



# The Role of the National Police Super App in Improving the Quality of Public Services in Gorontalo City: A Community Perspective

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## ABSTRACT

This study analyzes the effectiveness of the Polri Super App in improving the quality of public services in Gorontalo City, particularly in digital services such as SKCK, SIM, and STNK administration. Using a qualitative descriptive approach supported by interviews, observations, and documentation, the research applies Duncan's effectiveness indicators—goal achievement, integration, and adaptation—to assess the performance of the application. The findings show that the Polri Super App has facilitated faster, more practical, and easily accessible services, contributing to improved public service effectiveness. However, its implementation remains suboptimal due to persistent obstacles, including additional administrative requirements during SKCK collection, limited public knowledge stemming from inadequate socialization, and unequal digital adaptation among community groups. Younger and digitally literate users adapt more quickly, whereas older, rural, and low-literacy users experience difficulties accessing digital services. Overall, the Polri Super App partially fulfills its intended goals but requires enhanced socialization efforts, improved digital literacy support, and service procedure refinement to optimize its role in strengthening public service delivery in Gorontalo City.

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## INTRODUCTION

One of the government's duties is to provide good service to the community as regulated in Law Number 25 of 2009 concerning Public Services, (Arih Setyaningrum, Evi Satispi, 2023). Quality and accountable public services have become an important focus in public organizations. However, the performance of government apparatus in public services has not been optimal. The main challenges faced include low service quality, long bureaucracy and overlapping authority that has the potential to cause high costs, abuse of authority, and lack of external supervision from the community due to unclear standards and procedures. This problem is further exacerbated by the Covid-19 pandemic conditions, which require the government to make adjustments (new normal) and innovate in services. Public service innovation is a must for the government to strive to improve people's welfare.

The public's demand for efficient, effective, and fair public services is increasing in line with technological developments. People today expect the government to provide services that are fast, accessible, transparent, and acceptable to individuals and groups in the community. Currently, the use of online services is the main hope, because technology can reduce physical interactions, speed up processes, provide time certainty, and ensure service quality that exceeds public expectations and standards that have been set on an ongoing basis. One of the important innovations is the use of information technology, which is realized through E-Government. E-government is a strategic approach that utilizes digital technology to support transparency, accountability, and effectiveness of government administration, while accelerating public access to public services.

In general, e-government can be said to be a computer and internet-based application that is used to improve government relations and services to its citizens or what is often referred to as G2C (Government to

Citizen). According to Indrajit (Merdeka et al., 2023), e-government is a new interaction mechanism between the government and the community and other interested groups, involving the use of information technology (especially the internet) with the aim of improving the quality of services.

The implementation of E-Government in Gorontalo, especially in Gorontalo City, in general shows positive developments even though it is still in a stage that requires continuous improvement. Based on the evaluation of the Electronic-Based Government System (SPBE) in 2023, the Gorontalo City Government is in the "Adequate" category with an index value of 2.59, which indicates that optimizing service efficiency and effectiveness still requires more efforts. However, research shows that the implementation of E-Government has had a significant impact on improving public services in various Regional Apparatus Organizations (OPDs).

One of the agencies that offers public services is the police which is responsible for providing the best service for the community. One type of service that is currently of concern is the management of police administration, such as the creation of a Criminal Record Certificate (SKCK). The SKCK is a very crucial document because it records the history of individuals related to criminal acts and is needed for various official purposes, such as applying for a job, applying for visas, and applying for scholarships. Therefore, services in the process of making SKCK must be able to meet the needs of the community that prioritizes convenience and speed.

In that context, public administration plays a major role as the basis for the implementation of public services. Public administration highlights the role of government agencies, including the police, as important in providing efficient, effective, and responsive services to the needs of the community. Because The implementation of E-Government allows administrative processes such as SKCK management to be carried out online, which has an impact on reducing waiting times, increasing accessibility, and transparency of services to the community.

Furthermore, innovation in public services is a key element in forming a superior service system. Innovation is not only limited to technological aspects, but also includes updates in procedures, methods, and service approaches applied. Polri Super App is an application specially developed by the Indonesian National Police to provide services to the public in an integrated manner, namely online driver's license, STNK and SKCK management services, by utilizing this application the public is faster and easier in obtaining the best service from the police just by using a smartphone.

The National Police Super App is present as a tangible form of public service innovation that introduces a new mechanism in the management of driver's licenses, STNK, and SKCK. This application not only provides convenience for the public to access services, but also ensures speed, accuracy, and transparency in the service process, thus supporting the realization of excellent and quality public services. The Super App of the National Police is very easy to use. People only need to download the Polri Super App application on smartphones, both for Android-based and iOS-based smartphone users.

The implementation of digital services in the police environment is also strengthened by regulations that provide a legal basis and encourage institutional change. Some of the foundations include provisions regarding the issuance of Police Record Certificates (SKCK) online regulated in the National Police Regulation of the Republic of Indonesia (Perpol) Number 6 of 2023. This regulation explains in detail the application procedure, requirements that must be met, and the mechanism of SKCK services through the online system. Regulation of the Ministry of PAN-RB Number 30 of 2014 concerning Public Service Innovation regulates the development of innovations in public services to improve the quality, efficiency, and responsiveness of the government to the needs of the community.

Referring to the background explanation that has been submitted, the problem to be researched is formulated related to the effectiveness of the use of the Polri Super App application in improving the quality of integrated services in the city of Gorontalo; and what are the supporting factors and obstacles to the effectiveness of using the Polri Super App. Therefore, this study aims to assess the effectiveness of the use of the Polri Super App and the factors that support and hinder it.

Effectiveness is the main element to achieve the goals or objectives that have been determined in every organization, activity or program. It is said to be effective when goals or objectives are achieved such as the initial goal or target has been determined. This understanding is in line with the opinion of Bungkae 2013 (Wahyuni, Rahmi, 2019), effectiveness is the relationship between output and goal. In the sense that effectiveness is a measure of how far the level of output, policies and procedures of an organization achieves the set goals. In addition, According to James L. Gibson et al. (Raldy, 2021) Effectiveness is the achievement of goals from joint efforts. The degree of achievement of the target indicates the degree of effectiveness. From some of the above definitions, it can be concluded that effectiveness is an achievement of goals or standards.

Effectiveness can be assessed by comparing the plan that has been established with the actual results obtained. If the results obtained and the planned steps are not suitable so that the goals cannot be realized or the expectations are not achieved, then it is considered ineffective. Therefore, further steps are needed related to the above problems regarding the Super APP Police Application.

In this study, the researcher used the effectiveness measurement proposed by Duncan in Steers (2012:52) who stated that the measure of program effectiveness, the program implemented by government and private agencies consists of 3 aspects, namely: 1) Goal Achievement, 2) Integration, 3) Adaptation.

## THEORETICAL STUDIES

### E - Government

The implementation of E-Government can support and improve government performance in public services. Currently, E-Government has been developed in various countries, both developed and developing countries. E-Government is not a concept that can be implemented or applied. According to the World Bank in (Arifah, 2020) defines e-government as the use of information technology by government agencies such as Wide Area Networks (WAN), Internet, mobile computing) that can be used to build relationships with the community, the business world, and other government agencies.

E-Government is a concept that refers to the use of information and communication technology (ICT) to improve efficiency, transparency, and accountability in the administration of government and public services (Prasutra et al., 2024). Pratama & Hendini, 2019; Pratiwi, 2020 in (Prasutra et al., 2024) stated that E-Government is an important step in modernizing government and public services. By utilizing ICT, it is hoped that the government can provide better, transparent, and accountable services to the community, as well as encourage active participation of citizens in the government process

Meanwhile, according to (Heeks, 2006: 3; Moon, 2002: 425) in (Rifdan et al., 2024) E-Government is defined as the use of information and communication technology by governments to provide public services, improve administrative efficiency, and encourage public participation in government processes. And according to (Sholihah & Mulianingsih, 2023) E-Government is a means that has experienced rapid development through the internet network to improve public services.

According to (Forman, 2005) in (Imania & Haryani, 2018), E-Government can be defined as the use of digital technology to transform government activities, aiming to improve effectiveness, efficiency and service delivery. Meanwhile, according to the Ministry of Communication and Informatics, in (Imania & Haryani, 2018) defines E-Government as a public service that is organized through a government website where the domain used also shows the domain of the Indonesian government, namely (go.id).

From some of the definitions mentioned above, it is clear that E-Government is the use and utilization of information and communication technology in order to provide effective, efficient, accountable and transparent public services to the public. In other words, every public action and transaction will be visible and observed by the public and the community can become a control function of the performance of public services.

### Public Service

In Law Number 25 of 2009 concerning Public Services, it is affirmed in Article 1 point 1: "Public service is an activity or series of activities in order to meet service needs in accordance with the laws and regulations for every citizen and resident for goods, services and/or administrative services organized by public service providers"

Public service is a series of activities carried out by public bureaucratic institutions to meet the needs of citizens (Amalia & Anwar, 2024). Meanwhile, referring to Law 25 2009 concerning Public Services (in Taufik 2022), public services are activities or a series of activities in order to meet 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.

According to Kurniawan Pasolong, (2019) in (Heryanto, 2024) Public service is the provision of services for the needs of other people or the community who have an interest in the organization in accordance with the main rules and procedures that have been set. While Kusuma Atmaja (2002:16) in (Heryanto, 2024) that public service can be interpreted as providing services (serving) the needs of people or communities who have an interest in the organization in accordance with the main rules and procedures that have been set.

Savas (1987) quoted (M. Said E. Cahyasari, 2023) stated that in the public sector, the terminology of government service is interpreted as the provision of services by government agents through their employees. Meanwhile, Dwiyanto (2011) and Sinambela (2006) were quoted as (M. Said E. Cahyasari, 2023) states that public services actually have a very wide range, which includes services to meet the needs of public goods, basic rights, government obligations, and national commitments.

According to (Suryantoro, 2020) Public services are one of the needs in order to fulfill services in accordance with laws and regulations. Fulfilling needs is a basic right for every citizen and resident to get services for goods, services and administrative provided by public service providers to the maximum. Another meaning according to Hardiyansyah (2011:12) in (Suryantoro, 2020) The definition of public service is: Serving the needs of people or communities or organizations that have an interest in the organization, in accordance with the main rules and procedures determined and aimed at providing satisfaction to service recipients.

Based on some of the above understandings, it can be understood that public services are a very crucial element in the implementation of government Public services can simply be understood as services that are organized by the government, and services are also interpreted as service gifts (serving) the needs of people or people who have an interest in the organization in sync with the main rules and procedures that have been set

## RESEARCH METHODS

The research design used is a qualitative research method. According to Nugrahani, in qualitative research, researchers focus more on detailed, in-depth, complete descriptive records, and describe the conditions that actually occur as a means of supporting data presentation, Nugrahani (Aminudin et al., 2024).

The approach used in this study is qualitative research that is descriptive. This study was chosen to present systematic, factual and precise data regarding the reality in the field, especially related to the effectiveness of the use of the "Polri Super APP" application in improving the quality of public services in the city of Gorontalo. In this approach, the researcher tries to describe how effective the use of the Super APP Police application is in improving the quality of public services in the city of Gorontalo.

The object of this research is the APP Super Polri in improving the quality of services in the city of Gorontalo. The researcher functions as a research tool itself, taking into account the data collection techniques that this instrument applies including observation, interviews, and documentation. The definition of research variables is based on three indicators of effectiveness theory according to Duncan in Steers (2012:53), namely, 1) Goal Achievement, 2) Integration, 3) Adaptation. Each indicator is used as an analysis category to group research findings.

The data analysis technique is carried out through the stages of data reduction, data presentation, and conclusion drawn. The data obtained were then analyzed thematically by relating the empirical findings to the theoretical framework of Duncan in Steers (2012:53) as well as the results of relevant previous research.

## RESULTS AND DISCUSSION

E-government is a term that refers to the use of information and communication technology in the administration of government to improve the efficiency, effectiveness, transparency, and quality of public services. Given the ever-evolving complexity of public administration, digital transformation in governance is of paramount importance in the modern era (Aw, 2024). Effectiveness is the main element to achieve goals or objectives that have been determined in every organization, activity or program. It is said to be effective if the goals or objectives are achieved with what has been set. This statement is in line with the opinion of James L. Gibson et al. (Raldy, 2021) Effectiveness is the achievement of goals from joint efforts. The degree of achievement of the target indicates the degree of effectiveness.

After conducting research using interview techniques, observations with a number of informants, the results of research and discussions related to applying the theory of effectiveness according to Duncan in Steers (2012:53) were obtained as follows:

### Goal achievement:

According to Duncan in Steers (2012:53), Goal achievement, i.e. achievement is the entire effort that must be seen as a process. Therefore, in order to achieve the final goal more assured, a stage is needed, both in the sense of phasing the achievement of its parts and stages in the sense of periodization. Goal achievement consists of indicators, namely the period of achievement determined, the achievement of goals as concrete targets. In the indicators of achieving the goals, the researcher questioned whether the existence of the Super Police APP Application has improved the quality of public services and whether there are obstacles from using the Super Police APP Application to informants.

From the results of interviews from several informants supported by the achievement of goals, it can be concluded that based on the use of the Super Police APP Application, the people of Gorontalo have assessed that the use of the Super Police App application has made services such as the creation of SKCK, driver's license, and STNK easier and more efficient. However, there are obstacles felt by some informants, namely at the time of taking the SKCK Online, because there are additional requirements that should have been met online. This creates dissatisfaction and decreases the effectiveness of online services. This is supported by an aspect of the goal achievement theory by Duncan in Steers (2012:53), goal achievement is the result that the organization obtains in meeting the needs of stakeholders. So this application has succeeded in achieving some of the objectives by simplifying the service, but administrative obstacles indicate that there are inconsistencies that need to be corrected so that the service objectives can be fully achieved.

### Integrations

According to Duncan in Steers (2012:53), integration is a measurement of the level of an organization's ability to carry out activities from the agreed work program and hold socialization with other parties. Integration consists of indicators, namely: socialization procedures and processes. In this integration

indicator, the researcher questions socialization, namely whether the socialization of the use of the Super Polri APP application has been comprehensive to informants.

From the results of interviews from several informants supported by integration indicators, it can be concluded that the police have made efforts to socialize the Super Police Application (App) in the work environment, and community groups, especially in the northern city area in the city of Gorontalo. However, in reality, some of the people of Gorontalo City are still lacking or even some know about this application at all. This means that the police have not fully provided socialization related to this application thoroughly in the city of Gorontalo, this statement is supported by Anjelica, 2017 in (Sarmini, Diana Titik, Dewi Agustina, 2022) Socialization has a meaning, the learning process of a community member to get to know and appreciate the culture of the community in his environment. In addition, it can also mean an effort to socialize something, so that it becomes known, understood, and appreciated by the community; correctional facilities. Therefore, the police should be more active in providing socialization because this is very beneficial for people who are far from the police environment and far from the police service center.

### **Adaptation**

According to Duncan and Steers (2012:53), adaptation is the ability of an organization to adapt to its environment. Adaptation consists of indicators, namely improving capabilities and facilities and infrastructure. In the adaptation indicators, the researcher questioned the fact that the people of Gorontalo have been able to adapt to the use of the Super Polri APP application to informants.

From the results of interviews from several informants supported by adaptation indicators, it can be concluded that the people of Gorontalo city are in the transition stage of adaptation to the Super Polri APP application, but in fact this adaptation is not uniform, where the group of early adopters such as the young generation and office workers, and digital-experienced users show a high level of adaptation due to familiarity with digital services, so that it can be easier to feel direct benefits such as ease of access when using this Super Polri APP Application. Meanwhile, on the other hand, with people under Gen-Z, including the elderly or rural residents, they face obstacles such as difficulty in accessing this application. This statement is supported by Suryani et al., 2023 in (Matondang et al., 2025) Not all people can adapt quickly to this digital change. The digital literacy factor is the main barrier, especially among people with lower secondary education levels.

### **Supporting Aspects**

Indicators Achievement of goals in the use of the Super Polri APP Application are in line with the goals set from the beginning to simplify and make it easier for the public to access various police services online through the complete features available on the Super Polri APP application such as SIM management, STNK, Online SKCK Creation, and others. In addition, the Gorontalo city police have also tried to provide excellent service via the application and realize the best service quality. This statement is supported by Suwithi's opinion in (Simatupang et al., 2025) Excellent service is the best service provided to customers, both internal and external customers based on service standards and procedures.

### **Inhibiting Aspects**

Integration indicators in the use of the Super Police APP Application are the lack of comprehensive socialization in the city of Gorontalo so that the people of Gorontalo still do not know and understand the Super Police APP Application and the advantages of this application, so the police must be more aggressive in socializing the benefits of using this application. This statement is supported by Anjelica, 2017 in (Sarmini, Diana Titik, Dewi Agustina, 2022) Socialization has a meaning, the learning process of a community member to get to know and appreciate the culture of the community in his environment. In addition, it can also mean an effort to socialize something, so that it becomes known, understood, and appreciated by the community; correctional facilities.

Adaptation Indicators in the use of the Super Polri APP Application are, the people of Gorontalo city are still in the transition stage of adaptation to the Super Polri APP application, the problem experienced is the lack of uniformity where the group of early adopters such as the younger generation and office workers, and digitally experienced users show a high level of adaptation due to familiarity with digital services, so that it can be easier to feel direct benefits such as ease of access when using this Super Polri APP Application. On the other hand, with people below Gen-Z, including the elderly or rural residents, facing obstacles such as difficulty in accessing this application. This statement is supported by Suryani et al., 2023 in (Matondang et al., 2025) Not all people can adapt quickly to this digital change. The digital literacy factor is a major barrier, especially among people with lower secondary education levels

### **CONCLUSION**

This study concludes that the National Police Super App Application has provided convenience and increased the effectiveness of public services in Gorontalo City, especially in SKCK, SIM, and STNK services which are faster, practical, and more accessible. However, the effectiveness is not optimal, because

there are still obstacles such as additional requirements when taking the SKCK which should have been fulfilled online. In addition, the socialization of the application is still uneven, so most people do not understand the existence and benefits of this application. From the aspect of adaptation, the community is in the transition stage of the younger generation adapting faster, while the elderly, rural communities, and those with low digital literacy are still experiencing obstacles. Overall, this application has met some of the goals of digital services, but it still needs to be improved so that the quality of public services can be optimal.

#### ADVICE

This research suggests that the National Police increase comprehensive socialization through various media, both digital and face-to-face, so that all levels of society understand how to use the National Police Super App. In addition, it is necessary to simplify online service procedures, especially to avoid additional requirements that confuse users and decrease the effectiveness of services. The National Police is also advised to provide digital literacy assistance for people who have difficulty accessing technology, including providing service assistance centers in urban villages or police stations. Finally, application development needs to continue to be carried out to ensure that service features are easier, more stable, and according to user needs, so that the goals of effective, efficient, and adaptive public services can be fully achieved.

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