

Proceeding Paper

# Evaluating Public Service Quality at the Directorate of General Criminal Investigation, Lampung Regional Police

Adi Cahyo Nugroho<sup>1</sup> Rahma Sweda Asmara<sup>2</sup>, Nabila Azura<sup>3</sup>, Andala Rama Putra Barusman<sup>4</sup>, Iskandar Ali Alam<sup>5</sup>

<sup>12345</sup>Universitas Bandar Lampung <sup>1</sup>; [andala@ubl.ac.id](mailto:andala@ubl.ac.id)

## Abstract

This study evaluates the quality of public service provided by the Directorate of General Criminal Investigation (Ditreskrim) at the Lampung Regional Police (Polda Lampung). Utilizing a descriptive qualitative approach, data were collected through observations, interviews, and documentation review. The analysis focuses on five key dimensions of service quality: reliability, responsiveness, assurance, tangible evidence, and empathy. Findings indicate that Ditreskrim officers are committed to delivering reliable services, adhering to standards, and maintaining professionalism, although delays in investigations due to a shortage of investigators present a challenge. Responsiveness is generally effective, with prompt handling of reports and clear communication, though occasional issues arise from reporters' lack of understanding of procedures. The assurance dimension reveals strong public trust fostered by officers' credibility and commitment, despite challenges such as incomplete documentation and remote incident locations. Tangible evidence shows that while facilities and resources are adequate, further improvements, such as additional technological innovations, are needed. Empathy is notably demonstrated through confidentiality and support provided to victims, though increasing investigator numbers could enhance personalized attention. Overall, the study highlights both strengths and areas for improvement in service quality, offering insights for enhancing the effectiveness of Ditreskrim's service delivery.

**Keywords:** Public service quality, reliability, responsiveness, assurance, tangible evidence

## 1. Introduction

The assessment of governmental institutions, especially those involved in law enforcement, relies heavily on the core criterion of public service quality to determine their efficacy and efficiency (Chen et al., 2014; Kadir et al., 2000; Rhee & Rha, 2009). The Lampung Regional Police's Directorate of General Criminal Investigation (Ditreskrim) plays a vital role in upholding public safety and keeping order by investigating illegal activity (Barusman, 2018). The performance of Ditreskrim, as a crucial element of regional law enforcement, is essential for both upholding justice and cultivating public trust and confidence in the police force (Aristovnik et al., 2014; Barros, 2007; Gitlow et al., 1998; Gyamfi, 2022). The assessment of the quality of public service in law enforcement can be conducted using multiple characteristics, such as reliability, responsiveness, assurance, concrete proof, and empathy. Reliability refers to the consistent and dependable delivery of services. Responsiveness refers to the speed and willingness of the police to help and attend to the demands of the people (Johnston, 1995; Karami & Elahinia, 2019; Ryan & Ollis, 2023). Assurance pertains to the level of confidence and trust that the general public possesses in the proficiency and professionalism of law enforcement officials. Tangible evidence refers to the concrete elements and resources that facilitate the provision of services, whereas empathy denotes the comprehension and regard that the police have for the community's worries and experiences (Bayerl et al., 2014; Chackerian & Barrett, 1973; Chen et al., 2014; Ramshaw, 2012).

The current body of literature on public service quality in law enforcement frequently offers a comprehensive examination of fundamental ideas and techniques (Barusman & Habiburrahman, 2022). Nevertheless, there is a conspicuous deficiency of research that specifically examines the obstacles and advantages encountered by provincial police agencies in Indonesia. Gaining a comprehensive understanding of these specific difficulties in each location is crucial for enhancing the quality of service and effectively meeting the distinct requirements of the communities they cater to (Hartanto, 2023; Putra et al., 2021).

This study seeks to close this disparity by assessing the calibre of public service rendered by Ditreskrim in Polda Lampung. This research aims to uncover the strengths and opportunities for improvement within the Directorate by conducting a thorough examination of the listed dimensions of service quality. This study aims to analyse the various elements that impact service quality at Polda Lampung. By doing so, it will provide useful insights into the efficiency of regional police departments in Indonesia and suggest ways to improve

## 2. Research Method

This study utilises a descriptive qualitative methodology to assess the calibre of public service at the Directorate of General Criminal Investigation (Ditreskrim) of the Lampung Regional Police (Polda Lampung). A multi-method data gathering strategy, which included observations, interviews, and document reviews, was employed to ensure a thorough comprehension of service quality.

A series of methodical observations were carried out to evaluate the day-to-day activities and engagements between law enforcement agents and the general population. The observations centred on different facets of service delivery, encompassing the efficacy of protocols, the professional conduct of officers, and the promptness in addressing public enquiries. To maintain uniformity and comprehensiveness in recording essential aspects of service quality, a systematic observation checklist was employed (Berry et al., 1999; Kadir et al., 2000; Waters, 1999).

A comprehensive set of semi-structured interviews were conducted with a varied group of stakeholders in order to obtain a wide range of viewpoints. Police officers and investigators were questioned to investigate their perspectives on operational difficulties, service benchmarks, and their engagements with the public. In addition, interviews conducted with residents who had availed themselves of Ditreskrim's services yielded useful insights into their experiences, levels of satisfaction, and any worries they may have had (Akinboade et al., 2012; Khale & Worku, 2013; Pepper & Ray, 1998; Potluri & Hawariat, 2010). Interview guides were created to address essential topics including reliability, responsiveness, assurance, tangible evidence, and empathy. The interviews were recorded, transcribed, and analysed thematically in order to discover significant patterns and insights (Fisher & Geiselman, 2017; McGrath et al., 2019; Rowley, 2012; Terry, 2003).

The investigation additionally encompassed a thorough examination of pertinent documents, such as internal reports, service records, and feedback questionnaires. The internal reports contained data on performance assessments and incident handling, while the service records were examined to identify patterns in service delivery, such as response times and case management. Analysed feedback forms submitted by citizens to assess satisfaction levels and find recurring themes and areas that require enhancement (Akinboade et al., 2012; Rhee & Rha, 2009).

Data from various sources were consolidated and examined to ensure a comprehensive comprehension of service quality. The researchers utilised thematic analysis to identify reoccurring themes and gain insights from observations, interviews, and documents. This technique enabled a comprehensive assessment of both the positive aspects and shortcomings in the

provision of services at Ditreskrimum.

In order to improve the accuracy and consistency of the research, the utilisation of several data collection techniques facilitated the verification of findings through cross-validation. Frequent contacts with specialists and peer reviewers were crucial in ensuring the precision and reliability of the data analysis. Through the utilisation of this comprehensive technique, the study seeks to present intricate observations regarding the quality of service at Ditreskrimum and propose suggestions for enhancement.

### **3. Result and Discussion** **Validity and Reliability**

The assessment of service reliability at Ditreskrimum Polda Lampung indicates a strong commitment to providing consistent and dependable services, which aligns with established standards of law enforcement reliability as emphasized by Johnston (1995), Karami & Elahinia (2019), and Ryan & Ollis (2023). Officers are diligent in ensuring that all reports are treated with fairness and impartiality, reflecting the core principle of reliability. The absence of fees for filing reports underscores the Directorate's dedication to equitable and accessible service provision, a key aspect of public service quality (Chen et al., 2014). However, the observation that officers do not always wear uniforms may affect public perceptions of professionalism and, by extension, the reliability of the service provided. A critical challenge in maintaining reliability is the insufficient number of investigators, which leads to delays in the investigation process. This shortage impedes the timely resolution of cases, diminishing the overall reliability and potentially eroding public trust in the service, as suggested by Bayerl et al. (2014) and Ramshaw (2012).

#### **Responsiveness**

The responsiveness of Ditreskrimum's service is largely commendable, aligning with the attributes of responsiveness discussed by Rhee & Rha (2009) and Gitlow et al. (1998). Officers promptly direct reporters to the appropriate investigators and maintain effective communication channels, including online complaint services, which ensure that the public is kept informed and issues are addressed swiftly. This proactive approach in addressing reported issues reflects the Directorate's commitment to responsive service delivery. However, occasional lapses in responsiveness are noted, particularly due to reporters' lack of understanding regarding necessary documentation and procedures. These procedural misunderstandings, as noted by Putra et al. (2021), can delay the process and create frustration for those seeking assistance. Enhanced educational efforts to inform reporters about procedural requirements could mitigate these issues, thereby improving overall responsiveness.

#### **Assurance**

The assurance dimension of service quality at Ditreskrimum highlights the Directorate's strong commitment to building public trust, which is crucial for law enforcement agencies as discussed by Gyamfi (2022) and Hartanto (2023). Officers demonstrate credibility and a sincere dedication to security, fostering public confidence in the police force. The services provided with sincerity and genuine commitment to safety contribute positively to the public's perception of the Directorate. Nevertheless, challenges to assurance include external factors such as incomplete documentation from reporters and the remote locations of some incidents. These factors can hinder the investigation process and complicate the logistics of case handling and response, as noted in the literature on public service assurance (Chackerian & Barrett, 1973; Chen et al., 2014). Addressing these external challenges is vital for maintaining and enhancing public

trust in the Directorate's services.

### **Tangible Evidence**

The assessment of tangible evidence at Ditreskrimum underscores the importance of concrete resources in facilitating effective service delivery, as emphasized by Aristovnik et al. (2014) and Barros (2007). While the physical facilities and resources at Ditreskrimum are generally adequate, the introduction of mobile witness service units represents a significant improvement. These units enhance service flexibility and accessibility for witnesses and victims, contributing to a more efficient service environment. However, there remains a need for further innovations and investments in upgrading facilities and expanding technological resources to enhance the robustness and efficiency of service delivery. Such improvements would align with the broader goal of enhancing public service quality in law enforcement agencies, as discussed by Gitlow et al. (1998) and Gyamfi (2022).

### **Empathy**

Empathy is a critical dimension of public service quality, particularly in law enforcement, where the understanding and regard for the community's concerns are paramount (Bayerl et al., 2014; Ramshaw, 2012). The officers at Ditreskrimum exhibit a commendable level of empathy, prioritizing the confidentiality of victims' identities and providing support throughout the investigation process. This reflects a strong commitment to understanding and addressing the needs of those affected by crime. However, there is room for improvement in the level of empathy shown by officers. The current shortage of investigators limits the ability to provide personalized attention to each case, which is crucial for a truly empathetic response. Increasing the number of investigators would alleviate this workload and allow for more individualized attention, thereby enhancing the overall empathetic response provided to victims and their families, as suggested by Rhee & Rha (2009) and Hartanto (2023).

Overall, the evaluation of service quality at Ditreskrimum Polda Lampung reveals both strengths and areas for improvement across the dimensions of reliability, responsiveness, assurance, tangible evidence, and empathy. Addressing identified challenges such as investigator shortages and procedural misunderstandings, while continuing to build on existing strengths, will contribute to an enhanced service experience for the public. These findings offer valuable insights into the effectiveness of regional police departments in Indonesia and suggest ways to improve their service delivery, in line with the goals of enhancing public service quality as outlined in the existing literature.

### **4. Conclusion**

The study concludes that the quality of public service at Ditreskrimum Polda Lampung is generally good, particularly in terms of reliability, responsiveness, and assurance. However, there are significant challenges that need to be addressed, such as the shortage of investigators, the lack of understanding among reporters about documentation requirements, and the logistical difficulties posed by remote incident locations. Enhancing the quality of service in these areas is crucial for meeting public expectations and fostering trust in the police. Future research should explore innovative solutions to these challenges and evaluate their effectiveness in improving service quality.

By addressing these issues, Polda Lampung can further enhance its commitment to providing excellent and responsive public service, thereby strengthening the relationship between the police and the community they serve.

## References

- Akinboade, O. A., Kinfack, C., & Mokwena, M. P. (2012). An analysis of citizen satisfaction with public service delivery in the Sedibeng district municipality of South Africa. *International Journal of Social Economics*, 39(3), 182–199. <https://doi.org/10.1108/03068291211199350>
- Aristovnik, A., Seljak, J., & Mencinger, J. (2014). Performance measurement of police forces at the local level: A non-parametric mathematical programming approach. *Expert Systems with Applications*, 41(4, Part 2), 1647–1653. <https://doi.org/https://doi.org/10.1016/j.eswa.2013.08.061>
- Barros, C. P. (2007). Efficiency in crime prevention: a study of lisbon's police precincts. *International Review of Applied Economics*, 21(5), 687–697. <https://doi.org/10.1080/02692170701474736>
- Barusman, M. Y. S. (2018). The strategic formulation of competitive advantage on private higher education institution using participatory prospective analysis. *International Journal of Economic Policy in Emerging Economies*, 11(1), 124–132.
- Bayerl, P. S., E. Horton, K., Jacobs, G., Rogiest, S., Reguli, Z., Gruschinske, M., Costanzo, P., Stojanovski, T., Vonas, G., Gascó, M., & Elliott, K. (2014). Perspectives on the police profession: an international investigation. *Policing: An International Journal of Police Strategies & Management*, 37(4), 728–745. <https://doi.org/10.1108/PIJPSM-11-2013-0112>
- Berry, R., Sloan, A., Reid, P., Murray, R., Cooke, J., & Rogers, K. (1999). Quality — making it happen: relevance and realism for the police service. *The Police Journal*, 72(3), 191–203. <https://doi.org/10.1177/0032258X9907200302>
- Chackerian, R., & Barrett, R. F. (1973). Police professionalism and citizen evaluation. *Urban Affairs Quarterly*, 8(3), 345–349. <https://doi.org/10.1177/107808747300800305>
- Chen, C. M., Lee, H. T., Chen, S. H., & Tsai, T. H. (2014). The police service quality in rural Taiwan. *Policing: An International Journal of Police Strategies & Management*, 37(3), 521–542. <https://doi.org/10.1108/PIJPSM-08-2012-0086>
- Fisher, R. P., & Geiselman, R. E. (2017). Investigative interviewing. In V. B. Van Hasselt & M. L. Bourke (Eds.), *Handbook of Behavioral Criminology* (pp. 451–465). Springer International Publishing. [https://doi.org/10.1007/978-3-319-61625-4\\_26](https://doi.org/10.1007/978-3-319-61625-4_26)
- Gitlow, H. S., O'Donnell, G., Brown, R., Evans, D., Galindo, R., Secades, R., & Cortez, S. (1998). The business of police work. *Quality Engineering*, 11(2), 287–301. <https://doi.org/10.1080/08982119808919241>
- Gyamfi, G. D. (2022). Exploring public trust in policing at a community in Ghana. *Security Journal*, 35(4), 1249–1262. <https://doi.org/10.1057/s41284-021-00325-y>
- Hartanto, D. (2023). Strengthening the Police Institutional System in Eradicating Narcotics Crime in the North Sumatra Regional Police, Indonesia. *Path of Science*, 9(1), 3008–3013. <https://doi.org/10.22178/pos.89-7>
- Johnston, R. (1995). The determinants of service quality: satisfiers and dissatisfiers. *International Journal of Service Industry Management*, 6(5), 53–71. <https://doi.org/10.1108/09564239510101536>
- Kadir, S. L. S. A., Abdullah, M., & Agus, A. (2000). On service improvement capacity index: A case study of the public service sector in Malaysia. *Total Quality Management*, 11(4–6), 837–843. <https://doi.org/10.1080/09544120050008291>

- Karami, M., & Elahinia, N. (2019). The influence of service quality on Iranian students satisfaction, loyalty and WOM: A case study of North Cyprus. *Pressacademia*, 6(1), 21–34. <https://doi.org/10.17261/pressacademia.2019.1031>
- Khale, S., & Worku, Z. (2013). Factors that affect municipal service delivery in gauteng and north west provinces of south africa. *African Journal of Science, Technology, Innovation and Development*, 5(1), 61–70. <https://doi.org/10.1080/20421338.2013.782143>
- McGrath, C., Palmgren, P. J., & Liljedahl, M. (2019). Twelve tips for conducting qualitative research interviews. *Medical Teacher*, 41(9), 1002–1006. <https://doi.org/10.1080/0142159X.2018.1497149>
- Pepper, J., & Ray, A. (1998). NJ transit's MidTOWN direct service: are customers satisfied? *Transportation Research Record*, 1623(1), 121–126. <https://doi.org/10.3141/1623-16>
- Potluri, R. M., & Hawariat, H. W. (2010). Assessment of after-sales service behaviors of Ethiopia Telecom customers. *African Journal of Economic and Management Studies*, 1(1), 75–90. <https://doi.org/10.1108/20400701011028176>
- Putra, A. H., Dinita, I. M., Muhammad, J., Nuphanudin, N., & Pratama, Y. S. (2021). Sikades: empowerment-digitalism-based start-up to advance peace and order in Indonesia. *IOP Conference Series: Materials Science and Engineering*, 1098(5), 052074. <https://doi.org/10.1088/1757-899X/1098/5/052074>
- Ramshaw, P. (2012). On the beat: variations in the patrolling styles of the police officer. *Journal of Organizational Ethnography*, 1(2), 213–233. <https://doi.org/10.1108/20466741211248868>
- Rhee, S.-K., & Rha, J.-Y. (2009). Public service quality and customer satisfaction: exploring the attributes of service quality in the public sector. *The Service Industries Journal*, 29(11), 1491–1512. <https://doi.org/10.1080/02642060902793441>
- Rowley, J. (2012). Conducting research interviews. *Management Research Review*, 35(3/4), 260–271. <https://doi.org/10.1108/01409171211210154>
- Ryan, C., & Ollis, T. (2023). Learning to become professional in policing: from artisan to professional. *Vocations and Learning*, 16(2), 189–205. <https://doi.org/10.1007/s12186-023-09311-4>
- Terry, M. (2003). Best practices in interviewing. *Adult Learning*, 14(4), 26–27. <https://doi.org/10.1177/104515950301400408>
- Waters, I. (1999). Quality and the policing function: a management perspective. *International Journal of Police Science & Management*, 1(4), 369–389. <https://doi.org/10.1177/146135579900100405>