

## **The Effectiveness of Banda Aceh Resort Police's Excellent Service**

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**Abstract:** This study will discuss about how the capacity of the Banda Aceh Police Traffic Unit in providing excellent service and what is factors supporting and inhibiting the effectiveness or the efficiency of the service. This research aims to determine the capacity of the Banda Aceh Police Traffic Unit in providing excellent service and to indicating the supporting factors and inhibiting the effectiveness or the efficiency of the service. The capacity of Banda Aceh Police Traffic Unit's excellent service is still inadequate. This is also caused by considering that there are numbers of police officers who are specialized in making SIMs (driving licences) do not yet have special certification. As for some of the supporting factors of the excellent service's effectiveness of Banda Aceh Police Traffic Unit in which all officers who specifically handle the issuance of SIM have carried out their duties in accordance with the Operational Standard Procedure and online SIM-making facilities.

**Keywords:** Effectiveness, Excellent Service, professional, modern, trustworthy (promoter).

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### **I. INTRODUCTION**

Every citizen has several rights that must be fulfilled by the state. The state has an obligation to provide maximum service to all its citizens and residents, this is to fulfill the rights and basic needs of citizens in terms of public services. This is also in accordance with the mandate of the 1945 Constitution of the Republic of Indonesia. The state must build public trust in public services, this is also in line with the high expectations and demands of the community towards improving the public services provided.

Based on Article 1 paragraph (1) Law No. 25 of 2009 concerning Public Services, what is meant by Public Service is "activities or a series of activities in fulfilling service needs in accordance with laws and regulations for every citizen and resident for goods, services and / or administrative services provided by public service providers. "While the scope of public services includes the service of public goods and public services as well as administrative services regulated in legislation.

In order to carry out public services where the government continues to strive to do the best one of them is by forming an organizing organization. The definition of this public service provider can be seen in Article 1 paragraph (2), namely "every state organizing institution, corporation, independent institution formed based on law for public service activities and other legal entities formed solely for public service activities."

One of the organizations included in the public service provider is the Indonesian National Police. In Article 30 paragraph (4) of the 1945 Constitution which constitutes the constitutional basis of the existence of the Police, it is explained that "The National Police of the Republic of Indonesia as a state instrument that maintains security and public order has the duty to protect, to serve the community and uphold the law." In article 13 No. 2 of 2002 concerning the National Police of the Republic of Indonesia, it is clear that maintaining public security and order, upholding the law and providing protection and service to the community.

The police continue to make various improvements and updates, this is to provide the best service to the community, especially at this time the demands and expectations of the community are also getting higher. Where people want a sense of security, peace and order. One of the concrete steps taken by the Police is to answer the demands and expectations of the community, namely through Polri Bureaucratic Reform. This DRR is a follow-up of the National Police Grand Strategy 2005-2025, which is currently in the stage of strive for excellence (2016-2025). To eliminate the negative stigma that exists in the community and realize Polri services as expected by the community, Polri has made various efforts to improve both structural and cultural aspects. The various steps that have been taken by the Police are to be able to accelerate the realization of a professional, modern and also trusted Police posture (Promoter). This promoter was put in place to minimize the negative stigma of the community towards the performance provided by the National Police so far. In addition, with the

existence of the Promoter, it is expected to be able to provide a number of references to the National Police in carrying out its duties. (Widiastuti, N., and Naryoso, A, 2019).

The idea of democratic policing is also in line with the ideals of the Police Reformation being carried out, because the aim is to form a police force that respects democratic principles with the development of a more modern future Police. This democratic police also has the meaning of being a police officer who respects civil rights, is subject to the principles of democracy and good governance, and conducts modern policing (community policing). In this democratic context, the Police must also fulfill several elements such as: (M.Amir and S.Einstein)

1. Subject to the rule of law by realizing values that respect human rights, not only fulfilling the wishes of leaders or rulers,
2. Intervening in people's lives is only limited and controlled, as well as
3. Be openly responsible.

Various police services provided to the public include: the service of the Letter of Notification of the Progress of Investigation (SP2HP) found in the Detective function, then there is the Quick Response service in visiting the Crime Scene (TKP) contained in the Sabhara function. Service of Police Note Certificate (SKCK), and in the traffic function there is a service for driving license (SIM), Vehicle Registration Number (STNK), and Motor Vehicle Ownership Book (BPKB). All of the police services mentioned above have now been carried out by bureaucratic reform to continue to improve police services that are oriented to community satisfaction.

Despite the various types of services that have been provided, it is undeniable that many people who are still complaining about the servants obtained so far can be seen from the complaints expressed by the people who made driving licenses (SIM) at the Banda Aceh Police. The various complaints expressed by the community are certainly inseparable from the various obstacles faced by the Banda Aceh Police. Starting from the lack of capacity of human resources specifically handling and servicing SIM making, where currently at the Banda Aceh Regional Police, members who are specifically handling SIMs have only 2 special certifications, while as many as 20 other people still do not have special certification, where as they should public services, the organizers in this case the members of the Banda Aceh Police must place competent implementers. The lack of budget needed to provide maximum service to the community has also been a problem so far, because this also affects the availability of several facilities and infrastructure or facilities that support the maximum services provided to the community. In fact, not only that, the lack of public trust in the performance of the National Police has also become one of the obstacles faced by the police so far.

This Study will discuss about how the traffic capacity of the Banda Aceh Police Unit in providing excellent service and what is factors supporting and inhibiting the effectiveness or the efficiency of the service?

## **II. LITERATURE REVIEW**

Facing various challenges in the current era of globalization, one of the prerequisites that needs to be developed is a high commitment to implementing the principles of good governance in the realization of national aspirations and goals, as mandated in the opening of the 1945 Constitution. only demands professionalism and the ability of apparatus in public services, but fundamentally demands the realization of good, clean and free governance from corruption, collusion and nepotism (good governance and clean government).

Good governance as a criterion of good and successful countries in development, even as a kind of criteria for obtaining optimal assistance capabilities and Good Governance is considered a standard term for public organizations only in the sense of government. Conceptually "good" in Indonesian "good" and "governance" is "governance". According to the LAN (Institute of State Administration) ( Sedarmayanti, 2004) suggests the meaning of good in good governance contains two meanings:

- a. Values that uphold the will / will of the people and values that can enhance the ability of the people to achieve goals (national) independence, sustainable development and social justice.
- b. Functional aspects of governance are effective and efficient in carrying out their duties to achieve these goals.

The Institute of Public Administration (LAN) then defines governance as the process of administering state power in carrying out the provision of public good and service. "Pinto defines governance as the practice of exercising power and authority by the government in managing government affairs in general and economic development in particular. (Nisjar S.Karhi, 1997:119).

Various opinions expressed by experts in understanding the meaning of good governance, one of which according to Robert Charlick defines good governance as the management of all kinds of public affairs effectively through the establishment of good rules and / or policies in order to promote social values. Whereas Bintoro Tjokroamidjojo views Good Governance as "A form of development management, which is also referred to as development administration, which places the role of the central government as an agent of change from a developing society / developing within developing countries". (Yenny, 2013: 196).

Philosophically, good governance is interpreted as an act or behavior based on values, and is directed, controlled or influences the community / public to realize those values in actions and daily life. (Billah, 2001). There is even an opinion that says the term Good governance is more precisely replaced with ethical terms. (Trans H. Winarta, 1999).

Based on the description of the experts' opinions, it can be concluded that good governance is the process of implementing a solid and responsible state government, as well as being efficient and effective by maintaining the continuity of constructive interactions between the state domains, the private sector and society. In Government Regulation Number 101 of 2000 concerning Civil Servants Education and Training, good governance principles consist of:

- a. Professionalism, improving the ability and morals of government administrators to be able to provide services that are easy, fast, right at an affordable cost.
- b. Accountability, increases the accountability of decision makers in all fields concerning the interests of the community.
- c. Transparency, creates mutual trust between the government and the community through the provision of information and guarantees convenience in obtaining accurate and adequate information.
- d. Excellent service, implementation of public services that include good procedures, clarity of tariffs, certainty of time, ease of access, complete facilities and infrastructure as well as friendly and disciplined services.
- e. Democracy and Participation, encourage every citizen to use the right to express opinions in the decision-making process, which concerns the interests of the community both directly and indirectly,
- f. Efficiency and Effectiveness, ensuring the implementation of services to the community by using available resources optimally and responsibly.
- g. The supremacy of the law and can be accepted by all people, to realize the existence of law enforcement that is fair to all parties without exception, uphold human rights and pay attention to the values that live in society.

Sedarmayanti concludes that there are four main elements or principles that can give a picture of public administration characterized by good governance, as follows: (Sedarmayanti, 2004)

- a. Accountability: There is an obligation for the government apparatus to act as the person in charge and the person in charge of all the actions and policies he has determined.
- b. Transparency: Good governance will be transparent to its people, both at the central and regional levels.
- c. Openness: Desires the opening of opportunities for the people to submit responses and criticisms of the government which they consider not transparent.
- d. Rule of Law: Good governance has the characteristics of guaranteeing legal certainty and a sense of justice for the community towards every public policy pursued.

Good government is an agreement concerning state arrangements created jointly by the government, civil society and the private sector. It can be said if the principle of good government cannot be separated from the principle of good governance. These two principles will complement each other, this is because good government must be accompanied by good governance.

The theory of legal effectiveness was put forward by Bronislaw Malinowski and Soerjono Soekanto. Bronislaw Malinowski presents the theory of the effectiveness of social or legal controls. Bronislaw Malinowski presents the theory of legal effectiveness by analyzing three problems which include:

- a. In modern society, social order is maintained by, among other things, a system of social control that is compelling, namely law, to implement the law supported by a system of means of power (police, courts, etc.) organized by a country.
- b. In primitive societies such instruments of power sometimes do not exist.
- c. Thus, in primitive society there is no law. (H. Halim HS, Erlies Septiana Nurbani, 2014:305)

Bronislaw Malinowski analyzes the effectiveness of law in society. Society can be divided into 2 namely modern society and primitive society. Modern society is a society whose economy is based on a broad market, specializing in industry and the use of advanced technology. In modern society, the law created and determined by the authorized official is enforced by the police, the court and so on, while primitive society is a society that has a simple economic system and in primitive societies does not know the tools of power.

Soerjono Soekanto said that effective is the degree to which a group can achieve its objectives. Law can be said to be effective if there is a positive legal effect, at that time the law reaches its goal in guiding or changing human behavior so that it becomes legal behavior. In connection with the issue of the effectiveness of the law, identifying the law is not only with the element of external coercion but also with court proceedings. The threat of coercion is an absolute element so that a rule can be categorized as law, so of course this element of coercion is closely related to the effectiveness of a provision or rule of law. (Soerjono Soekanto, 1988:80)

Talking about the effectiveness of the law means talking about the power of legal work in regulating and or forcing people to obey the law. The law can be effective if the factors that influence the law can function as well as possible. The effective size of a law that applies can be seen from the behavior of the community. A

law or legislation will be effective if the community members behave according to what is expected or desired by or the legislation reaches the desired goal, then the effectiveness of the law or legislation has been achieved.

Theory of legal effectiveness according to Soerjono Soekanto is that whether or not a law is effective is determined by 5 (five) factors, namely: (Soerjono Soekanto, 2008:8)

- a. Own legal factor (law).
- b. Factors in law enforcement, namely those who form and implement the law.
- c. Factor facilities or facilities that support law enforcement.
- d. Community factors, namely the environment in which the law applies or applies.
- e. Cultural factors, namely as a result of work, creativity and taste based on human intention in life.

The five factors above are closely related, because it is the essence of law enforcement, it is also a benchmark of the effectiveness of law enforcement. In the first element, which determines whether or not the functioning of the written law is good or not depends on the rule of law itself.

The legal effectiveness theory proposed by Soerjono Soekanto is relevant to the theory put forward by Romli Atmasasmita, namely that the factors that hinder the effectiveness of law enforcement not only lie in the mental attitude of law enforcement officials (judges, prosecutors, police and legal counsel) but also lie in legal socialization factors that are often ignored. (Romli Atmasasmita, 2001:55)

### **III. BANDA ACEH TRAFFIC POLICE EXCELLENT SERVICE UNIT CAPACITY, THE SUPPORTING FACTORS AND INHIBITING THE EFFECTIVENESS OR THE EFFICIENCY OF THE SERVICE**

Building a professional, modern and trustworthy police (promoter) is a roadmap to realize public trust in both the Indonesian Police institution and its members. Today, the right steps are needed to realize the optimization of the National Police towards professional, modern and trusted police. Professional Polri is also the foundation for Polri members to be able to provide maximum and best service to the community. In addition, the National Police are also able to carry out their duties in accordance with their functions. (Yanuarsasi, P, 2014: 183).

Optimization is a process, a method, an act of optimizing. The action can be interpreted as an action or movement. So that the optimization of action is a process, method or action that can make the various actions taken to be the best. (Muhammad Tito Karnavian Hermawan Sulisty, 2017: 348). This optimization is intended to improve several programs whose achievements have not been satisfactory in the past. This is very necessary considering the challenges faced by the Indonesian National Police are increasingly heavy given the high expectations of the community.

In order to realize the optimization of the National Police, several principles such as the Good Governance principle are also needed. According to Bintaro Tjokroamidjojo, Good Governance is a form of development management, which is referred to as development administration, which places the role of the central government as an agent of change from a developing society in developing countries. (Yenny, 2013). Good governance is also interpreted as one of the actions or behaviors that are usually based on values that are directing, controlling or persuasive in society so that these values can be realized in the form of actions in everyday life. (Billah, 2001).

Professionals run by members of the police also relate to professions in which special skills are needed and for their work are also subject to certain fees or fees. Professional police in charge of showing their skills and skills in carrying out their duties, functions and roles supported by knowledge, insight, morals and ethics and high work ethic. The police also work by utilizing science and technology, tactics and police techniques, but still submit to the current rules and regulations. This professional level can also be achieved by increasing the competence of human resources (HR) of the National Police through various channels of education and training. The excellent leadership possessed by members of the Police also has an effect on job satisfaction, while professionalism that is carried out also influences job satisfaction. (Siti Baenur Firty, 2017).

Increasing the capacity of education and training, carrying out various policing patterns but based on existing standard procedures, then can be measured as a step to realize a professional Police. Even the professional police can also be reflected in the quality and competence possessed by members of the Police, where the quality must increase from time to time. The improvement of the quality of human resources possessed by members of the Police can also be seen from various aspects, starting from the knowledge, behavior and skills possessed by the members of the Police. To improve the competency quality of the National Police, it can be done by upgrading it through education and training. In addition, it is also important to implement policing patterns based on SOPs with measurable success rates.

Several activities were carried out to increase the service capacity carried out by the Police as well as to improve the quality of Human Resources (HR):

1. Increasing the quality of eight (8) education standards of the National Police. The assessment of all Polri education refers to Perkap Number 14 of 2015 concerning the Polri Education System. (Muhammad Tito

Karnavian Hermawan Sulisty, 2017). This education standard must be improved both in terms of quality and quantity in a planned and continuing manner, so that it becomes a reference for the development of Polri education. The education standards consist of graduate competencies, content, process, education and education staff, facilities and infrastructure, management, funding and assessment, but monitoring and evaluation of their implementation are not applied. So this must be corrected. In addition, monitoring and evaluation that has been carried out should also be carried out in stages, this can also produce appropriate assessments so that improvements can be made using measurable assessment parameters.

2. Increased training in technical functions in territorial units, where this increase is intended to maintain and improve the ability of functions in accordance with their field of work. (Peter C.Kratcoski, 2007). Implementation of function training at the regional police level was carried out by the Directorate-level guidance function at the unit level unit level. For the training of technical functions of the Binmas, for example, members of the Sat Binmas from the Polres were followed by the Regional Police. But in fact in the field there are often some things that are not appropriate, for example the training participants and the determination of the material are not suitable, where the participants sent are not able to master the training material because it is not in accordance with their fields. Thus, the results of the training are not optimal so this also affects the excellent service capacity that members of the Police will give to the community.
3. Optimizing the Performance Management System. The Performance Management System (SMK) is used to assess Polri members based on two aspects of assessment, namely generic factors with 10 assessment indicators and specific factors with 5 assessment indicators. In its implementation, this Vocational School is used to objectively see the work of Polri members, because the assessment is directly related to the performance allowances that will be received by Polri members later. (Muhammad Tito Karnavian Hermawan Sulisty, 2017).
4. Compilation of functional office structures and professional certification held by members of the Police. The position structure in Civil Servants (PNS), consists of managerial structure and functional structure. (David H. McElreath, 2014). For the structure of functional positions, usually grouped in general functional positions, expertise and skills. However, for managerial positions, usually refers to the duties, responsibilities, authority and rights of a person in order to lead a state organization.
5. Modernization of Almatus and Alpakam Polri. Special material tools (Almatus) and security equipment (Alpakam) owned by the National Police are used to support the implementation of the Kamtibmas. But the direction of the development of the needs of Almatus and Alpakam Polri until 2016 is still not well structured.

Increasing this excellent service capacity is very important, this is to support and also realize the professional, modern and trusted Polri members (Promoter). Despite the continuing efforts made by the Banda Aceh Police to increase the excellent service capacity to the community, however, there are still many shortcomings and constraints. One of the capacity enhancements is carried out by participating in various types of training so that all members of the police specifically handling SIMs in this case the Reg Ident must have special certification. While at the Banda Aceh Police, where there are 20 police officers who handle SIMs and only 2 people who have special certification. This amount is of course not comparable to the number of people who manage their licenses every day to Banda Aceh Police. For this reason, it is very important that all members of the police specifically handling this SIM all have certification. With the existence of a special certification owned by members of the police in the Banda Aceh Police, of course, it will also further enhance the excellent service capacity of the Banda Aceh Police Traffic Unit.

In order to realize a professional, modern and trusted Polri member (Promoter) of course various stages and strategies need to be increased, one of which is in terms of excellent service carried out by the Banda Aceh Police Traffic Unit. To improve this excellent service is certainly also inseparable from several supporting factors and also the inhibiting factors found in the field.

Several supporting factors so that the realization of the excellent service effectiveness of the City Police Traffic Unit Banda Aceh is where all members who specifically handle this SIM have carried out their duties in accordance with established procedures. In addition, several facilities available such as waiting rooms and toilets are very adequate and clean, so that people who make SIMs waiting for their calls to make SIMs are comfortable.

According to Laguava Yardha, where the officers are very friendly, kind, and provide fast service so this gives a sense of comfort for the people who come to make a SIM. In addition there are also several adequate facilities such as the existence of a special room for nursing mothers, information boards and signs.

Although there are many supporting factors in increasing the effectiveness of excellent service for the Banda Aceh Police Traffic Unit, it turns out that there are also several factors that are obstacles to the effectiveness of its primary services. According to Henki Prayogi, the ineffectiveness of excellent service, especially the service of making SIMs at the Banda Aceh Regional Police, is also due to the fact that there are still brokers who make a lot of people confused, so it is not surprising that this affects illegal payments by

irresponsible people. As for other respondents, Zulfahmi Aditya said, the lack of mobile SIM cars at the moment is also one of the causes of the ineffectiveness of the excellent service of the Banda Aceh Police Traffic Unit in terms of the SIM manufacturing process. So it is expected that in the future the Banda Aceh Police will add SIM services through mobile cars, so that this will make it easier for the public to make SIMs.

Several other respondents said that the Banda Aceh Police should use sophisticated technology at this time, to make it easier for people to fill out some forms and some conditions in the SIM manufacturing process, besides that with the existence of this online system it will facilitate the officers and the process will also be faster. With this latest innovation, of course, it will also attract the interest of the public in making SIMs.

Cut Nita, another respondent, said that some facilities also need to be added, such as the availability of special prayer rooms for people who are waiting and also making licenses. So that worship is not disturbed. As for other facilities such as the provision of a special canteen complete with food and beverage supplies, so that people who make SIM more comfortable when waiting for the SIM making process is complete. On the other hand, it is also necessary to add facilities such as air conditioning in the photo room so that the room will feel cooler.

#### **IV. CONCLUSION**

The Banda Aceh Police Traffic Service's excellent service capacity is still inadequate. This is also due to remembering that there are still many members of the police who are specifically handling SIM making not yet having special certification, where only about 2 people are members of the police who specifically handle SIM making that already has special certification. This amount is of course not comparable to the number of people who manage their licenses every day to Banda Aceh Police. Therefore, it is expected that in the future the members of the police who are specifically handling SIMs totaling 20 people will have special certification, this is to increase the excellent service capacity carried out by the Banda Aceh Police Traffic Unit. In addition, special training needs to be carried out as well as improving the quality of eight (8) education standards of the National Police. The assessment of all Polri education refers to Perkap Number 14 of 2015 concerning the Polri Education System, with eight Polri Education Standards. This education standard must be improved both in terms of quality and quantity in a planned and continuing manner, so that it becomes a reference for the development of Polri education. The education standard consists of graduate competencies, content, process, education and education staff, facilities and infrastructure, management, financing and assessment but does not apply monitoring and evaluation to its implementation. So this must be corrected.

As for the supporting factors of the excellent service effectiveness of the City Police Traffic Unit Banda Aceh is where all members who specifically handle this SIM have carried out their duties in accordance with established procedures. In addition, several facilities available such as special rooms for nursing mothers, waiting rooms and toilets are very adequate and also clean so that people who make SIMs waiting for their calls make SIMs comfortable. The officers are very friendly, kind, and provide fast service. In addition there are also several adequate facilities such as information boards and signs. Whereas the inhibiting factor of the service effectiveness of the Banda Aceh Police Traffic Unit is that there are still brokers that make many people confused, so it is not surprising that this has an impact on illegal payments carried out by irresponsible people. The lack of mobile SIM cars at this time is also one of the causes of the ineffective service of the Banda Aceh Police Traffic Unit in terms of the SIM manufacturing process. On the other hand, the lack of facilities such as air conditioners in the photo room is also an obstacle that makes people uncomfortable, besides the unavailability of special canteens and musholla also inhibits the effectiveness of the excellent service of the Banda Aceh Police Traffic Unit to the community, especially those who make licenses. The importance of breaking the chain of SIM manufacturing brokers is a very important task that must be carried out by the Banda Aceh Police Traffic Unit, this does not cause unrest and also the losses experienced by the community in making SIMs. In addition to providing comfort to the community, it is necessary to add a number of supporting facilities such as the musholla and a special canteen that sells food and drinks. And also repairs or additions to coolers in the photo space.

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