include human resources, policy information, and so on.
2. Output : something expected to be achieved in the form of physical or non-physical.
3. Result : everything that reflects the functioning of activity outputs in the medium term.
4. Benefit : something related to the ultimate goal of implementing the activity.
5. Impact : influence caused both positively and negatively at each level of indicators based on predetermined assumptions.

Service quality

Service is one of the spearheads of efforts to satisfy society and is a necessity that must be

optimized by both individuals and organizations because the form of service provided reflects the quality of individuals or organizations that provide good public services (Hidayah, 2020). Services are essentially a series of activities, therefore services take place routinely and continuously, covering all organizational life in society. The intended process is carried out in connection with the mutual fulfillment of needs between the recipient and the service provider. Any activity that is profitable in a group or unit and offers satisfaction even though the results are not physically tied to a product (Susanto & Anggraini, 2019). Quality contains many meanings, including compliance with requirements, compatibility with use, continuous improvement, free from damage or defects, meeting community needs from the start and every time, doing everything right, and something that can make people happy (Mayasari, 2020).

According to (Hardiyansyah, 2011) to improve service quality 5 indicators must be considered:

1. economic is the use of as few resources as possible in the process of administering public services.
2. efficiency is a condition that indicates the achievement of the best ratio between input and output in a public service delivery.
3. effectiveness is the achievement of the goals that have been set in the form of targets, long-term goals, and organizational mission.
4. *equity* Inequity is a public service that is carried out by paying attention to aspects of equity

Service Facility

Facilities are everything that is deliberately provided by service providers to be used and enjoyed by consumers to provide the maximum level of satisfaction. (Sofyan, Pradhanawati, & Nugraha, 2013). Facilities are the appearance, capability of infrastructure, and the condition of the surrounding environment in showing its existence to externals which includes physical facilities (buildings) equipment, and tools. Facilities include tools, objects, equipment, money, and workspace. Facilities, namely everything that is physical equipment and is provided by the service seller to support consumer convenience (Harfika & Abdullah, 2017). Operational Definition: Facilities are facilities and infrastructure provided by service managers to support services and meet consumer needs (Lustono, 2022). (Alma, 2013) explained that service facilities are things related to the community environment that can influence a community in carrying out the activities it carries out, whether in the form of an object or form related to humans. (Yamit, 2013) said that business actors not only meet consumer needs but also carry out continuous development of products and services to increase public satisfaction. (Mulyaningsih & Suasana, 2016) states that there are 4 indicators to measure service facilities, namely: Efficiency, Fulfillment, System availability, and Privacy.

Hypothesis

From the literature and facts, the authors formulated the research hypothesis as follows.

H1 : Service Quality influences Organizational Performance

H2 : Online Service Facility influences organizational Performance

H3 : Service quality influences Community Satisfaction

H4 : Online Service Facility influences Community Satisfaction

H5 : Organizational Performance influences Community Satisfaction

H6 : Service quality influences Community Satisfaction through Organizational Performance

H7 : Online Service Facility influences Community Satisfaction through Organizational Performance

3. METHOD

In this study, the intended population was the entire population of people who have received the issuance of a Criminal Record Certificate (SKCK) in Aceh Regional Police Security Intelligence Directorate in 2021, which was as many as 4401. The sample was taken using the Slovin formula, which was 367 respondents. Data collected includes primary data through questionnaires and secondary data from the documentation. Data were analyzed using the Structural Equation Modeling (SEM) method thru the AMOS software. Before testing the hypothesis, Confirmatory factor analysis (CFA) was used to confirm the measurement model. After this analysis, the structural model test was used, which is based on a measure of goodness-of-fit (Hair, Hult, Ringle, & Sarstedt, 2016). The equations are :

$$\text{Organizational Performance} = \gamma_{21} \text{ Service quality} + \gamma_{22} \text{ Online Service Facility} + \zeta_2$$

$$\text{Community Satisfaction} = \gamma_{11} \text{ Service Quality} + \gamma_{12} \text{ Online Service Facility} + \gamma_{13} \text{ Organizational Performance} + \zeta_1$$

4. RESULTS

The SEM test was done after analyzing the level of unidimensionality of the indicators forming latent variables tested by CFA. The result was based on the Critical Ratio (CR) value.

Table 1. Standardized Regression Weight

		Estimates	SE	CR	P
Organizational Performance	<--- Service quality	0.436	0.089	7,365	0.000
Organizational Performance	<--- Online Service Facility	0.450	0.071	6,942	0.000
Community Satisfaction	<--- Service quality	0.386	0.077	6,664	0.000
Community Satisfaction	<--- Online Service Facility	0.150	0.049	2,987	0.003
Community Satisfaction	<--- Organizational Performance	0.417	0.056	6,561	0.000

Source: Primary Data Processed, (2022)

H1 : Service Quality on Organizational Performance

The service quality effect test on organizational performance obtained a significance 0.000. This reveals the service quality affects the improvement of organizational performance. The effect coefficient is 0.436 or 43.6%, meaning that if the service quality increases by 1 point, will increase the organizational performance by 0.436 points. The better the service quality the higher the performance.

H2 : Online Service Facility on organizational Performance

The online service facility influence test on organizational performance obtained a significance 0.000. This concludes online service facility affects improving performance. The effect coefficient is 0.450 or 45.0%, meaning that if the online service facility increases by 1 point, will increase the organizational performance by 0.450 points. The better the online service facility, The higher the organizational performance will be.

H3 : Service quality on Community Satisfaction

The service quality effect test on community satisfaction obtained a significance 0.000. This explains service quality affects community satisfaction. The effect coefficient is 0.386 or 38.6%, meaning that if the service quality increases by 1 point, will increase community satisfaction by 0.386 points. the higher the service quality. The higher the community satisfaction will be.

H4 : Online Service Facility on Community Satisfaction

The online service facility effect test on community satisfaction obtained a significance 0.003. This shows online service facility affects community satisfaction because the significance value obtained is <0.05 . The effect coefficient is 0.150 or 15 %, meaning that if the online service facility increases by 1 point, will increase community satisfaction by 0.150 points. The better the online service facility the higher community satisfaction.

H5 : Organizational Performance on Community Satisfaction

The organizational performance effect test on community satisfaction obtained a significance 0.000. This describes organizational performance influences community satisfaction. The effect coefficient is 0.417 or 41.7%, meaning that if the organizational performance increases by 1 point, will increase community satisfaction by 0.417 points. The higher the organizational performance the higher community satisfaction.

H6 : Service quality on Community Satisfaction through Organizational Performance

The Sobel test calculation provides the result of 4.092 with significant 0.000. This means organizational performance mediates the service quality on community satisfaction. And because organizational performance significantly influenced and was influenced, and besides it acted as a mediator of service quality on community satisfaction, so the organizational performance role in the research model is as a partial mediator. Partial mediator means the influence can be thru performance or not.

Table 2. Sobel Test for Service Quality Affecting Community Satisfaction Through Performance

Input:		Test statistic:	Std. Error:	p-value:
a	0.436	Sobel test: 4.09262768	0.04442427	0.00004265
b	0.417	Aroian test: 4.06711176	0.04470298	0.0000476
s _a	0.089	Goodman test: 4.11862996	0.04414381	0.00003811
s _b	0.056	Reset all	Calculate	

H7 : Online Service Facility on Community Satisfaction through Organizational Performance

The Sobel test calculation provides the result of 4.826 with significant 0.000. This means organizational performance mediates the online service facility on community satisfaction. And because organizational performance significantly influenced and was influenced, and besides it acted as a mediator of online service facility on community satisfaction, so the organizational performance role in the research model is as a partial mediator. Partial mediator means the influence can be thru performance or not.

Table 3 Sobel Test for Online Service Facility Affecting Community Satisfaction Through Performance

Input:		Test statistic:	Std. Error:	p-value:
a	0.450	Sobel test: 4.82645267	0.03887949	0.00000139
b	0.417	Aroian test: 4.80141121	0.03908226	0.00000158
s _a	0.071	Goodman test: 4.85189006	0.03867565	0.00000122
s _b	0.056	Reset all	Calculate	

5. CONCLUSION

Based on the result it concludes Service Quality influences Organizational Performance, Online Service Facility influences organizational Performance, Service quality influences Community Satisfaction, Online Service Facility influences Community Satisfaction, Organizational Performance influences Community Satisfaction, Service quality influences Community Satisfaction through Organizational Performance, and Online Service Facility influences Community Satisfaction through Organizational Performance. The test also proves that Organizational performance acts as a partial mediator. All of these results reveal that the model of increasing public satisfaction with police services in Indonesia is proven to be a function of improving service quality and online service facilities, to improve police performance in serving. The proof of the model also generates new premises, using previous theories that are combined into a model. The research limitation is in the scope of those who have received police services in Aceh in making SKCK. This tested model can be further developed by other researchers in the future, by adding new variables and a wider range of subjects. This tested model can be further developed by other researchers in the future, by adding other variables that can affect community satisfaction, so that it can provide new methods for measuring the index, and also for improving it. The recommendations that can be given are for increasing community satisfaction, organizations must pay attention to service quality factors and online service facilities.

REFERENCES

-
- Alma, B. (2013). *Manajemen Pemasaran dan Pemasaran Jasa* (Revisi). Bandung: Alfabeta.
- Bakhtiar, & Gadi, R. (2020). Quality Of Public Services Mekarsari District Office, Barito Kuala District Based On Community Satisfaction Index. *Al-Ulum: Jurnal Ilmu Sosial Dan Humaniora*, 6(1), 30–44. <https://doi.org/http://dx.doi.org/10.31602/alsh.v6i1.3023>
- Diza, F., Moniharapon, S., & Ogi, I. W. J. (2016). The Influence Of Service Quality, Product Quality And Trust On Customer Satisfaction (Study At PT. Fifgroup Branch Manado). *Jurnal EMBA: Jurnal Riset Ekonomi, Manajemen, Bisnis Dan Akuntansi*, 4(1), 109–119. <https://doi.org/https://doi.org/10.35794/emba.4.1.2016.11568>
- Hair, J. F., Hult, G. T. M., Ringle, C., & Sarstedt, M. (2016). *A Primer on Partial Least Squares Structural Equation Modeling (PLS-SEM)* (2nd ed.). New York: SAGE Publications, Inc.
- Hardiyansyah. (2011). *Public Service Quality: Concept, Dimensions, Indicators and Implementation*. Yogyakarta: Gava Media.
- Harfika, J., & Abdullah, N. (2017). The Influence Of Quality Of Service And Facilities On Patient Satisfaction At General Hospital Of Aceh Southwest District. *BALANCE: Economic, Business, Management and Accounting Journal*, 14(1), 44–56. <https://doi.org/http://dx.doi.org/10.30651/blc.v14i01.1285>
- Herlambang, S. (2018). *Hospital customer service and health services: how to successfully serve customers in the world of health*. Yogyakarta: Gosyen Publishing.
- Hidayah, D. D. (2020). Quality Of Public Services (Study of Population Administration Services in Cipatujah District, Tasikmalaya Regency). *Dinamika : Jurnal Ilmiah Ilmu Administrasi Negara*, 7(1), 28–34. <https://doi.org/http://dx.doi.org/10.25157/dinamika.v7i1.3260>
- Irfadat, T., & Nurlaila. (2021). Dimensions of Public Service Irony Portrait of Facilities for Persons with Disabilities at the Sape District Office, Bima Regency. *Jurnal Ilmiah Tata Sejuta*, 7(1), 147–164. <https://doi.org/https://doi.org/10.32666/tatasejuta.v7i1.183>
- Lustono. (2022). The Influence Of Quality Of Service, Facilities And Completeness Of Products On Customer Satisfaction At Ahass Shinta Motor Banjarnegara. *Mdia Ilmiah Ekonomi Dan Bisnis*, 13(2), 30–43. <https://doi.org/https://doi.org/10.52659/medikonis.v13i2.68>
- Malaikosa, Y. M. L., Bein, Y., Supriyanto, D. H., Pangestu, W. T., & Susanto, S. (2022). Socialization and Community Satisfaction Index Survey on South Central Timor Police Services. *IJCE (Indonesian Journal of Community Engagement)*, 3(2), 16–22. <https://doi.org/https://doi.org/10.37471/ijce.v3i2.498>
- Mayasari, A. (2020). Analysis of the Effect of Service Quality on Community Satisfaction in Paulan Village, Colomadu, Karanganyar. *Jesya (Jurnal Ekonomi Dan Ekonomi Syariah)*, 3(2), 36–44. <https://doi.org/10.36778/jesya.v3i2.181>
- Mohi, W. K., & Mahmud, I. (2018). Quality of Public Services in Potanga Village, Boliyohuto District, Gorontalo Regency. *Publik (Jurnal Ilmu Administrasi)*, 6(2), 102–110. <https://doi.org/10.31314/pjia.6.2.102-110.2017>
- Mulyaningsih, L. A., & Suasana, I. G. A. K. G. (2016). The Influence of Service Quality and Corporate Image on Customer Satisfaction at Bank Ocbc Nisp in Denpasar. *E-Jurnal Manajemen Universitas Udayana*, 5(1), 1–30.
- Nafitaningrum, A., & Astuti, R. S. (2021). Application Innovation For Making Police Record Certificate (SKCK) IN THE Legal Area Of Polrestabes Semarang. *Journal of Public Policy and Management Review*, 10(1), 1–18. <https://doi.org/10.14710/jppmr.v10i1.29721>
- Napitupulu, P. (2012). *Public service & customer satisfaction* (1st, Cet. 2 ed.). <https://doi.org/979->
-

41-4025-2

- Nugroh, A. S., & Alamsya, I. E. (2019). The Level of Public Satisfaction with the National Police Decreased in 2019. *Republika.Co.Id*, p. 1. Retrieved from <https://www.republika.co.id/berita/q37hf7349/tingkat-kepuasan-masyarakat-pada-polri-menurun-2019>
- Rahmani, H. F. (2019). The Effect Of Service Procedures And Service Facilities On Service Quality. *Jurnal Bisnis & Teknologi*, 11(1), 74–90.
- Rochmah, E., & Rosy, B. (2022). The Effect of Public Service Quality and Service Facilities on Community Satisfaction. *Publikauma: Jurnal Administrasi Publik Universitas Medan Area*, 10(1), 61–72. <https://doi.org/10.31289/publika.v10i1.7278>
- Setiawati, B. (Unknown). (2022). Analysis Of Public Satisfaction Level of Police Service Performance At Balangan Resort. *PubBis : Jurnal Pemikiran Dan Penelitian Administrasi Publik Dan Administrasi Bisnis*, 6(1), 74–85. <https://doi.org/10.35722/pubbis.v6i1.583>
- Sofyan, I. L., Pradhanawati, A., & Nugraha, H. S. (2013). The Effect of Facilities and Service Quality on Loyalty, Through Consumer Satisfaction as an Intervening Variable in Star Clean Car Wash Semarang. *Jurnal Ilmu Administrasi Bisnis*, 2(2), 1–12. <https://doi.org/https://doi.org/10.14710/jiab.2013.2505>
- Susanti, S. (2014). *Quality of Public Services in the Field of Population Administration in Gamping District*. Universitas Negeri Yogyakarta.
- Susanto, J., & Anggraini, Z. (2019). The Quality Of Public Service In Subdistrict Office Tabir Ulu Merangin Regency. *Jurnal Administrasi Negara*, 25(2), 105–122. <https://doi.org/https://doi.org/10.33509/jan.v25i2.699>
- Thoha, M. (2012). *Organizational Behavior: Basic Concepts and Applications*. Jakarta: Rajawali Pers.
- Thoyibatun, S. (2012). Factors Influencing Unethical Behavior and Accounting Fraud Tendencies and Their Consequences on Organizational Performance. *EKUITAS (Jurnal Ekonomi Dan Keuangan)*, 16(2), 245–260.
- Yamit, Z. (2013). *Manajemen kualitas produk dan jasa*. Tangerang: Ekonisia.