

Evaluasi Kualitas Pelayanan Penerbitan Surat Keterangan Catatan Kepolisian (SKCK) di Kepolisian Resor (Polres) Payakumbuh = Evaluation of the Quality of Service for Issuing Police Record Certificates (SKCK) at the Payakumbuh Resort Police (Polres)

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Abstrak

Pelayanan penerbitan SKCK Polri mengalami berbagai ketimpangan sehingga menimbulkan ketidakpuasan dan keluhan masyarakat. Adapun bentuk ketimpangan berupa praktek pungutan liar, penundaan penerbitan, pelanggaran standar pelayanan, dan pelanggaran integritas petugas pelayanan. Polri dituntut mampu menyelenggarakan pelayanan penerbitan SKCK yang berkualitas sehingga dapat memenuhi kepuasan masyarakat. Penelitian ini bertujuan untuk menganalisis kualitas pelayanan penerbitan SKCK di Polres Payakumbuh dan menganalisis faktor-faktor yang mempengaruhi kualitas pelayanan penerbitan SKCK di Polres Payakumbuh. Penelitian ini merupakan penelitian kuantitatif dengan teknik pengumpulan data Accidental Sampling menggunakan kuesioner, wawancara, dan studi kepustakaan. Survei kuesioner dilakukan terhadap 100 (seratus) orang responden pelanggan SKCK. Data yang diperoleh diolah dengan menggunakan analisis statistik deskriptif, diagram Importance-Performance Analysis, dan analisis faktor eksploratori. Hasil penelitian menunjukkan bahwa kualitas pelayanan penerbitan SKCK di Polres Payakumbuh sudah cukup baik, terlihat dari skor kinerja yang mendekati skor kepentingan untuk sebagian besar dimensi dan atribut kualitas pelayanan. Kemudian terdapat 2 (dua) komponen utama yang mempengaruhi kualitas pelayanan yakni: (1) kombinasi aspek profesionalisme petugas, penanganan dokumen yang baik, kepedulian terhadap pelanggan, dan kemampuan memberikan solusi secara bersamaan untuk memaksimalkan kepuasan pelanggan, dan (2) terdapat trade-off antara pemberi informasi yang jelas dan penyediaan solusi langsung.

.....The National Police's SKCK issuance service experiences various disparities, giving rise to public dissatisfaction and complaints. The forms of inequality include the practice of illegal levies, delays in publishing, violations of service standards, and violations of the integrity of service officers. The National Police is required to be able to provide quality SKCK issuance services so that they can meet community satisfaction. The goals of this research is to analyze the quality of SKCK issuance services at Payakumbuh Police and analyze the factors that influence the quality of SKCK issuance services at Payakumbuh Police. This research is quantitative research with Accidental Sampling data collection techniques using questionnaires, interviews and literature studies. A questionnaire survey was conducted on 100 (one hundred) SKCK customer respondents. The data obtained was processed using descriptive statistical analysis, Importance-Performance Analysis diagrams, and exploratory factor analysis. The research results show that the quality of SKCK issuance services at the Payakumbuh Police is quite good, as seen from the performance scores which are close to the importance scores for most dimensions and attributes of service quality. Then there are 2 (two) main components that influence service quality, namely: (1) a combination of aspects officer's professionalism, good document handling, concern for customers, and the ability to provide solutions simultaneously to maximize customer satisfaction, and (2) there is a trade-off between providing clear information and providing immediate solutions.