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PRESISI APPLICATION INNOVATION IN MANUFACTURING SERVICES ONLINE-BASED POLICE RECORD CERTIFICATE (SKCK) (CASE STUDY AT JOMBANG POLICE STATION)

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Abstract. According to Law No. 2 of 2002 Article 13, the main tasks of POLRI are to provide protection, shelter, and services to the community, including the service of making a SKCK. However, the SKCK process is often considered complicated and time-consuming. To overcome these problems, POLRI introduced an online SKCK service innovation through the PRESISI application in all Police agencies, including Polres Jombang to make it easier for the public to take care of SKCK and at the same time cut a little bureaucracy in Indonesia. This is expected to speed up and simplify SKCK processing. This study aims to determine and analyze the innovation of online-based SKCK services at Polres Jombang using the theory of digital public service innovation according to Bertot et al (2016). This type of research is qualitative research with a descriptive approach to provide a broad description of the object under study, especially innovations in online-based SKCK services at Polres Jombang. The results showed that the innovation of online SKCK making services as a whole can be said to be successful because it facilitates the community in the SKCK application process. However, in the process of filling in data on Presisi there are still shortcomings in predictive analysis related to the needs of citizens for SKCK applications in the application, and the lack of socialization from POLRI also contributes to the lack of understanding of citizens regarding this online SKCK service.

Keywords: Public Service; Innovation; SKCK

I. INTRODUCTION

Law Number 25 of 2009 explains that public services include a series of activities aimed at meeting service needs in accordance with applicable laws and regulations for all citizens for administrative goods and services provided by public service providers [1]. In this case, the government as a state apparatus has the authority and responsibility to provide public services to meet the basic needs and civil rights of all citizens in terms of goods, services, and services [2]. The government has made efforts to improve services and improve service quality in order to achieve progress and be able to adapt to catch up with other countries. One of the government's efforts is to continue to make improvements to the public service system. According to Damanpour quoted in [3], an innovation can be a new product or service, a new production process technology, a new system of structure and administration or a new plan for organizational members.

As one of the pillars responsible for maintaining security and public order, the Indonesian National Police (POLRI) committed to serving the nation and state [4]. Public services provided by the Police and Police Sector are a type of public service that aims to meet the needs of the community in accordance with their demands and expectations, in line with applicable laws and regulations. To show its dedication to the community, POLRI strives to provide services by getting closer to the community, understanding their needs and responding quickly to all forms of reports and complaints. According to Law Number 2 of 2002 Article 13, the main task of POLRI is to provide protection, provide protection, and organize various services to the community, including the service of making a Police Record Certificate (SKCK) which is an important part of public administration [5].

Based on Perkap No. 18/2014, a Police Record Certificate or SKCK is an official certificate issued by POLRI through the Security Intelligence (Intelkam) section to someone who submits an application. This certificate is given to fulfill certain needs or requirements required by the party concerned. SKCK is issued based on the results of an examination of biodata and Police records relating to the person. The determination of the tariff amount is in accordance with the provisions stated in Government Regulation Number 76 of 2020, which is IDR 30,000 [6]. SKCK has an important role in a selection or recruitment process in various government agencies, institutions or companies because SKCK explains that the applicant has never committed legal errors or significant criminal acts such as fraud, violence, or other serious offenses. The purpose is to determine a person's legal history and ensure that the applicant has no serious legal

Volume 08, Number 03, Page 906-910
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offenses that could damage the reputation of the relevant agency. With this SKCK, parties with an interest can assess whether a person meets the requirements to occupy certain positions, jobs, education levels, and so on. This is because SKCK is one of the requirements that must be met in the application process to get a job, education level at school graduation [7].

Over time, the number of applicants for SKCK processing has increased significantly. And this often causes long queues due to the large number of applicants. This condition can lead to the risk of maladministration, where the possibility of errors or delays in the SKCK issuance process is higher [8]. Therefore, it is necessary to increase the efficiency and renewal capacity of SKCK service delivery.

In the era of rapidly growing digitalization, technological transformation has changed various aspects of daily life, including in terms of public administration. Along with the demands for efficiency, transparency, and ease of public access to public services. Therefore, POLRI has taken a new step in improving SKCK processing services by utilizing the latest technological developments. By adopting the latest technology, POLRI seeks to change the old paradigm in SKCK processing. Manual processes that may be time-consuming and require a physical visit to the police station have now been upgraded to an SKCK online system. This innovative step aims to make it easier for people to access and obtain SKCK more quickly and efficiently [9].

By utilizing the official *online* platform provided by the National Police, the public now has easier access to apply for SKCK. The existence of *online* SKCK makes it easier for people who want to apply for SKCK, because they can do it flexibly, anytime and anywhere, simply by registering via the SUPERAPPS PRESISI POLRI application. PRESISI is the need for a system that can unify all data services, provide convenience in creating/building new services, integrate existing services and implement service standards from upstream to downstream [10]. With this innovation that has been running for several years, Indonesian people now only need 15 minutes to get an SKCK. A fast and secure system is certainly an advantage for all services in PRESISI.

This innovation is not just a tool, but a representation of Polri's commitment to improving the quality of service to the community. Awareness of the importance of fast, precise, and accurate service has encouraged Polri to introduce this application at all levels, from the central level to Polres and Polsek across the country. This proves that equality of service is a priority, where people in urban and rural areas have equal access to police services.

Polres Jombang has shown a strong commitment in improving the quality of public services to its citizens. As evidence of this commitment, despite being located outside the metropolitan center, Polres Jombang has integrated the *SUPERAPPS PRESISI POLRI* application in its service system. In Jombang itself, *online* SKCK applicants are more than *offline* applicants. Judging from the data from 2020 to 2022, the SKCK applicants at Polres Jombang are as follows:

TABLE I
SKCK Applicant Data at Polres Jombang in 2020-2022

Year	Applicant	
	Online	Offline
2020	3627	2008
2021	4734	1915
2022	5589	3018
Total	13.950	6941
	20.891	

Source: Internal Data of Polres Jombang

It can be explained that the number of SKCK applicants from 2020 to 2022 is 20.891 applicants with the details of 2020 online SKCK applicants and *offline* as many as 3,627 and 2008 people, in 2021 *online* and *offline* SKCK applicants were 4,734 and 1,915 people, and in 2022 *online* and *offline* SKCK applicants were 5,589 and 3,018 people. From the data above, it can be seen that there are more *online SKCK* applicants than *offline SKCK* applicants because making SKCK *online* is considered and considered more practical than making SKCK manually. In addition, *online* SKCK applicants from 2020 to 2022 at Polres Jombang are known to increase every year.

Based on data on SKCK applicants from 2020 to 2022 at Polres Jombang, there is a significant upward trend in the utilization of *online* services for SKCK applications. Data analysis shows that people tend to switch to online *SKCK* services, signalling a paradigm shift in accessing police services. This upward trend is expected to continue in the future. The main factor that can explain the continuation of this trend is the increase in public trust in online services. Over time, the public has become more familiar and confident with the security and reliability of online services, including police services such as SKCK applications. With breakthroughs and innovations like this, Jombang residents now have easier and faster access to *online-based* SKCK applications. No more waiting in long lines or repeatedly visiting the police station. All procedures can now be don independently.

However, in reality, the flow of making SKCK offline and online is not much different, namely:

TABLE II
Differences in the Flow of Making SKCK Offline and Online

Offline Applicant	Online Applicant
1. Applicant 2. Requeriment checking 3. SKCK applicant form filling 4. Fingerprint formula retrieval 5. Form retrieval rechecking requirements 6. SKCK retrieval	1. Applicant 2. Apply online at PRESISI 3. Requeriment checking 4. Fingerprint formula retrieval 5. Rechecking requirements 6. SKCK retrieval

Source: Polres Jombang

The difference in the *offline* and *online* SKCK application process lies in the applicant's requirements. In the offline SKCK application, *the* applicant must bring a cover letter from the authorities at the kelurahan level where they live. This takes a lot of time because to obtain this cover letter, you must first contact the local RT head so that a cover letter is

Volume 08, Number 03, Page 906-910
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made which will be submitted to the RW head. Next, the RW will get a letter of introduction to the Kelurahan/Village. The emphasis on the difference between the *offline* and *online* SKCK application processes is that the applicant must involve the authorities at the RT, RW and Kelurahan levels in retrieving the cover letter in *offline applications*, while *online* applications are simpler and do not require these steps [11].

In addition to the similar flow, the PRESISI application received a rating of 3.4 on the Google Play Store and 3.6 on the App Store. This is because when the online SKCK applicant fills out the form in the application, the application suddenly crashes. Of course, this is a note for POLRI, especially Polres Jombang, so that they can always maintain and improve the quality of the web or *online* SKCK making service application so that SKCK applicants can easily access it.

II. RESEARCH METHODS

This type of research is qualitative research with a descriptive approach. The author chooses to use qualitative research methods in order to provide a broad picture of the object under study, especially innovations in *online-based* SKCK services at Polres Jombang. The focus of this research will be explained through analysis using the theory of digital public service innovation, namely seven digital public service innovations according to (Bertot et al., 2016) as follows, Transparent Digital Public Services, Participatory Digital Public Services, Anticipatory Digital Public Services, Personalized Digital Public Services, Co-Created Digital Public Services, Context-Aware Digital Public Services Dan Context-Smart Digital Public Services. The methods used to collect data are interviews, observation and documentaion. The technique of determining informants used by the author in this study is *purposive* and *snowball* techniques. There are four procedures in data analysis, asfollows data collection, data reduction, data presentation and inference. In qualitative research, data validity includes credibility, transferability, dependability and confirmability.

III. RESULT AND DISCUSSION

The innovation of the PRESISI application in *online* SKCK making services is one of the breakthroughs in public service innovation and is realized from the results of adaptations/modifications made by POLRI to provide benefits for the public. In this study, in accordance with the formulation of the problem and research objectives, namely to determine and analyze the innovation of SKCK online-based services at Polres Jombang, it is studied through the theory of innovative digital public services according to (Bertot et al., 2016), namely:

Transparent Digital Public Services

According to (Bertot et al., 2016), transparent digital public services means that open, transparent and accountable government is the basis for an informed citizenry. In this indicator, aspects that support the transparency and openness of SKCK service innovation through PRESISI are the accessibility and openness of information on the process and requirements for making SKCK, as well as monitoring the use of PRESISI. Polres Jombang ensures information disclosure on the process and requirements for making SKCK by various means: manually through brochures and online through social media such as Facebook, Instagram and WhatsApp. This step demonstrates Polres Jombang's commitment to ensuring optimal information disclosure and easy access for the public in the SKCK making process.

In addition, Polri conducts electronic audits of all transactions at PRESISI. Polres Jombang receives SKCK blanks from Polda East Java and must report the number of SKCK issuances and the money deposited daily. Audits are conducted internally by SIWAS at Polres, ITWASDA at Polda, and ITWASUM at Mabes, as well as externally by BPK. This emphasizes Polri's commitment to maintaining transparency and accountability in every transaction related to the issuance of SKCK.

Participatory Digital Public Services

According to (Bertot et al., 2016), participatory digital public services means involving the active involvement of both government and citizens in creating innovative capabilities for the state to interact with. Regarding SKCK innovation through PRESISI, there are three important aspects that support participatory innovation, namely the collection of information on making SKCK in PRESISI, steps that are easily accessible, and feedback from users regarding online SKCK services. Firstly, the PRESISI application is an important tool in collection of information required in the SKCK issuance process. In this application, all information related to making SKCK such as fees, document attachments, and estimated processing time is available in full.

Second, the process of applying for SKCK through the PRESISI application is also considered easy for some applicants, but is considered quite complicated for those who are less familiar with technology. In-app instructions help users complete forms and upload documents appropriately. While there are challenges for those less familiar with technology, the instructions help reduce errors and speed up the submission process.

Third, The PRESISI application is not only for applying for SKCK, but also allows citizens to provide suggestions and input through e-survey or filling out a paper community satisfaction survey (SKM) questionnaire. This enables improvements and enhancements to the overall quality of SKCK services.

Anticipatory Digital Public Services

According to (Bertot et al., 2016), anticipatory innovation focuses on digital public services that anticipate the needs of citizens. In this indicator, the innovation of the *online* SKCK service is based on three aspects, including the integration of data and information from various sources, predictive analysis of citizen needs related to SKCK applications, and involvement of related parties in application development and maintenance. In data and information integration, Polri can provide more accurate and relevant services to SKCK applicants because the data uploaded through PRESISI directly enters the *online* SKCK computer system. Police data integration through PRESISI and the Prisoner Development Assessment System (SPPN) speeds up and simplifies SKCK

Volume 08, Number 03, Page 906-910
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applications by avoiding manual data entry. Polri can provide more accurate and relevant services with data that goes directly into the online SKCK computer system, including police records and other information. This strengthens the accuracy of the applicant's suitability assessment for the SKCK.

Although data integration has been carried out well, predictive analysis related to the needs of citizens in applying for SKCK in the application is still not fully complete. This can be seen when the applicant comes to the SKCK office and just reveals what the SKCK is for. Therefore, in maintaining the PRESISI application, Polri conducts cross-sectoral cooperation to overcome technological complexities. They cooperate with vendors for periodic updates and assign specialized officers every month from Headquarters to Polres. This aims to increase the effectiveness of the application and meet the needs of the community in applying for SKCK better and more efficiently.

Personalized Digital Public Services

According to (Bertot et al., 2016), depersonalized services refer to one-on-one digital public services between the government and citizens. In this indicator, the *online* SKCK service innovation is based on three aspects, namely user profiles, authentication and security, and data integration. This illustrates how the application of technology allows for more effective and personalized communication between the government and the community in the public service process. Firstly Polri collects and utilizes user profile information comprehensively. Apart from SPPN, there is a new program that SKCK applicants must have proof of BPJS activeness through the *JKN Mobile* application. Second, Polri has given high priority to the authentication and security of SKCK applicant data. Data is only accessed by internal police for SKCK, not by the public. For security, SKCK officers cannot directly access sensitive data such as KK and KTP. Third, SKCK officers ensure the accuracy and consistency of applicant data by regularly coordinating with various internal divisions, such as drugs, criminal investigation, sabhara, and traffic. In addition, Polri also relies on SPPN to obtain monthly updates on suspect data.

Co-Created Digital Public Services

According to (Bertot et al., 2016), *co-created* refers to cooperation between government, citizens, industry and others with the help of digital technology. In this indicator, online SKCK service innovation is based on collaboration between parties in developing the PRESISI application to optimize *online* SKCK services. Collaboration between Polres Jombang and the Regional Government in terms of e-KTP has gone well. As for the collaboration between Polri and the private sector, namely PT in developing the PRESISI application. In addition, Polres Jombang has involved the community and the industrial sector in improving online SKCK services with regular meetings with students, related agencies, and journalists. However, these efforts have not been optimal due to the lack of dissemination of information that is easily understood by all levels of society. Further steps are needed to ensure information is well disseminated and understandable by everyone to improve the efficiency and effectiveness of public services.

Context-Aware Digital Public Services

According to (Bertot et al., 2016), context-aware digital public services are in a constant state of interaction with citizens, their devices, and the current environment, thereby being able to engage in timely and contextual fulfillment of needs. In this indicator, the key to innovation in *online* SKCK services is based on better accessibility, efficiency and time savings, and *real-time* monitoring and reporting in monitoring the SKCK application process. Each Polres integrates the PRESISI application in the strategy of improving services to the community. The implementation of *online* SKCK has the main objective of providing convenience for the community. Through this *online* system, people are no longer limited by time and place because they can apply for SKCK anywhere and anytime. This not only improves service accessibility, but also speeds up the administrative process for the authorities and provides security and comfort to the people who need this service.

Furthermore, efficiency and time savings are also a focus in this implementation. With the automation and computerization of the process, the time to apply for and issue SKCK can be significantly minimized. In an online system, the process is faster and more efficient. Applicant data can be accessed easily through the registration barcode, replacing time-consuming manual filling. Now, the process takes only 7-10 minutes compared to 15 minutes or more in the manual process.

In addition, with the system connected *online*, information regarding the status of applications can be accessed in *real-time* by authorities and applicants. This allows for better monitoring of the number of SKCK applicants, both *online* and *offline* in a single day, as well as data regarding applicants who have registered *online* but have not yet printed their SKCK. Thus, the implementation of online SKCK not only provides convenience and efficiency for the community, but also enables better monitoring and faster and more accurate access to information for the authorities and SKCK applicants themselves.

Context-Smart Digital Public Services

According to (Bertot et al., 2016), context-smart digital public services include digital public services that utilize context awareness to provide contextually relevant actions at the time they are needed or desired. In this indicator, the *online* SKCK service is based on aspects of the use of artificial intelligence (AI) and service personalization. The PRESISI application uses AI intelligence to recognize faces and biometric identification. When applying for an SKCK, the applicant is asked to upload a selfie photo, a photo of the KTP, and a selfie photo with the KTP. The system automatically checks that the photo matches the KTP data and uses AI to verify the authenticity of the photo and the validity of the applicant's identity. This reduces the risk of false identity or data manipulation, improving the security and accuracy of the SKCK.

Furthermore, one of the innovative steps taken was to introduce service personalization. Polri realizes that each

Volume 08, Number 03, Page 906-910
e-ISSN: 2598-120X; p-ISSN: 2598-117X

individual who applies for an SKCK has different needs. Therefore, Polri decided to introduce an auto-fill feature that takes into consideration the user's previous history. Through this feature, the form filling process SKCK application becomes more efficient and faster. The system will automatically recognize relevant data from previous users and fill in the same or similar parts of the form automatically.

IV. CONCLUSIONS

Based on the results of the research described by the author regarding the innovation of the PRESISI application in online-based SKCK making services at Polres Jombang, it can be described through seven innovative digital public services, including Transparent Digital Public Services, Participatory Digital Public Services, Anticipatory Digital Public Services, Personalized Digital Public Services, Co-Created Digital Public Services, Context-Aware Digital Public Services and Context-Smart Digital Public Services. Based on the description of the research results, the following conclusions can be drawn:

1. Transparent Digital Public Services consist of aspects of accessibility and information disclosure, as well as monitoring application usage. From these two aspects, Polri and Polres Jombang have successfully demonstrated Polri's commitment to building an open government that is responsive to the needs of the community.
2. Participatory Digital Public Services consist of three aspects, namely information collection, accessible steps, and user feedback. Of these three aspects, the *online* SKCK service has fulfilled important aspects of this indicator, but has not yet reached perfection. There are still challenges in increasing public understanding of the use of the application.
3. Anticipatory Digital Public Services consist of three aspects, namely integration of data and information from various sources, predictive analysis of citizen needs, and involvement of related parties in application development and maintenance. Of these three aspects, the online SKCK service has not fully fulfilled the important aspects of this indicator. There are still shortcomings in predictive analysis related to citizen needs for SKCK applications in the application.
4. Personalized Digital Public Services consist of three aspects, namely user profiles, authentication and security, and data integration. From these three aspects, the online SKCK service has reached an optimal level, thus providing high trust and security to the public by the Polri.
5. Co-Created Digital Public Services are based on aspects of collaboration between parties. Polres Jombang has carried out this aspect well, but still needs to increase efforts in disseminating information that is wider and easier to understand for all levels of society.
6. *Context-Aware Digital Public Services* consist of three aspects, namely better accessibility, efficiency and time savings, and *real-time* monitoring and reporting. From these three aspects, the *online* SKCK service has successfully implemented digital public services that are contextual, responsive and efficient, providing great benefits to the community in taking care of SKCK.
7. Context-Smart Digital Public Services consist of aspects of the use of artificial intelligence (AI) and service personalization. From these two aspects, it went well because it succeeded in making it easier for most people in the SKCK application process.

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