

Integritas Personil dalam Mendukung Pelayanan Publik di Polres Takalar

Personnel Integrity in Supporting Public Services at the Takalar Police

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Abstract

This study aims to analyze the integrity level of Takalar Police personnel in supporting the provision of transparent, accountable, and public satisfaction-oriented public services. The focus of the study includes the implementation of Standard Operating Procedures (SOPs), service delivery in each unit, as well as obstacles and efforts to improve the quality of public services within the Takalar Police. This study uses a descriptive qualitative approach with the research location at the Takalar Police. Data were obtained through in-depth interviews with personnel from various functional units, namely the Traffic Unit (Sat Lantas), the Intelligence Unit, the Criminal Investigation Unit, the SPKT, the Human Resources Division, the Health Department, and community members as service recipients. In addition, direct observation of the service process and documentation of relevant secondary data were conducted. Data analysis was carried out through the stages of reduction, presentation, and drawing conclusions with attention to validity through triangulation of sources and methods. The results of the study indicate that, in general, the integrity of Takalar Police personnel has been well implemented in providing public services. The implementation of SOPs in each unit has become a work guideline, although differences are still found in the level of socialization and public understanding of service procedures. All units have provided services according to standards, with relatively quick turnaround times and fees in accordance with PNBP regulations, with no indication of illegal levies. The personnel's attitude was deemed friendly and professional, but improvements are needed in communication, information transparency, and service facilities for people with disabilities.

Keywords: Integrity, Public Service, Standard Operating Procedures

Abstract

This study aims to analyze the level of integrity of police personnel at the Takalar Resort Police (Polres Takalar) in supporting the implementation of transparent, accountable, and citizen-oriented public services. The research focuses on the application of Standard Operating Procedures (SOP), the implementation of services in each functional unit, as well as the challenges and improvement efforts in enhancing public service quality within Polres Takalar. This research employs a qualitative descriptive approach conducted at Takalar Police. Data were collected through in-depth interviews with personnel from various functional units, including the Traffic Unit (Sat Lantas), Intelligence and Security Unit (Sat Intelkam), Criminal Investigation Unit (Sat Reskrim), Integrated Police Service Center (SPKT), Human Resources Division (HR Division), and Police Health Division (Si Dokkes), along with community members as service recipients. Additional data were obtained through direct observation and documentation of relevant secondary sources. Data analysis was performed through stages of data reduction, presentation, and conclusion drawing, while validity was ensured through source and method triangulation. The results show that, in general, the integrity of Takalar Police personnel has been well implemented in providing public services. The application of SOPs has become a working guideline in each unit, although there are differences in the level of socialization and public understanding of service procedures. All units operate according to established standards, with relatively fast service times and fees in accordance with official government regulations (PNBP), with no indication of illegal levies. Personnel demonstrate courteous and

professional behavior, although improvements are still needed in communication skills, information transparency, and facilities for people with disabilities.

Keywords: Integrity, Public Service, Standard Operating Procedure

INTRODUCTION

The police force is one of the most important institutions responsible for maintaining security, order, and law enforcement in this country. Its role is crucial in ensuring that the law is enforced fairly so that society can live in a safe and orderly environment. However, to achieve this goal, the police must act with high professionalism, honesty, and responsibility. Therefore, developing a professional police character is a crucial component of an ideal police force (Mulia Dewi & Supriyadi, 2024).

Quality public services are a key pillar in building public trust in state institutions. As the vanguard of law enforcement and security, the police play a strategic role in providing services to the public fairly, promptly, and with integrity. Amidst demands for bureaucratic reform and improved public service quality, the integrity of police personnel is a crucial focus that must be continuously developed and maintained (Daming, 2024).

Law No. 25 of 2009 concerning Public Services, reinforced by Government Regulation No. 96 of 2012 as its implementing regulations, emphasizes that public service providers are obligated to involve public participation in the service

RESULTS

a. Implementation of SOPs in Each Service Unit at the Takalar Police

Based on the results of in-depth interviews with all

informants from the service unit at Takalar Police, it is known that

all service functions have Standard Operating Procedures

(SOP) as a guideline for implementing services.

However, the level of consistency in the implementation of SOPs and the level of socialization to the community differs between one unit and another

delivery process. This involvement aims to create a public service system that is fair, transparent, and accountable.

The integrity of police personnel is a key factor in determining the quality of public services. According to an Antara News article, integrity is the most important challenge to the professionalism of the Indonesian National Police. Integrity, in the context of policing, means consistency between words and actions, as well as a commitment to always upholding the principles of truth and honesty in carrying out one's duties (Raslin, 2022).

Integrity in police work refers to honesty and consistency in the actions and values held by police officers. Integrity is crucial because it builds public trust, ensures fair law enforcement, and maintains the honor of the police institution. Police officers with high integrity tend to be more respected and trusted by the public (Ginting, 2017).

METHOD

This research is classified as qualitative. It was conducted at the Takalar Police Resort, South Sulawesi Regional Police. Data collection techniques used included observation, interviews, and literature review. Data analysis used the model proposed by Miles and Huberman (1992).

other units.

b. Requirements, Flow, and Accessibility of Public Services at the Police

Takalar

The interview results show that each service unit

At Takalar Police, there are requirements and service flows that

varies depending on the type of service, but not all

service flow is conveyed to the public visually

or written.

c. Transparency of Service Fees and the Issue of Illegal Levies (Pungli)

Interview results show that all service units at the Takalar Police stated that service fees have complied

with official provisions, as stipulated in laws and regulations, both those issued by the central government and internally within the National Police. However, although official fees have been set as standard, not all service units have open information media regarding the amount of these fees, so that some people only find out the fees after asking officers.

d. Service Facilities for Vulnerable Groups in Takalar Police Public Services. Regarding driver's license (SIM) services, informants from the Traffic Unit stated that there are service facilities in the form of priority queues for elderly and disabled applicants. However, physical facilities such as wheelchair ramps or service instructions in the form of special visual accessibility are not yet fully available.

e. Obstacles and Challenges to Public Services at the Takalar Police Department Informants from the SIM service stated that one of the main obstacles was that applicants came without knowing the complete procedures and requirements, so that the service time was longer than the standard.

f. Evaluation of Public Satisfaction and Complaint Mechanisms in Takalar Police Public Services In terms of SIM services, informants from the Traffic Police Unit stated that there is a suggestion box and manual survey conducted by officers, but not all applicants fill it out. Service evaluation is mostly captured through situational observations and direct conversations between officers and applicants who have been served.

g. Public Perception of Takalar Police Services Based on the results of in-depth interviews with the public as users of public services at Takalar Police, it was found that public perception of police services was generally quite positive, especially in terms of improving facilities and speed of service, although there were still several notes regarding the consistency of officer attitudes and the effectiveness of the queuing system.

DISCUSSION

The research results show that personnel integrity plays a crucial role in supporting the quality of public services at the Takalar Police. Integrity is not only

related to individual moral values but also reflects the officer's commitment to carrying out their duties honestly, responsibly, and in accordance with applicable regulations. In the context of public services, integrity is a determining factor in creating transparent, accountable, and community-oriented services.

Based on research findings, the integrity of Takalar Police personnel is reflected in several aspects, including honesty in carrying out duties, adherence to service procedures, responsibility in providing services to the public, and professionalism in dealing with various service situations. Personnel with high integrity tend to be able to provide faster, more accurate, and fairer services to the public. This demonstrates that integrity is the primary foundation for creating quality public services.

Furthermore, this study found that integrity also plays a role in increasing public trust in the police institution. When police personnel demonstrate honesty, transparency, and refrain from abusing their authority, the public will have greater trust and feel comfortable accessing police services. Public trust is a crucial factor in supporting effective public services, as it encourages citizens to be more open in conveying their needs, complaints, and reports to the police.

The findings of this study align with various studies that state that civil servant integrity is a key pillar in realizing good governance. Civil servants with high integrity tend to operate professionally, avoid abuse of authority, and uphold ethical values in public service. Therefore, integrity not only impacts service quality but also the institution's image and legitimacy in the eyes of the public.

Furthermore, this research also shows that efforts to improve personnel integrity require the support of sound organizational systems, such as internal oversight, the implementation of clear service standards, and regular performance evaluations. Such organizational support is

crucial to ensuring that integrity values are not only an individual commitment but also a culture within the police institution.

Thus, personnel integrity can be understood as a strategic factor in improving the quality of public services at the Takalar Police Department. The higher the level of integrity possessed by police personnel, the better the quality of service provided to the public. Therefore, strengthening integrity values through coaching, supervision, and increasing the professionalism of officers is a crucial step in realizing more effective, transparent, and reliable public services.

CONCLUSION

The integrity of Takalar Police personnel plays a significant role in supporting the implementation of professional, transparent, and accountable public services. The integrity of Takalar Police personnel is well implemented in the implementation of public services. All service units operate according to SOPs. Public services at Takalar Police are carried out with fast turnaround times and costs in accordance with official regulations (PNBP), and no indication of illegal levies was found.

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The quality of officer interactions is assessed by the public as good, particularly in terms of friendliness, professionalism, and ability to provide solutions. Integrity has been proven to play a direct role in increasing public trust and satisfaction.

SUGGESTION

Strengthen the dissemination of SOPs so that the public understands service procedures before coming to the office, so that services become faster and more effective. Improve the integrity and professionalism of personnel through training in ethics, public communication, and ongoing work discipline. Optimize digital service systems such as online queues and online SKCKs to make them more stable and easily accessible to the public. Strengthen internal oversight and participatory evaluation by involving the public in assessing service satisfaction. Cultivate a service culture based on empathy and accountability, so that officers not only follow procedures but also provide services with a humane and responsible attitude.

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