

RESPONSIVENESS OF COMMUNITY COMPLAINT SERVICES IN GRESIK REGENCY POLICE DEPARTMENT

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Abstract. The purpose of this study was to determine the level of responsiveness of complaint services at the Gresik Regency Resort Police. This research method uses a type of quantitative research with a case study approach. The informants in this study were the head of SPKT, complaints service officers, call center officers and people who had made complaints. The data collection techniques used are observation and interviews. The results showed that in general the Responsiveness Level of Community Complaint Services at the Gresik Regency Resort Police as measured using indicators put forward by Zeithaml consisting of Officers / Administrators Perform Services Quickly, and Officers / Administrators Perform Services Appropriately in a very good category. Responding to Every Customer / Applicant Who Wants to Get Service, Officers / Administrators Perform Services Carefully, Officers / Administrators Perform Services with the Right Time, and All Customer Complaints are Responded to by Officers in the category quite well or quite responsive.

Keywords: *Responsiveness, Public Service, Complaint Service, Resort Police.*

I. INTRODUCTION

In Indonesia, public services are one of the references for assessing the quality of government in carrying out its duties. The quality of performance carried out by the government can be seen from the performance of public services by meeting the needs and expectations of the community. (Nurdin, 2019). Therefore, both central and regional governments are obliged to provide public services to the community in order to meet the needs and rights of the community (Nurdin, 2019). (Wulan et al., 2022). The government is also required to improve the quality of public services because quality public services can build public trust. (Raha et al., 2024).

Responsiveness is a way that can be used in managing government affairs in serving the community. Responsiveness is used as a benchmark in public services, it can be seen from the government's actions in responding to public complaints. The public can make complaints if the quality of public services provided by the agency is not optimal or not in accordance with applicable regulations. From this understanding, it can be said that complaints or complaints are an attitude of disappointment or dissatisfaction with the services provided by service providers. Complaints are not only related to complaints about services provided by service providers but can also be in the form of reporting on crimes or crimes, accidents, or adverse events experienced by the complainant. (Gading Vanny Putri et al., 2023).

The police play an important role as the main bridge in Indonesia's criminal justice system. Creating security in the life of the nation is a top priority for the police to provide optimal services and maintain good relations with the community. One of the approaches used by the police to

achieve this goal is to receive complaints about criminal crimes from the public. (Mochtar et al., 2022).. From the data Central Bureau of Statistics, (2023) the highest number of reported crimes can be described as follows:

Table 1 Number of Crimes Reported and Percentage of Cases Solved in the Top 5 Districts/Cities in East Java

District/ City	Year	Number of Crimes Reported	Percentage of Case Resolution
Surabaya	2020 - 2023	12.054	87,273 %
Sidoarjo		6.117	95,24 %
Malang		5.859	88,63 %
Jember		5.408	84,36 %
Gresik		5.170	73,02 %

Source: Central Bureau of Statistics, 2023

Based on this, Gresik District recorded the lowest case completion percentage among the five districts, with an average of 73.02%. Although the number of crimes reported in Gresik District is the lowest compared to other regions, the percentage of cases solved in this district remains low. Supposedly, with the low number of crime complaints, Gresik District should have a higher percentage of case completions. However, the data shows the opposite, namely that case resolution in Gresik District is actually quite low.

Based on case settlement data at the Gresik District Police in 2023, the number of cases reported reached 616, with 298 cases declared completed. This shows that the case completion rate only reached 48.38% of the total cases. This

condition indicates the need for improvement in case handling in the police.

One of the main problems at Gresik District Police is the lack of responsiveness in handling public complaints. For example, there were complaints about fraud cases that never found resolution, even though the evidence provided was complete and valid. Some complainants stated that every fraud case reported did not get satisfactory results or the expected response. In addition, there were complaints related to the attitude of police officers in administrative services, such as SKCK processing. Some residents mentioned that the officers' attitude and communication were less friendly, thus adding to the community's dissatisfaction with the services provided. Based on these problems, the Gresik District Police is considered unable to provide an adequate response to community complaints. Therefore, it is important to evaluate the extent to which the level of responsiveness of complaint services at the Gresik Regency Police and how the community assesses the quality of these services.

Research related to the responsiveness of community complaint services in the Police has been conducted by a number of researchers, one of which is by Raha et al, (2024) This study discusses the Responsiveness of Community Complaint Services at the Tuminting Manado Police Sector using a qualitative approach with a descriptive type and collecting data through observation, interviews, and documentation. The results showed that the responsiveness of community complaint services in the Tuminting Manado Sector Police was considered good. Tuminting Sector Police officers show a friendly and polite attitude in serving the community. Providing services quickly, services are also carried out thoroughly and seriously. However, there are still shortcomings in terms of officer discipline, people have to wait because the officer has not arrived and the office is empty. Nevertheless, the overall service process was carried out in a timely manner without delay.

II. RESEARCH METHOD

This research adopts a qualitative method with a case study approach. The focus of the research is to gain an in-depth and detailed understanding of the responsiveness of community complaint services at the Gresik District Police by using data collection techniques. The research location used in this research is the Gresik District Police. The background of the location taken at the Gresik Regency Resort Police.

The focus of research in this study is related to the Responsiveness of Community Complaint Services at the Gresik Regency Resort Police using the responsiveness indicators put forward by Zeithaml et al, including; a) Responding to every customer / applicant who wants to get service, service officers must know how to behave and communicate properly and politely to the community; b) Officers / apparatus perform services quickly, service officers must serve swiftly and sincerely in serving the community; c) Officers / apparatus perform services appropriately, officers are expected to serve carefully and precisely the fiber of

service provided must be in accordance with the wishes of the community; d) Officers / apparatus perform services carefully, in serving the community it is necessary to focus and be serious so that the services provided do not make mistakes that can harm the community; e) Officers / apparatus perform services with the right time, officers in serving the community are expected to complete the implementation of their services within a predetermined period; f) All customer complaints are responded to by officers, Every leader of the public service delivery unit is obliged to resolve every report or complaint or public complaint regarding dissatisfaction in service delivery in accordance with their authority.

This research uses two data sources, namely primary data and secondary data, by conducting observations, interviews, and documentation studies. The data analysis technique used in this research is a model proposed by (Miles et al., 2014) which explains that the process of analyzing qualitative research data is carried out by collecting data, reducing data, presenting data, and concluding research results.

III. RESULTS AND DISCUSSION

a. Respond to every customer/applicant who wants to get service

According to Widiati who was quoted by (Mochtar et al., 2022) suggests that every customer has a different character, therefore service officers must also know how to behave and communicate well and warmly. Attitude is a set of consistent responses to social objects (Mochtar et al., 2022). Quoted from (Huda, 2019) Good communication can be done by showing respect and appreciation for the interlocutor, delivering messages concisely and clearly, using language that is easy to understand, delivering messages that are easy to accept and paying attention to applicable norms.

Based on the findings in the field, officers at the Gresik District Police showed a very good attitude in serving the community. They welcome every complainant in a friendly manner, through smiles, greetings, and salutations, both in direct complaints and through the call center. In dealing with complainants who are often emotional, officers act carefully and fairly, without discriminating against ethnicity, race, religion, or background. This attitude of professionalism and courtesy makes the community feel valued and strengthens positive relationships with the police.

Complaint service officers at the Gresik District Police have carried out good communication. They open conversations with greetings and greetings, both directly and through the call center, and provide information that is clear and easy to understand. The public stated that the language used by officers was polite and straightforward, although there were complaints about voice intonation that was considered too high. To improve comfort, it is recommended that officers pay more attention to intonation so that the atmosphere of interaction feels calmer and friendlier. Overall, the responsiveness of the officers is quite good.

b. Officers/Administrators Perform Services Quickly

According to Azis quoted by Mochtar (2022) This fast service is related to the readiness and sincerity of service

providers in providing services and fulfilling customer requests. Quoted in Sofianti et al, (2021) Alertness is an officer who is dexterous and immediately serves people who need help, and responds quickly when people ask questions. Meanwhile, sincerity at work is devoting all your heart and soul to a job so that it can provide benefits to life.

Based on observations and interviews, the complaint service officers at the Gresik District Police respond to complaints quickly, especially through the call center, because the majority of complaints are emergency in nature and require immediate handling. Complaints received are responded to immediately, and officers immediately visit the location to verify the truth of the complaint. The Gresik District Police also cooperates with the sub-district police, samsat, and related units or functions to accelerate the handling of complaints, according to their respective duties and authorities, ensuring an effective response.

However, there are obstacles in the call center service at the Gresik District Police because there is no permanent officer specifically assigned to this service. All police personnel take turns being call center officers, which operates 24 hours. Each picket officer is on duty for 12 hours a day. In addition, limited facilities and infrastructure are an obstacle, as only 3 telephones and 3 computers are available. This condition limits the officer's ability to handle calls, only being able to respond to 3 complaints at once, potentially affecting the speed of service to the community.

Dumas (Community Complaint Service) officers in Gresik District Police are prohibited from receiving any reward from the public, to maintain integrity and public trust. This policy ensures officers are fully focused on their responsibilities, providing the best service without any personal interest or material gain. Their sincerity is seen in the way they handle complaints, providing a sense of security and respect for complainants. The community considers that the service provided by officers is based on a high sense of responsibility and commitment, which is reflected in the quick response to complaints, both through the call center and directly. Overall, the complaint service at the Gresik District Police can be categorized as very fast in responding to complaints.

c. Officers/Administrators Perform Services Appropriately

According to Latifah quoted by Mochtar (2022) In the right service indicator, the service provided must be in accordance with service procedures and provide services at the right cost. According to Sofianti, Suitability of procedures means that the service is carried out in accordance with predetermined rules. Serving at the right cost is in accordance with the predetermined budget and does not ask the community for more. (Mochtar, 2022).

Based on the results of observations and interviews, the complaint service at the Gresik District Police has been running in accordance with the applicable mechanism. The officer welcomes complaints in a friendly manner, records the complainant's information, and analyzes the supporting evidence. If the evidence is sufficient, the report is forwarded to the relevant unit, and the complainant receives a report receipt. However, if the evidence is insufficient, a recommendation letter is not generated. This system ensures

that every complaint is processed in accordance with established standards.

Users of the complaint service acknowledge that the Gresik District Police responds to complaints according to established procedures. Complaint services at SPKT are provided free of charge, either for direct complaints, or through the call center. This is also confirmed through information at the SPKT office, which emphasizes that all complaint services are free and in accordance with applicable policies. And people who make complaints are never asked or give rewards to officers. It can be said that officers have excellent performance, providing appropriate services in accordance with existing mechanisms.

d. Officers/Administrators Perform Services Carefully

According to Latifah quoted by Mochtar (2022), Accuracy in providing services needs to be considered so that mistakes do not occur that can harm customers. According to Sofianti Focus means doing service carefully. Focus is the determinant of one's work results, because with focus we can work faster and more effectively than usual. According to Sofianti, Seriousness means doing services properly and correctly so as to get maximum results.

Based on the research results, Gresik District Police officers showed thoroughness in handling community complaints. They carefully listened to each statement submitted by the complainant, recorded important information, and carefully examined the evidence. To ensure accuracy, officers match statements with existing evidence and re-verify to avoid misunderstandings. In addition, while handling complaints, officers remain focused on their duties without being distracted by other activities, such as playing cellphones, so that services remain maximized and efficient.

Officers at the Gresik District Police have been professional and proactive in responding to community complaints. They take each report seriously, ensuring all information is carefully verified. In general, people felt that their complaints were handled well. However, there were some cases where complainants were disappointed that there was no clear follow-up, which casts doubt on the officers' commitment to resolving the issue thoroughly. This points to the need for improvement in the complaint follow-up process. Overall, the complaint service officers at the Gresik District Police were quite responsive in responding to complaints.

e. Officers / Administrators Perform Services with the Right Time

According to Surjadi who was quoted by (Herdini & Widiyarta, 2020) Every public service must have service standards and be published as a guarantee of certainty for service recipients. The accuracy of waiting time includes the length of time the community spends before getting service. The timeliness of the process relates to the speed of complaint resolution.

The results showed that the timeliness of the queue at the Gresik Regency Police was generally good and in accordance with the standard operating procedure (SOP) which regulates the queue time between 1-5 minutes. However, in practice, queuing times often exceed these limits due to the high volume of visits. This problem is exacerbated by the merging

of complaints and SKCK services in one unit, which limits queuing capacity. According to community opinion, most queues at the Gresik District Police are quite long. To address this issue, Gresik District Police has launched an online queuing system to reduce queues and improve service efficiency.

Based on the research results, officers at the Gresik District Police have followed procedures well in responding to complaints. After receiving and verifying evidence, officers usually issue an interview result letter within 10 to 15 minutes. However, issuing a police report can take longer, up to three months, depending on the complexity of the case. Some people find the process quick and efficient, while others consider the complaint resolution time to be long because there has been no progress on the case. In this indicator, the complaint service at the Gresik District Police is considered to be quite responsive.

f. All Customer Complaints Responded to by Officers

According to Rahmayanty quoted by (Putri, 2021), states that every head of the public service delivery unit is obliged to resolve any reports or complaints from the public regarding dissatisfaction in service delivery according to their authority.

The results showed that the Gresik District Police has launched an e-survey to make it easier for people to provide complaints or feedback without having to speak directly. The e-survey is particularly useful for those who want to maintain confidentiality. However, the success of the e-survey depends on officer follow-up and transparency of information to the community. Although some citizens have utilized this facility, many are unaware of it. Therefore, it is important to increase public awareness and officer responsiveness so that e-surveys can be more effective in improving service quality and public trust.

While e-surveys make it easier for people to submit complaints, there are still obstacles in terms of transparency and follow-up. People often do not know whether their complaints have been addressed or not. Therefore, there is a need to improve the reporting and communication system between officers and the public so that each complaint can be handled effectively and the status of resolution can be clearly informed to the complainant. Overall, this indicator is rated quite good.

IV. CONCLUSION

From the results of the research and discussion described above, it can be concluded as follows: Responding to every customer / applicant who wants to get services at the Gresik Regency Police, is quite responsive, because there are still input related to the intonation of officers in communication. In the indicator of Officers / Apparatus Performing Services Quickly, it can be categorized as very responsive in responding to every incoming complaint, both through the call center and directly. In the Officer/Administrator Performs Services Appropriately indicator, the complaints service officer showed excellent performance. Responses to complaints have been in accordance with the applicable mechanisms, handled systematically and in accordance with

existing mechanisms. In the indicator of Officers / Administrators Performing Services Carefully, the complaints service officer. complaints. because some complainants feel disappointed because their complaints are not resolved. In the indicator of Officers / Apparatus Performing Services with the Right Time, the complaint service at the Gresik Regency Police is quite responsive. The timeliness of the process is not good because there are still several cases that require a lot of time to complete and there are even cases that are still unresolved.

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