



THE EFFECT OF THE INDONESIAN NATIONAL POLICE'S PRESISI MOBILE APPLICATION ON THE QUALITY OF PUBLIC SERVICES

PENGARUH APLIKASI MOBILE PRESISI POLRI TERHADAP KUALITAS PELAYANAN MASYARAKAT

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Abstract

This study aims to determine the effect of the Indonesian National Police's PRESISI Mobile Application on the Quality of Public Services. Data collection was done using primary data obtained from distributing questionnaires through Google Forms. The population in this study is probabilistic and cannot be determined precisely, but the sample calculation used the Lemeshow formula, resulting in 96 people rounded up to 100 respondents. This research is quantitative, and the data obtained were analyzed using simple linear regression analysis processed using SPSS version 24. Based on the analysis results, the variable of the Indonesian National Police's PRESISI Mobile Application has a significant partial effect on the Quality of Public Services. This study was able to demonstrate that the PRESISI Mobile Application of the Indonesian National Police has a 44.9% effect on the Quality of Public Services, while the remaining 55.1% is affected by other unobserved factors not included in this study. These results suggest that the PRESISI Mobile Application of the Indonesian National Police is an important factor in technological development for improving the quality of mobile-based public services that are easily accessible to the public for receiving services or information related to the police

Keywords : Indonesian National Police's PRESISI Application, Service Quality, Community



Abstrak

Penelitian ini bertujuan untuk mengetahui pengaruh Aplikasi Mobile Presisi Polri terhadap Kualitas Pelayanan Masyarakat. Pengumpulan data menggunakan data primer yang diperoleh dari penyebaran kuesioner melalui google form. Populasi dalam penelitian ini bersifat probabilitas tidak dapat ditentukan namun perhitungan sampel menggunakan rumus lemeshow yang didapatkan hasil 96 orang dibulatkan menjadi 100 orang responden. Jenis penelitian ini adalah kuantitatif, data yang diperoleh dianalisis menggunakan analisis regresi linear sederhana yang pengolahannya menggunakan program SPSS versi 24. Berdasarkan hasil analisis, variabel Aplikasi Mobile Presisi Polri secara parsial berpengaruh signifikan terhadap Kualitas Pelayanan Masyarakat. Penelitian ini mampu menunjukkan presentase pengaruh Aplikasi Mobile Presisi Polri terhadap Kualitas Pelayanan Masyarakat sebesar 44,9% adapun sisanya sebesar 55,1% oleh faktor lain yang tidak diamati dan dimasukkan dalam penelitian ini. Hasil ini mengisyaratkan bahwa aplikasi mobile presisi polri merupakan faktor penting dalam perkembangan teknologi untuk peningkatan kualitas pelayanan masyarakat yang berbasis mobile dan mudah diakses dimanapun oleh masyarakat dalam mendapatkan pelayanan maupun informasi mengenai kepolisian.

Kata Kunci : Aplikasi Presisi Polri, Kualitas Pelayanan, Masyarakat

1. INTRODUCTION

In today's era of technological advancement, society expects all processes to run faster, more effectively, and efficiently. The ability to provide excellent service is essential for those working in public services. To achieve this, organizations and governments must transform to become accountable to the public. However, such changes cannot be achieved swiftly; governments need time to do so. A strong system is needed to provide good public services to the community. A good public service system can also reduce bribery and corruption, as well as expedite services. Clear service requirements, time limits, procedures, and transparent service fees can enhance public trust in the services they receive (Warsono, 2020).

With the era of digitalization, technological advancements have rapidly progressed. With the Indonesian National Police's PRESISI Application, which is expected to facilitate the public in obtaining practical and fast services, the police hope to improve their service quality to the community. The Indonesian National Police (Polri) is always in the public spotlight. The Bhayangkara Corps constantly receives criticism, complaints, and protests from the public. The police have disappointed many people due to poor service, discriminatory treatment, and abuse of authority. During the Public Consultation Event with Advocacy Organizations and Mass Media Practitioners on Tuesday (3/10/2023), Minister of Law and Human Rights Yasonna H Laoly revealed that as of September 2023, the National Police Commission (Kopolnas) had received 1,150 complaints and suggestions from the public. Out of these, 1,098 reports indicated poor police service (Kompas, 2023).

The Indonesian National Police's PRESISI Mobile Application is a platform developed by the POLRI, offering various services and information in one application to facilitate public access to services related to the POLRI. The Chief of Police Regulation (Perpol) on Polri's



Single Data Number 4 of 2022 issued on March 22, 2022, underpins Polri's data interoperability, enabling data to be shared among interacting electronic systems. The application, which integrates data from all units of the Indonesian National Police into the One Data Portal, makes it easier for the public to access all police services. Quoted from the basic module of the Indonesian National Police's PRESISI Application, there are 13 main police services that can be accessed by the public. These include information on high-risk areas, public complaints, online processing of driver's licenses (SIM), vehicle registration certificates (STNK), and Certificate of Good Conduct (SKCK), e-Ticketing information, and information about police posts (Website Polri, 2021)

Previous research conducted by Yemias Duha (2022) titled "Implementasi Aplikasi Presisi Paten Peningkatan Pelayanan Cepat dan Tepat (Implementation of the PRESISI Patent Application for Rapid and Accurate Service Improvement)" found that the Indonesian National Police's PRESISI Application based on Android or using a website domain address provides convenience for users. In this system, applicants can fill out forms online, and administrators verify data through the Korlantas application to check extended driver's license numbers and simultaneously match population data integrated with the Korlantas application (Duha, 2022).

Meanwhile, Akhmad Pancaruddin (2019) in his study titled "Pengaruh Citra Kepolisian dan Pelayanan Terhadap Kepuasan Masyarakat Pada Polres Metro (The Effect of Police Image and Service on Community Satisfaction at Metro Police Resort)" found that there is a positive effect of police image on community satisfaction. This means that the police image and service, if maximally pursued with well-thought-out steps, will have an impact on community satisfaction (Pancarudin, 2019)

Rini Anggraini et al (2021) showed that the improvement in the quality of police services in handling public complaints at the Limapuluh Pekanbaru Police Substation can be evaluated through 10 dimensions. Some dimensions were found to not operate at their maximum potential, such as service time determination, service accuracy, completeness, and attributes (Anggraini et al., 2021)

Through the Indonesian National Police's PRESISI Application, it is expected to provide a solution for improving community services based on digital platforms that can be accessed anywhere. Regarding responsiveness, it emphasizes that the police must indeed be quick to respond to legal cases related to public order and security. In the era of Industry 4.0, the use of information technology can assist the police in promptly responding to and addressing all incoming reports. Based on the above, the author is interested in conducting a study titled "The Effect of the Indonesian National Police's PRESISI Mobile Application on the Quality of Public Services" to provide insights and knowledge to the public as the audience or consumers accessing the Indonesian National Police's PRESISI Mobile Application.

2. RESEARCH METHOD

This study was quantitative research using a survey method, which was a research approach that took samples from a population and used questionnaires as a tool to collect data.



The aim is to describe, explain, and present a specific phenomenon through field research activities (Sugiyono, 2018).

Sugiyono (2018) also explains that the characteristic of quantitative research, both in the process and the results, is presented in numerical form and analyzed using statistics. According to its research type, this study was categorized as Descriptive Quantitative Research. It used simple linear regression analysis to describe the relationship between the Indonesian National Police's PRESISI Application (X) and the Quality of Public Services (Y). Variable X (independent) affected (Y) as the dependent variable.

The data collection method used primary data, or questionnaire responses that were gathered. The data obtained through the questionnaire contained all the information that was ultimately used to address the research problem and validate hypotheses (Siregar, 2013). This research used the cross-sectional data collection method, which meant that data collection was done at one point in time, such as a day, week, or month, to answer research questions, to answer research questions. Since the population of this study was unknown, the sample could not be determined. The sample size, along with the total unknown population, was calculated using the sample calculation method using the Lemeshow formula (Riyanto dan Hermawan, 2020). In calculating the sample size using the Lemeshow formula, the following steps were taken:

$$= \frac{Z^2 \cdot P \cdot (1 - P)}{d^2}$$

Description:

n = Sample Size

Z = Z-score at 95% confidence = 1.96

P = Maximum Estimation

d = Margin of Error

Based on the above formula, the determination of the sample size using the Lemeshow formula with a maximum estimation of 50% and a margin of error of 10% resulted in the following sample size for this study:

$$n = \frac{1.96^2 \cdot 0.5 \cdot (1 - 0.5)}{0.1^2}$$

$$n = \frac{3.8416 \cdot 0.5 \cdot 0.5}{0.1^2}$$



$$n = \frac{0.9604}{0.1^2}$$

$$n = 96.04 = 96$$

Based on the calculation above, the obtained sample size for the research was 96 rounded up to 100 respondents. According to Sugiyono (2018), a questionnaire is a data collection technique conducted by presenting a set of questions or written statements to respondents for them to answer. The questionnaire was distributed to respondents and they were asked to respond to the questions by answering the list of questions on the questionnaire. In this case, the distribution of the questionnaire was done through Google Forms distributed via WhatsApp groups and Instagram stories.

3. RESULTS AND DISCUSSION

Descriptive data analysis describes respondents' responses for each variable. For each research variable, the answers indicate the respondents' tendencies toward the situation. In this study, simple linear regression was used in SPSS 24. Its adequacy will be determined through regression model analysis. We will test hypotheses, modify the research model, and draw conclusions after data processing.

Table 1 Descriptive Statistical Test

Descriptive Statistics					
	N	Minimum	Maximum	Mean	Std. Deviation
X	100	59	75	67.47	4.869
Y	100	51	65	58.88	4.439
Valid N (listwise)	100				

Source: (Data Processing Results, 2023)

From Table 1 above, it is shown that the variable Indonesian National Police's PRESISI Mobile Application (X) has a minimum value of 59, a maximum value of 75, a mean of 67.47, and a standard deviation of 4.869. The variable Quality of Public Services (Y) has a minimum value of 51, a maximum value of 65, a mean of 58.88, and a standard deviation of 4.439. Therefore, it can be concluded that the data distribution for all variables is considered good because the average value of each instrument is greater than its standard deviation.

Normality Test



The normality test aims to determine whether the regression model being analyzed has residuals or disturbance variables that are normally distributed or not. In this case, the researcher used the Kolmogorov-Smirnov statistical test to detect the normality of the data. The testing criteria are if the Sig level > 0.05 , which means all data are normally distributed. Based on the output results using SPSS, the Kolmogorov-Smirnov Test Results are as follows:

Table 2 Normality Test Results

One-Sample Kolmogorov-Smirnov Test		
		Unstandardized ed Residual
N		80
Normal Parameters	Mean	0.0000000
	Std. Deviation	2.88523794
Most Extreme Differences	Absolute	0.083
	Positive	0.083
	Negative	-0.083
Test Statistic		0.083
Asymp. Sig. (2-tailed)		0.200
a. Test distribution is Normal		

Source: (Data Processing Results, 2023)

Based on Table 2, it is explained that the Asymp.sig (2-tailed) value is 0.200, which is > 0.05 . According to the decision-making basis in the Kolmogorov-Smirnov normality test, it can be concluded that the data in this study is normally distributed.

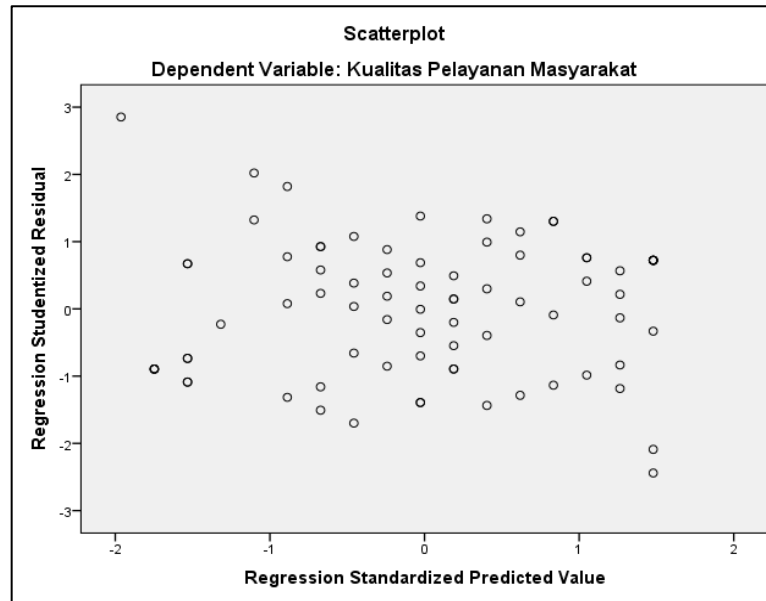
Heteroskedasticity Test

The occurrence of variance and residual differences for each regression model is known as heteroskedasticity. Differences in this regard indicate that the regression model shows signs



of heteroskedasticity. By observing the point pattern on the regression scatter plot, we can determine if there is heteroskedasticity. If there is a specific pattern on the scatter plot, it indicates heteroskedasticity. However, if the points are scattered and do not form a specific pattern, it indicates heteroskedasticity.

Table 3 Heteroskedasticity Test Results



Source: (Data Processing Results, 2023)

Note: Kualitas Pelayanan Masyarakat= Quality of Public Services

Based on the output results using SPSS for heteroskedasticity testing, the scatterplot shows scattered points above and below the number 0, not clustering just above and below, and not forming a specific pattern. From these results, it can be concluded that there is no heteroskedasticity issue in the regression model in this study.

Regression Analysis Test

Regression analysis is a statistical method used to analyze sample data and apply its results to the population. This technique is suitable when the sample is randomly selected. To determine the extent of the effect of the independent variable, PRESISI Mobile Application (X), on the dependent variable, Quality of Public Services (Y), simple linear regression analysis is used. The modeling of the simple linear regression equation in this study can be seen in the following table:



Table 4 Simple Linear Analysis

Coefficients						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	20.884	4.799		4.352	0.000
	X	0.561	0.070	0.670	7.979	0.000
a. Dependent Variable: Y_ QualityOfService						

Source: (Data Processing Results, 2023)

Based on Table 4. above, the output results using SPSS software can form a regression equation model as follows:

$$Y = 20.884 + 0.561X$$

Based on the equation above, the following can be known:

- The constant coefficient is 20.884. This positive constant coefficient indicates that if the value of the PRESISI Mobile Application (X) is 0, then the Quality of Public Services (Y) will increase by 20.884.
- The regression coefficient (X) of 0.561 indicates that if PRESISI Mobile Application (X) increases by one unit, it will increase the value of Quality of Public Services (Y) by 0.561.

Partial Test (t-test)

The t-test is used for each independent variable against the dependent variable. If its significance value is less than 0.05 (5%), then an independent variable has a significant effect on the dependent variable. The hypothesis is accepted if the significance level $\alpha < 0.05$, and the hypothesis is rejected if the significance level $\alpha > 0.05$.

Based on Table 4, the output results above show that the variable PRESISI Mobile Application (X) has a significance value (0.000) < 0.05 . Therefore, based on the hypothesis testing criteria, it is accepted, which means that the PRESISI Mobile Application (X) variable has a significant effect on the quality of public services (Y). Furthermore, the calculated t-value



(7.979) > t-table (1.664) indicates that the PRESISI Mobile Application (X) also has a significant effect on the quality of public services (Y).

Coefficient of Determination (R²)

The coefficient of determination is a test result that indicates the extent to which the contribution of the independent variable in the regression model can explain the variation in the dependent variable. Below is the table of the coefficient of determination (R²) test results using SPSS:

Table 5 Test Results of Coefficient of Determination (R²)

Model Summary ^b				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.670 ^a	.449	.442	2.904

Source: (Data Processing Results, 2023)

Based on the output in Table 5 above, the analysis results of the independent variable PRESISI Mobile Application (X) on the dependent variable Quality of Public Services (Y) have a coefficient of determination (R²) value of 0.449. This indicates that the percentage of effect of the PRESISI Mobile Application (X) on the quality of public services (Y) is 44.9%. The remaining 55.1% is attributed to other factors not included or observed in this study.

In line with previous research conducted by (Yemias Duha., 2022) in the title "Implementasi Aplikasi Presisi Paten Peningkatan Pelayanan Cepat dan Tepat (Implementation of PRESISI Application for Fast and Accurate Service Enhancement)" which indicates that the PRESISI Police Application based on Android or using a website domain address provides convenience for users. Similarly, the results of research conducted by (Rini Anggraini & Pebriana Marlinda Harliwong, 2021) under the title "Improving the Quality of Police Services in Handling Public Complaints at the Lima Puluh Pekanbaru Police Station," shows that the Improvement of Police Service Quality in Handling Public Complaints at the Lima Puluh Pekanbaru Police Station can be evaluated from 10 dimensions. However, some dimensions were found not to be functioning optimally, such as Service Time Determination, Service Accuracy, Completeness, and Attributes.

4. CONCLUSION

These results suggest that the PRESISI Mobile Police application is a crucial factor in technological advancement for improving the quality of mobile-based public services that are



easily accessible anywhere by the public to obtain police services and information. This means that if socialization is carried out to introduce the PRESISI police application to the public, it can significantly bring about real changes in the police's image, leading the public to become aware of and directly experience the performance of the Indonesian National Police. In this study, it can be concluded that the hypotheses testing has been proven, supported by the data and research results, both from previous researchers and the author's research as described in the previous chapters. This is also in line with the Computer-mediated Communication (CMC) theory, which is the basis for the use of the Indonesian National Police's PRESISI Mobile Application that connects the public with the Indonesian National Police. This makes the PRESISI Mobile Police Application impactful in improving the quality of public services.

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