

APPLICATION CITIZEN'S CHARTER IN IMPROVING THE QUALITY OF POLRI PUBLIC SERVICES

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Abstract

Improving the quality of service requires support from all groups, including the integrity and commitment of the Police leadership and service officers as well as the community's commitment not to commit deviations in accordance with the Citizen's Charter (service contract) which has been formulated and established as a guideline for the implementation of Polri's public services. The public must always prioritize equal rights and justice regarding these services so that improvements in the quality of Polri's public services in the future can be achieved effectively and efficiently by achieving good governance which is characterized by clean governance. This is in accordance with the general principles of state administration (the general principle of organizational state) which consist of legal certainty, orderly state administration, public interest, openness, proportionality, professionalism and accountability.

Keywords: Citizen's Charter, Public Service, Polri

INTRODUCTION

In Indonesia after the reform period, the government is trying to make changes in all development sectors. The government emphasizes that all state institutions and ministries carry out comprehensive bureaucratic reform, both structural, instrumental and cultural. This is intended to be in line with the way various developed countries provide maximum services to their citizens. The manifestation of this implementation is the birth of Law no. 25 of 2009, Article 1 which regulates public services. Public services are a series of activities in order to fulfill needs for goods and services and other administrative services provided by public service providers. To improve public services, innovation and creative breakthroughs are needed for middle managers or first line supervisors who hold strategic positions in a region. This creative idea will be useful if it is adapted to the local wisdom of the local community. This creative idea should refer to the 12 principles contained in the public service law which include:

1. public interest
2. legal certainty
3. equal rights
4. balance of rights and obligations
5. professional
6. participative
7. not discriminatory
8. openness
9. accountability
10. special facilities and treatment for vulnerable groups
11. punctuality
12. speed, convenience, and affordability

As a public service provider organization, the National Police is also obliged to manage service activities, public complaints, information, internal supervision, outreach to the public, and consultation services (Article 8 paragraph 2 of Law no. 25 concerning public services). The National Police as a public service provider is obliged to comply with Article 15 of Law No. 25 of 2009 concerning public services, namely:

1. compiling and setting standards
2. compile, set, and publish service information
3. determine competent implementers
4. provide facilities, infrastructure and/or public service facilities that support the creation of an adequate service climate
5. provide quality services in accordance with the principles of public service delivery
6. carry out services according to service standards
7. participate actively and comply with statutory regulations
8. provide accountability for the services provided
9. help people understand their rights and responsibilities
10. responsible for managing the organizing organization. public service
11. provide accountability in accordance with applicable laws when resigning or releasing responsibility for a position or position, and
12. fulfill a summons or represent an organization to attend or carry out an order for a legal action at the request of an authorized official from a state institution or government agency that has the right, authority and lawfulness in accordance with statutory regulations.

The National Police is not an institution that aims to make a profit (business oriented) in providing services to the community. In carrying out its activities it is more social (social oriented) towards the community (Atep: 2003:11). Therefore, the better they are at providing services to the community, the better the image of the National Police will be in supporting the government in creating national security stability. Increasingly, the public expects maximum service from the National Police. In line with this, of course the needs and desires of the community as consumers/customers will continue to change according to the dynamics of developments over time, so a better service strategy is needed than before. In providing police services, the National Police applies the best service pattern which includes:

1. pay attention to developments in customer needs and desires from time to time
2. strive to provide customer needs according to their rights and if possible do more than expected
3. provide the best service to customers in an effective and efficient manner.

From the description above, the problem is how to implement it citizen's charter in improving the quality of Polri's public services?

RESEARCH METHOD

In this research, a qualitative research approach was used. This qualitative approach is used because the problems studied are specific in nature, namely regarding implementation citizen's charter in improving the quality of Polri public services. The type of data that the author uses in this research is secondary data. Secondary data used is in the form of scientific articles, documents and reports as well as other written sources related to policy citizen's charter and public services. The author uses a data analysis method that is descriptive analysis, namely a qualitative research that seeks to find meaning, investigate processes, and obtain changes and in-depth understanding of individuals, groups or situations (Emzir: 2011:20).

RESULTS AND DISCUSSION

Application *Citizen's Charter* In Improving the Quality of Police Public Services

The reform of the National Police of the Republic of Indonesia is a follow-up to the launch of national reform, especially in the legal sector, which involves the National Police as one of the law enforcement bodies or institutions. The process towards a professional Polri begins by identifying the performance of the Republic of Indonesia's police and problems related to the professionalism of the Polri, viewed from the perspective of the community as the party who is most interested in receiving services. The implementation of police functions in the reform era requires changes covering three aspects, namely structural aspects, instrumental aspects and cultural aspects. These three aspects are closely related to the identity of the organization, the identity of function, the identity of autonomy, authority, the identity of police attitudes and behavior which are reflected in the appearance when providing services. The Police of the Republic of Indonesia is a public apparatus whose task is to maintain security and public order, enforce the law and provide protection, protection and services to the community as stated in Article 13 of Law Number 2 of 2002 concerning the Police of the Republic of Indonesia. In carrying out its main duties and daily functions, the police have more direct contact with the community, because the most important factor in realizing police duties is the existence of good relations between the police and the community.

Various ways can be realized so that police public services become better, one of which is by improving the strategies used in maintaining security, maintaining public order, law enforcement, protection, protection and service to the community so that a sense of security is created in the community because recently the number of crimes has increased. . National Police Chief Regulation (PERKAP) Number 23 of 2010, namely regarding the Integrated Police Service Center (SPKT) service, which is the element implementing the main tasks in the field of police services at the police level which is under the Police Chief. This regulation aims to serve as a guideline in carrying out tasks in order to equalize thought patterns and patterns of action in carrying out the main tasks and functions of the Polres and Polsek organizational units. Providing police services to the community, in the form of receiving and handling reports/complaints, providing aid and assistance including securing community activities and government agencies, and providing permits/information, as well as complaints regarding the actions of members of the National Police in accordance with statutory provisions.

Public services based on Law Number 25 of 2009, are activities or series of activities in order to fulfill service needs in accordance with statutory regulations for every citizen and resident for goods, services or administrative services provided by public service providers. This understanding indicates that public services are a series of activities carried out by the government in order to fulfill the basic needs of every citizen (Samsara, 2013: 6).

According to Akmalia (2012: 69), it is explained that the high or low assessment of the service quality of an organization is influenced by the perception of the people who need it regarding the quality of the service, whether they will feel satisfied, and vice versa, the people who need it will be dissatisfied if their perception of the quality of the service provided is poor. The perception of people in need is obtained from the results obtained after using the services provided, after comparing it with the hopes/expectations of the people in need. The better the service provided, the more satisfied the people who need it will be, even more loyal and will continue to use the services provided. The easier and more modern the services provided, the more interested they will be in the products provided because they provide comfort to people who need them.

In several developed and developing countries, new public management approaches have now been developed and are slowly abandoning conventional service patterns. The new public management paradigm in question is the application of the concept of the Citizen's Charter (service

contract) in 1991 as an implementation of transparent and accountable services from the government to its citizens.

Citizen's Charter according to Masdar et al (2009: 57) is an approach to providing public services that places service users as the center of attention. This means that in providing public services the needs and interests of service users must be prioritized. So far, what has happened is that the public has not been involved enough in the process of providing public services, so that decisions made regarding the implementation of public services are still made unilaterally. For example, the size of the fees that must be paid, the length of processing time, and the procedural requirements are the rights of the service provider, while community involvement in determining service standards can raise public awareness to comply with all regulations. Apart from that, the community also functions as a supervisor in the implementation of public services (Meirinawati and Indah Prabawati, 2015). In order to achieve this goal, the Citizen's Charter encourages service providers to work together with service users and other stakeholders to agree on the types of procedures, time, costs and methods of service. The agreement must consider the balance of rights and obligations between service providers, service users and stakeholders (Masdar, 2009: 58).

The aim of institutionalizing the citizen's charter in providing public services according to Kusumasari (2005:91) is:

- a. Making public services more responsive, namely in accordance with the needs of the community, and transparent in terms of time, costs and methods of service and accountable.
- b. Service users can access service information and exercise control over service delivery and respect the dignity and position of service users as sovereign citizens.
- c. Facilitate evaluation of service performance and help understand the needs and aspirations of citizens and stakeholders regarding the implementation of public services.
- d. Providing awareness to the public that public services are not only the responsibility of the government, but the responsibility of all, including citizens and service users.

Kumrotomo (2008:218) believes that the birth of a new innovation in the delivery of public services which is manifested in the form of the Citizen's Charter is important in the delivery of public services, the reasons are:

- a. Providing certainty of service which includes time, costs, procedures and methods of service.
- b. Provide information regarding the rights and obligations of service users, service providers and other stakeholders in the entire service delivery process.
- c. Make it easier for service users, citizens and other stakeholders to control service delivery practices.
- d. Facilitate service management and improve service delivery performance.
- e. Help service management identify the needs, hopes and aspirations of service users and other stakeholders.

According to Masdar (2009: 58), the basic elements of the Citizen's Charter include several things:

- a. Service vision and mission; A service vision is an agreement between service providers, service users and other stakeholders regarding the practice and performance of the service to be realized.
- b. Service standards, namely measures agreed upon by service providers, service users and other stakeholders regarding various aspects of service, for example time, costs, methods and service procedures.

Service standards include:

1. The attitude of service providers towards service users in the practice of providing services, for example greeting them in a friendly manner and being polite.
2. Service requirements and the rights of service users must be fulfilled.
3. Service fees that must be paid by service users to obtain services.
4. Service time required to obtain service.
5. Mechanism for submitting complaints regarding dissatisfaction with service delivery practices.
6. Availability of service information that can be accessed by service users and other stakeholders in the form of service flow, public complaints units or sections, and service user surveys.

The advantages of implementing the Citizen's Charter according to Kurniawan in Masdar et al (2009:59) are:

- c. Encouraging changes in mind set, behavior and bureaucratic structure to become more oriented towards the public interest, changes in bureaucratic structure, for example regarding

service procedures and the position of service users who are considered more as partners who must be served.

- d. Service users, civil society organizations (CSO), mass media and other stakeholders can play a controlling role in the delivery of public services through a complaint mechanism. This broad stakeholder involvement shows a high level of feasibility.
- e. Enables protection of the public against arbitrary, arrogant bureaucratic behavior and so on.
- f. There is transparency in time, costs and service procedures.
- g. There is clarity regarding the quantity and quality of human resources handling services.
- h. Creation of service ethics and culture that places service users as service subjects.

On the other hand, there are weaknesses in the institutionalization of the Citizen's Charter, namely the long time required to carry out dialogue between service institutions and the stakeholders involved, as well as the different human resource capabilities in each service institution, making it difficult to find a model that is rigid and can be implemented. for all regions (Masdar, 2009: 59).

Stages of institutionalizing the citizen's charter:

- a. Promotion Stage The main objective of the first stage is for service providers to know the concept of service contracts and the expectations of service users towards them. From the perspective of service users, their rights and obligations will be known in providing services. Service users know that they are also responsible for service delivery activities. In this stage, a forum is formed whose members consist of various stakeholders to bring together various interests and find solutions to improve public services
- b. Formulation Stage This stage aims to identify who the service users are and find out the output of a service organization/agency. Identification of service users can be done through seminars, dialogue, focus group discussions, in-depth interviews and service user surveys. Through this method, the needs and expectations of service users are known by the organization so that feedback can be obtained which is then used to establish service quality standards.
- c. Implementation Stage The aim is to provide services in accordance with the Citizen's Charter. At this stage, it is necessary to disseminate information regarding the citizens' charter to the entire community, namely through the use of mass media, whether television, radio or newspapers.
- d. Evaluation Stage The aim is to identify experiences that can be learned from the institutionalization of citizen's charters to improve services.

CONCLUSION

In building this vision of improving the quality of service, support from all groups is needed, including the integrity and commitment of the police leadership and service officers as well as the community's commitment not to commit deviations in accordance with the citizen's charter (service contract) which has been formulated and established as a guideline for the implementation of Polri's public services. . The public must always prioritize equal rights and justice regarding these services so that improvements in the quality of Polri's public services in the future can be achieved effectively and efficiently by achieving good governance which is characterized by clean governance. This is in accordance with the general principles of state administration (the general principle of organizational state) which consist of legal certainty, orderly state administration, public interest, openness, proportionality, professionalism and accountability.

The suggestion is that in order to improve the quality of the National Police's public services, the implementation of the Citizen's Charter (service contract) which has been prepared and designed so that its use can be felt by all groups, needs to be socialized through print and electronic media in collaboration with journalists, community leaders and other stakeholders. so that the results can be maximized in the field.

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