

Integrated Public Service Analysis of South Bengkulu Police Station

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Abstract

In the digital age, technological advancements have led to the widespread use of information systems and technology (IS/IT) to enhance public services. Implementing e-government has become crucial in supporting good governance, particularly in Government-to-Employee (G2E) and Government-to-Citizen (G2C). This study focuses on the South Bengkulu Police Station's Information System/Information Tech utilization to improve public service delivery. Through an analysis of the station's public service processes using SWOT and PEST analysis, this research aims to identify existing efforts in service development. It also aims to propose a concept for integrated public services. The findings of this analysis offer insights into optimizing police performance, benefiting the general public and internal stakeholders. However, certain limitations are acknowledged, including the lack of in-depth analysis of public service system performance and the creation of integrated service design concepts.

Keywords: technological progress, integrated public services, information systems, e-government

Introduction

Technological progress is going so fast in the digital age. The world has entered the digital era that uses Information Systems/Information Tech (Teubner & Stockhinger, 2020). An information system is a man-made system containing an integrated set of manual components and computerized components that aim to collect, process, and generate user information (Hailemariam et al., 2023). Information technology can be used to process data, including processing, obtaining, compiling, storing, and manipulating data in various ways to produce quality information (Tampi et al., 2022).

E-government represents a modernization of public administration, integrating information and communication technologies with the core purpose of government: inclusively addressing issues and providing services to the public. This encompasses tasks such as state planning and administration ((Hernández et al., 2024);(Tsybulnyk et al., 2020)). E-government is used as a means of ICT to support good governance. The forms of e-gov used by the National Police are G2E and G2C ((Mabinane, 2022);(Amutha, 2022)).

Polri has widely used Information Systems/Information Tech in carrying out its

duties, including online driver's licenses and Police Record certificates, video conferencing, e-ticketing and investigation, and other applications ((Sayogo et al., 2020);(Cordner, 2023)). This can also be seen at the South Bengkulu Police Station. Historically, the South Bengkulu Regional Police Station was part of the three initial main police stations in Bengkulu. The position of the South Bengkulu Regional Police Station is in the south of Bengkulu, bordering Lahat and the Indian Ocean. The vision of the South Bengkulu Regional Police Station is (Akbar, Nurazi, & Widodo, 2023):

"The realization of a professional, moral, dignified and close to the community posture of the National Police, superior public security and order services, the establishment of partnerships with the community, effective law enforcement and proactive police synergy in order to strengthen internal security"

This certainly follows the motto of the National Police, which is professional, modern, and trusted (promoter) (Herlambang et al., 2023). The South Bengkulu Regional Police Station is entering the third phase of the 2015-2010 strategic plan, which focuses on maintaining order and community services (Veevers, 2021). Even though it is in a disadvantaged area zone, the South Bengkulu Regional Police Station Station can compete with other police stations in big cities. South Bengkulu Regional Police Station Station can develop and innovate to support public services to the community. However, in its implementation, there are still some obstacles in the field (Rasiddin & Ansori, 2022).

The problem formulation in this analysis examines how to implement integrated public services effectively through technology and communication. The purpose of this study is to determine the efforts made in developing public services at the South Bengkulu Police Station, analyze the process of public services at the Police Station using SWOT and PEST analysis, and design the concept of integrated public services in the future. The benefit of this analysis for the general public is that it can be used to obtain optimal police performance results, which will provide direct benefits to the community. At the same time, the internal benefit is to analyze and evaluate the performance of Polres members in the field of public service information technology to improve the quality of service in the future following the vision of Polri Promoter.

The limitations of problems in this analysis include two areas of problems to be studied, namely the discussion of the analysis of the performance of the public service system at the South Bengkulu Police Station using several methods, as well as conceptualizing an integrated public service actualization design to improve the performance of the police station.

This analysis contributes to the existing body of research by delving into the specific context of the South Bengkulu Police Station's efforts in leveraging IS/IT for public service improvement. While prior studies have explored e-government initiatives and their impact on governance and service delivery ((Ravšelj et al., 2022); (Bogdanoska et al., n.d.)), this research offers a focused examination of a regional police station's strategies and challenges.

Additionally, applying SWOT and PEST analyses to assess public service processes at the South Bengkulu Police Station provides a structured framework for

identifying strengths, weaknesses, opportunities, and threats, offering insights into areas for improvement and innovation. Furthermore, the proposed conceptualization of integrated public services aims to address identified limitations and enhance station performance, contributing to the discourse on effective implementation strategies for e-government initiatives in law enforcement agencies.

Research Methods

The research method used in this analysis is descriptive quantitative, and it is located at the South Bengkulu Police Station, focusing on public services in several functions, including Police Record Certificate, Driver's License, and Integrated One-Stop Administration System. The object of research is the public service system at the police station, which includes intelligence functions related to the Police Record Certificate and then related to driver's licenses. Research data comes from data and facts found directly in the field.

Open and closed questionnaires were used to collect the data, and they were given to several samples of officers and the public. They are asked to answer the questions and give reasons for their answers. The population in this study is officers and the public who are involved or use public services at the South Bengkulu Police Station.

Next, the collected data were analyzed using descriptive quantitative methods. The analysis was carried out by conducting statistical tests on the results of the questionnaire that had been given. From the analysis results, conclusions were made to present an overview of the performance of the Police Record Certificate and Driver's License public service systems at the South Bengkulu Police Station and the effectiveness of public services that have been carried out so far.

Results and Discussion

Evaluation of the maturity of the South Bengkulu Police Station strategy

Each organization has a different form of strategy, both implicitly and explicitly, including the police. Polres is a police organizational structure under the Polda. Because the police are in direct contact with the community, they must have a strategy to deal with all forms of order and maintain insecurity. Of course, the level of maturity between each police station and other police stations is also important. The South Bengkulu Regional Police Station has been in phase four because it has been able to carry out strategic management in improving public services.

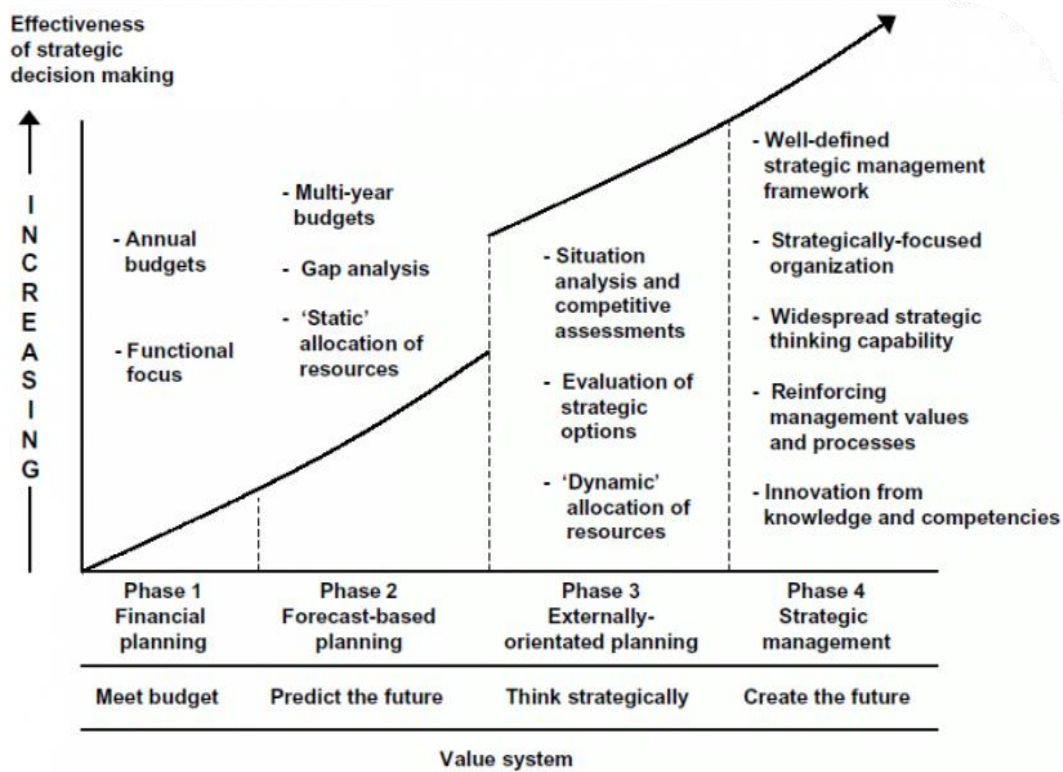


Figure 1.
Evolution of Strategic Management Maturity

From the picture above, in phase 4, the organization is encouraged to innovate and create its business environment. The South Bengkulu Regional Police Station has been good at planning and innovative work.

Strategic Planning Method for Public Services of South Bengkulu Police Station According to the Version of Ward and Peppard

The most important factor in strategic planning is the use of work methodology. Methodology involves techniques, tools, and methods used to do something. The goal of the methodology is to minimize failures and ensure the involvement of all parties. According to research by Ward and Peppard, they used SWOT, PEST, CSF, value chain, and force model analysis techniques in developing their research. This version of the methodological approach starts from the condition of Information System/Information Tech investment in the past, which was less useful for the organization's business objectives and capturing business opportunities, as well as the phenomenon of increasing the competitive advantage of an organization because it can utilize Information System/Information Tech optimally and optimally (Zulkarnaen, 2022).

SWOT Analysis

This analysis is the first model Ward and Peppard used in organizations. In an analysis at the South Bengkulu Regional Police Station Station, an analysis of the factors of strengths, weaknesses, opportunities, and threats in integrated public services has been carried out as follows (Zulkarnaen, 2022):

Table 1. SWOT analysis in integrated public services of South Bengkulu Police Station

OT/SW	STRENGTHS	WEAKNESS
	<ul style="list-style-type: none"> • Have multiple Information System accounts (website, Instagram, Twitter, YouTube) • Able to share info at no cost (free) • Able to report police performance audio- logically and visually 	<ul style="list-style-type: none"> • No feedback on the number & progress of public complaint reports • The absence of an accurate schedule in the manufacture of driver's licenses and Police record certificate • CAMKOHA application (easy way to communicate with Android phones)
OPPORTUNITY	SO Strategy	Strategy WO
<ul style="list-style-type: none"> • Information Systems can be accessed by all ages (old, young, children) • The public is more interested in reporting legal cases/complaints because of the ease of Information Systems • People interested in making driver's licenses and Police Record Certificate 	<ul style="list-style-type: none"> • Public Relations of South Bengkulu Police is able to increase effectiveness in protecting all aspects of society • Promote cooperation between police performance reports (audio-visual) for better reporting of public complaints 	<ul style="list-style-type: none"> • The South Bengkulu Regional Police Station further upgraded its website to monitor the progress of public complaints in clear statistics • Optimizing the function of the CAMKOHA application to be able to improve driver's licenses and police record certificate creation info
THREAT	ST Strategy	WT Strategy
<ul style="list-style-type: none"> • Not all people are able to use the features of Information system technology properly • The adaptation of the latest technological 	<p>The Public Relations Officer of South Bengkulu Police conducted a socialization and training campaign on the use of the South</p>	<p>Improvement of the CAMKOHA website and application must be carried out in collaboration with village officials and the</p>

changes that are Bengkulu Police community so as not to difficult makes people Information System in all return to the information want to return to populated areas. system. conventional information methods

CSF Analysis

The author uses this analysis to analyze success factors that are critical to the objectives of integrated public services in the South Bengkulu Police Station. This method was also used by Ward and Peppard (2002) in their research.

Table 2. CSF analysis of integrated public services South Bengkulu Police Station

Purpose	CSF	Prime Measure
Equitable distribution and improvement of human resources of public service officers of the South Bengkulu Police	Equitable distribution and improvement of human resources of public service officers of South Bkl Police	Increased availability of public service officers who have been judged and certified
Improve the quality of facilities. Public Service Infrastructure	Number of public service infrastructure of South Bengkulu Police	Provision of public service infrastructure
Improve the quality of police operations management	Strengthening police operational management	Strengthening the quality of police operational management

PEST Analysis

This analysis leads to political, economic, social, and technological factors in the analysis of public services for the South Bengkulu Regional Police. Ward and Peppard's research also uses this analysis model.

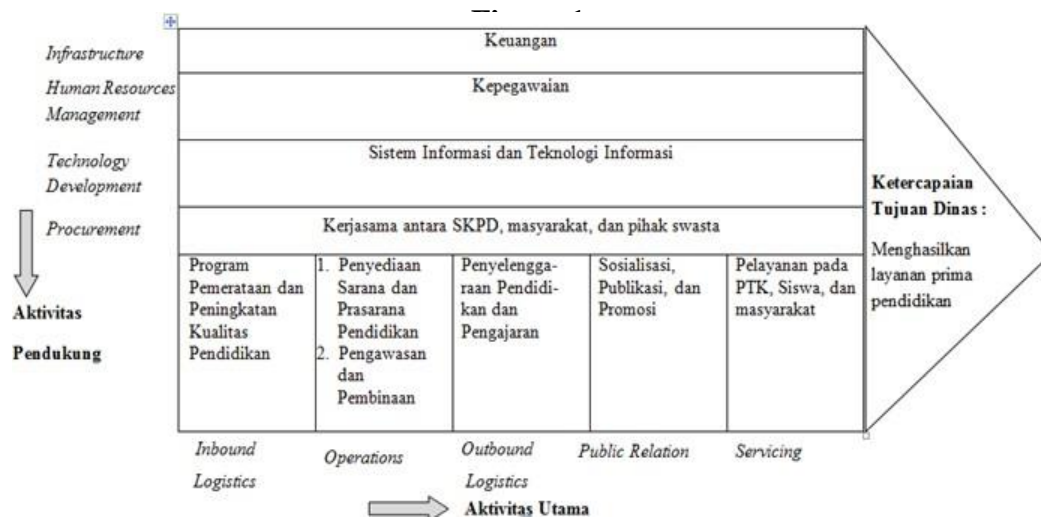
Table 3. PEST public service South Bengkulu Police

Factor	Threats/ Opportunities	Initiate if	IS/IT Requirements
Politics	PP 60 of 2016 policy on PNBPN applicable to the National Police	Considering policy changes and changes in PNBPN tailored to the capabilities of the Manna community	DIPA South Bengkulu Police Station
Economics	Increase in people's income	Increase publicity of the excellence of the city of Manna	Tribrata news website South Bengkulu Police

Social	Increasing law enforcement can affect public interest	law	Socializing public people of South Bengkulu	integrated services to the people of South Bengkulu	Banners, brochures, pamphlets, banners
Technology	Technology utilization	Utilization training ICT			Software and Hardware

Analysis Value Chain

Value chain analysis is used by the author to identify the main activities and assistance that add value to the product, then analyze them to reduce costs or improve the differentiation of public services in the South Bengkulu Police Station. This analysis is also applied to Ward and Peppard (2002) in their research on organizations.



Mini Statistical Test Results of Integrated Public Service Research South Bengkulu Police Station

Based on the results of a mini statistical test research conducted by the author on public services at the South Bengkulu Police Station, including 9 driver's license service officers consisting of 5 National Police personnel, 2 BRI personnel, and 2 health personnel and Police Record Certificate services consisting of 3 intelligence personnel and 2 honorees obtained results and combined with the number of students and the community in South Bengkulu with a sample of 300 people obtained the following graph:

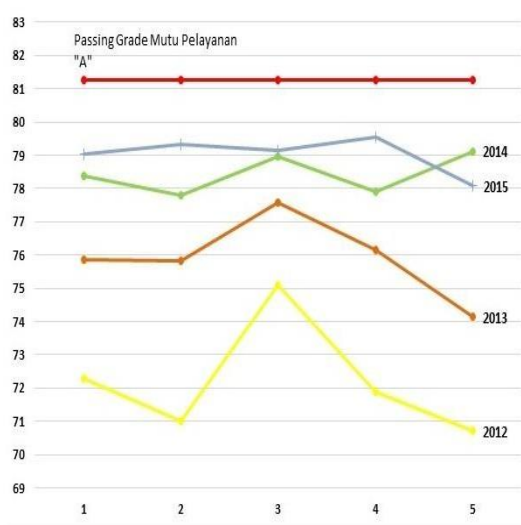


Figure 2.

Public Service Chart of South Bengkulu Police for 4 years

Based on the graphic image above, it was found that the public service system at the South Bengkulu Police Station had received an "A" predicate with a high Community Satisfaction Index (IKM). In 2018, it reached 79.86%. The public service of the South Bengkulu Police has entered the integrity zone and corruption-free area. However, between functions, there is still no integration of data and services. Concept and Design.

The concept of Information System/Information Tech integrated public services of the South Bengkulu Police Station

The concept of public service information system (IS/IT) application design is directed by building an application that divides it into two parts, namely the part that provides an interface to users and the part that processes and stores data in a database so that if there is a disaster or disaster, the data does not get lost. The application that will be used in implementing the concept of public services is used by applications with a web-based model so that there is a cohesiveness of data between the Traffic and Road Transportation Unit and intelligence.

New Applications

The innovative design is to create a new application that will support the Camkoha application, which can only be used by the people of South Bengkulu. This application will also be integrated with the regional Population and Civil Registry Agency office.

Upcoming Portfolio Design

The upcoming portfolio design is carried out using McFarlan's application portfolio matrix to find out an overview of each application's contribution to the current and future South Bengkulu Police in order to lead to good public services.

Table 3. PEST public service South Bengkulu Police

Current dependence on IS		The future importance of IT		McFarlan
High	Low	High	Low	Category
√		√		Strategic

√	√	√	Key Operational
√	√	√	High Potential
√	√	√	Support

Conclusion

Based on the results of the analysis conducted by researchers, the public service system at the South Bengkulu Police Station is quite good because it gets an "A" grade and an integrity zone predicate. Its services have also used SWOT, PEST, CSF, Value chain, and Forces Model analysis research models. However, the data has not been integrated internally between the police and intelligence. Likewise, externally with the Population and Civil Registration Service. Therefore, the author considers it necessary to create an integrated public service system internally and externally in order to improve services and reduce bureaucracy towards good governance. Hopefully, this analysis can provide a positive contribution to advancing the organization. Thus, it will be able to increase the trust of the National Police in the eyes of the public towards the transformation of public services.

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