



Analysis of Police Clearance Certificate Issuance Services at Banjarmasin City Police Resort

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ABSTRACT

This study is titled "Police Clearance Certificate (PCC) Issuance Services at Banjarmasin City Police, South Banjarmasin Sector." The research aims to analyze service performance, identify service obstacles, and propose solutions to enhance PCC issuance at the South Kalimantan Regional Police. The study employs descriptive field research, aiming to provide a comprehensive picture of social settings and empirical legal approaches by directly observing legal practices. Findings show that efforts to provide accountable PCC services include clear information on requirements, equal service regardless of social status, timely issuance, transparent administrative fees, and cooperation with Banjarmasin courts. Challenges include elderly applicants struggling with form completion and lengthy processing times due to favoritism within the police system. Implementing online services and queue numbers is suggested to improve service efficiency

INTRODUCTION

The Indonesian National Police (Polri) is one of the key government institutions tasked with law enforcement and maintaining public order in Indonesia. Its responsibilities are substantial, as the police are often the first point of contact for citizens in matters relating to legal compliance. The role of the police extends beyond ensuring that the public is aware of the laws and follows them. It also involves ensuring that the laws are applied fairly and correctly, with violators held accountable according to established legal procedures. According to Law No. 2 of 2002, the Indonesian National Police has several goals, which include fostering a police force that is independent, professional, and of high quality, ensuring the proper execution of police duties, prioritizing justice, and upholding human rights. In addition, the police aim to create a society in which law and order are respected through increased legal awareness, adherence to the law, and the implementation of the law as it should be.

Public service is a crucial aspect of the police force's mission, as it directly shapes its image. The concept of public service goes beyond simple service delivery – it involves creating an atmosphere where the police can contribute to societal welfare through humanistic engagement with citizens. To make this a reality, police services must be based on clear standards that ensure citizens' rights are protected and that there is a continuous effort to improve service innovation. The Indonesian National Police's commitment to improving public service is evident in areas such as complaint handling, processing driver's licenses, vehicle registration, and issuing Police Clearance Certificates (PCC). These services are part of the police's broader effort to make law enforcement more accessible to the public.

Implementing these services requires upholding principles of good governance, including transparency and accountability. The shift from an authoritarian system to a more democratic approach in Indonesia has significantly influenced the structure and behavior of both the police organization and its officers. Law No. 2 of 2002, which was introduced post-democratization, represents a key legal framework that has reshaped Polri's role. It confirms that Polri is a civilian-based law enforcement agency, separate from the military, tasked with law enforcement, protection, and public service duties. This shift emphasizes the importance of transparency in law enforcement, as the police must now serve the people rather than the state alone.

In the broader context of public service, the government's role is to ensure that essential services are provided to the public, ranging from fulfilling basic rights to issuing regulations and allocating the necessary resources to meet citizens' needs. Within the framework of good governance, public service plays a central role in bureaucratic reform, as it represents the direct interaction between the government and citizens. It is here that public services, such as the issuance of PCCs, should be responsive to the needs of the public. This service must be transparent, proactive, and capable of addressing issues before they escalate, ensuring that the government maintains its commitment to both accountability and efficiency.

One of the primary responsibilities of the police is to provide security to individuals, communities, and the nation. The police serve to protect people from threats, minimize fear from potential dangers, and ensure that the environment remains safe for citizens to live and work. By providing ongoing security, the police contribute to the overall improvement of the quality of life for society, fostering greater productivity and stability. Some of the key services the police offer include issuing driver's licenses, vehicle registration certificates, and PCCs, which serve to verify an individual's criminal history. These documents are often required for employment, scholarships, and other significant legal matters.

LITERATURE REVIEW

The previous studies on police services and the issuance of Police Clearance Certificates (PCC) provide useful insights into the implementation and improvements in the process of obtaining a Police Clearance Certificate, specifically the SKCK in Indonesia. Alfaafan (2014) examined the policy considerations behind the integration of SKCK issuance with the Indonesia Automatic Fingerprint Identification System (INAFIS), focusing on the role of the police in public service. The study concluded that SKCK serves as an essential tool for the police to prevent crime and protect the community by confirming whether an individual has a criminal record. The integration of INAFIS with SKCK issuance is based on legal and technological considerations, though challenges remain, including the provision of INAFIS printing devices, satellite network limitations, a shortage of skilled personnel, and societal issues. Arganata (2015) explored the quality of SKCK service at the Public Service Office of the Intelligence and Security Unit of Surabaya Police. The study emphasized the importance of providing efficient, accessible, and user-friendly services. The research highlighted that, in 2015, the office processed an average of 4,622 SKCK forms per month, demonstrating the high demand for such services. The results showed that the service quality was considered satisfactory, with adequate facilities and reliable, timely processing. The study also noted the responsiveness and competence of the staff, as well as the credibility and security provided to applicants, ensuring a comfortable and safe environment. The research recommended the implementation of an online SKCK system in accordance with the 2014 regulation of the Indonesian National Police, along with the need for standard operating procedures (SOPs), staff training, and better use of social media to update the public. Fauzyiah and Meirinawati (2016) studied the innovation of online SKCK services at the Sidoarjo Police Department, finding that the service had been well-received by the public. They pointed out several advantages, including quicker processing times and reduced bureaucratic procedures. However, some issues remained, such as the inadequate seating for applicants and a lack of awareness about the necessary documentation. Despite these challenges, the online service was deemed successful, aligning with the needs of the public for efficient service delivery. The study concluded that the Sidoarjo Police Department's online service innovation was effective in simplifying the process of SKCK issuance. These studies differ from the present research in terms of location, research methods, analysis tools, and theoretical approaches. Nonetheless, they share a common focus on improving SKCK

services and ensuring better public access and satisfaction with police procedures.

The South Kalimantan Regional Police (POLDA) issues Police Clearance Certificates (SKCK) based on the system and procedures of POLRI's public service, in accordance with the standards of excellent service. The conceptual framework can be illustrated through the following diagram:

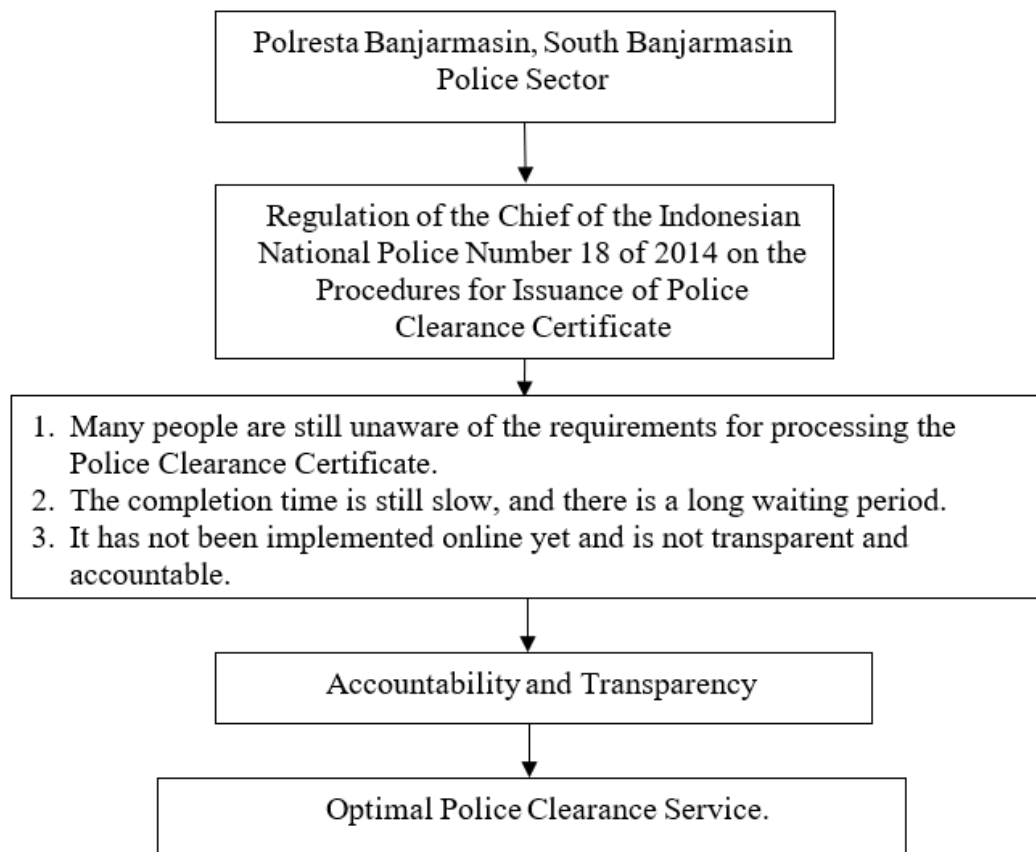


Figure 1. Conceptual Framework

Based on the diagram above, every adult in the South Kalimantan Regional Police (POLDA) jurisdiction is required to obtain a Police Clearance Certificate (SKCK) to assist the police in ensuring the rule of law is upheld fairly and according to the 1945 Constitution of Indonesia. This process is vital for law enforcement officers who are responsible for maintaining public safety. The SKCK serves as an early detection tool in identifying individuals with criminal backgrounds, which supports the police's role in protecting society and ensuring safety. The main duties and functions of the police, particularly the Intelligence and Security Unit, grant them the authority to issue the SKCK based on the following legal frameworks: Law No. 2 of 2002 on the Indonesian National Police, Law No. 50 of 2016 regarding Non-Tax State Revenue for the Indonesian National Police, and Police Chief Decree No. Pol: SKEP/816/IX/2003 dated

September 17, 2003, which regulates the temporary guidelines for issuing the SKCK.

In line with the police's bureaucratic reform program, which is rooted in the principles of Clean Government and Good Governance, this reform aims to provide excellent service to the public. These principles are universally recognized as essential for improving public service delivery. Bureaucratic reform focuses on several key areas, including reducing corruption, enhancing policy and public service management quality, increasing public sector productivity, and improving the welfare of civil servants. The expected outcomes of these reforms will be tangible benefits felt by society. One strategy to achieve these objectives is the implementation of "Quick Wins," or low-hanging fruits, which offer immediate, positive results and foster confidence. By achieving early successes, the police can build momentum to continue their reform efforts consistently and sustainably. The outcome of these Quick Wins is the improvement of systems, work mechanisms, and essential services provided by ministries, institutions, and local governments, tailored to their respective roles and responsibilities.

METHODOLOGY

This study uses a qualitative descriptive approach, as defined by Arikunto (2014: 12), to provide a comprehensive understanding of the system and procedures involved in the issuance of Police Clearance Certificates (SKCK) by the South Kalimantan Regional Police (POLDA). The operational definitions of key terms include "system" as a network of procedures to implement an organization's core activities, "procedure" as a series of activities ensuring consistency in handling recurring transactions, and "POLRI's authority" as the hierarchical structure of police operations from the lowest level (Police Post) to the highest (Police Chief). POLRI's service is defined as efforts to achieve excellent public service in crime prevention, law enforcement, and maintaining public order, essential for national development. SKCK is a certificate documenting an individual's identity and criminal record over a specific period. Data collection involves secondary data, such as primary legal documents (e.g., Law No. 2/2002 on the Indonesian National Police) and secondary legal resources, including research and expert opinions. The study applies library research to gather theories and concepts related to the topic. Data collection methods include document review, interviews, and library studies, with a focus on SKCK service data from the South Kalimantan Police. For data analysis, the study adopts Miles and Huberman's (2007) qualitative method, involving three steps: data reduction, data display, and conclusion drawing/verification. Data reduction simplifies raw data, while data display organizes it to facilitate conclusion drawing. Finally, conclusion drawing involves verifying and refining initial conclusions based on continuous data gathering. This approach ensures the research provides a detailed and accurate analysis of SKCK issuance procedures in line with POLRI's operational and legal framework.

RESULTS

Public service is a process of providing services to meet the needs of the community by the state or its agencies in the form of goods or services to ensure public welfare. It reflects the state's apparatus function as a public servant aiming to promote the welfare of citizens (Passolong, 2007). One of the public services provided by the Indonesian National Police is issuing certificates for specific purposes. The police issue these certificates to citizens to indicate whether their records exist in the police database regarding their behavior and actions in society. To enhance accuracy and prevent abuse of authority, guidelines are necessary for issuing these police clearance certificates. Quality public services are crucial because their effectiveness impacts the public's perception of the government's image. Services are considered quality when they meet the needs and expectations of the people, as emphasized by Barata (2003). According to Perkapolri Number 18 of 2014, a police clearance certificate is an official letter issued by the Police through the Intelligence function to meet requests based on personal data and police records. Based on interviews with researchers, it was found that Polresta Banjarmasin, South Banjarmasin Sector, has made significant efforts to implement Perkapolri No. 18 of 2014 in issuing these certificates.

Providing an understanding of the requirements that must be met in the issuance of the Police Clearance Certificate

The application of the Indonesian National Police Regulation Number 18 of 2014 on issuing a police clearance certificate (SKCK) in Polresta Banjarmasin, South Banjarmasin Sector has been actively carried out. Based on interviews with personnel from the police station, it was revealed that the regulation is implemented by requiring citizens to provide necessary documents such as a copy of the ID card, family card, birth certificate, and a set of recent passport-sized photos. For foreign nationals, additional requirements such as a letter of request from an employer, passport, and a residence permit are also needed. In the case of SKCK extensions, the documents required include a copy of the old SKCK, ID, family card, and recent photographs. Despite the application of these regulations, there are still issues such as the absence of clear instructions on where to submit these requirements or online submission systems, which remain non-existent. This results in delays in processing SKCK, as reported by applicants who also mentioned the absence of queue numbers, which makes the process inefficient. Nonetheless, the overall structure of service was praised for its neatness, although the lengthy waiting times still hinder an optimal service experience.

Serving Well Without Discrimination

The service perceived during the process of obtaining a Police Clearance Certificate (PCC) at the Polresta Banjarmasin, Banjarmasin Selatan Sector, has generally been positive, with applicants reporting satisfaction due to the clear instructions provided for completing the required forms. However, a significant issue arises regarding the treatment of ordinary citizens versus those with higher social status. While officers assert that there is no difference in treatment, some applicants believe that there is preferential treatment, particularly when it comes to those with stronger social connections. For instance, applicants residing far from the issuing office are sometimes given priority, with their cases expedited

upon approval from other applicants. This practice, rooted in a kinship system, can create a perception of inequality in service delivery. To ensure fairness and equal treatment, it is crucial that the officers adhere to a consistent approach, avoiding any differentiation based on social status or personal connections. Equality in service delivery is essential for maintaining trust and transparency in public services.

Efforts to Provide Police Clearance Certificate (PCC) Services in a Timely Manner

The time required for issuing a Police Clearance Certificate (PCC) depends on the efficiency of the applicant in completing the necessary forms. Typically, issuing a new PCC takes around 10 minutes, while an extension only requires about 5 minutes. The process is expedited when applicants fill out the required information accurately and promptly. Officers assist by providing examples for form completion to ensure that the process is done correctly and quickly. By helping applicants with the form-filling process, the time spent on issuing the certificate is minimized, allowing for faster service. This approach ensures that the issuance of the PCC is completed in a timely manner, benefiting both the applicants and the issuing authorities.

Establishing Administrative Fees for Issuing Police Clearance Certificate (SKCK) in Accordance with Government Regulation No. 60 of 2016: Transparent and No Additional Charges

In the process of issuing SKCK, there are already established administrative fees as outlined in Government Regulation No. 60 of 2016 concerning types and rates of non-tax state revenue. According to the interview with an SKCK officer, the fee for issuing a SKCK is IDR 30,000 per copy, in accordance with the regulation. The same statement was also confirmed by another officer, highlighting that this fee applies to all SKCK issuances, as per the Government's rule. Furthermore, the service for issuing SKCK has been seen as transparent, as indicated by the public. The cost for issuance is clearly stated, and there is no ambiguity regarding the payment process. However, some public respondents have raised concerns about the quality of service, noting differences in treatment, long processing times, and inadequate facilities. Overall, while the fee structure is transparent and in line with regulations, improvements in service efficiency and facility quality are necessary for better user experience.

Collaboration with the Prosecutor's Office and Court of Banjarmasin for SKCK Issuance

To ensure that the Polresta Banjarmasin South Sector issues accurate Police Clearance Certificates (SKCK), they have collaborated with the Prosecutor's Office and the Banjarmasin District Court. This collaboration helps verify if applicants have a criminal record. The police officers carefully check applicants' criminal histories, ensuring no mistakes are made when issuing the SKCK. If an applicant has a criminal record, it does not automatically disqualify them from obtaining an SKCK. However, the SKCK will state if the applicant has a criminal history. Moreover, the validity of criminal records has no expiration; as long as the criminal record exists, the applicant can still apply for an SKCK. Going forward, the public hopes for improvements in SKCK service, with suggestions for better coordination, clearer procedures, and more accessible facilities. They also expect that all applicants, regardless of their social status, will be treated

equally. This reflects the ongoing efforts to improve SKCK services and ensure fairness in the process.

Challenges Faced by Polresta Banjarmasin South Sector in SKCK Issuance Services

The primary role of government is to serve the public by creating conditions that allow each member of society to achieve their goals. Public bureaucracy is responsible for delivering good, professional services. One key aspect of this is responsiveness, which refers to the ability of service providers to ensure clarity, proper procedures, and speed in delivering services. Responsiveness is essential in public service, as it helps an organization understand the needs of the public, set priorities, and create programs that align with public expectations. Several challenges exist in the SKCK issuance process at Polresta Banjarmasin South Sector, which affect the effectiveness and efficiency of the service.

One significant challenge is that many applicants do not fully understand how to complete the required forms. This lack of understanding leads to delays in processing as applicants often need additional assistance from officers to fill out their forms correctly. This issue is particularly prominent among elderly applicants who may not be familiar with the process, which creates an additional workload for officers.

Another challenge is the lack of a proper queue system. Without a structured queue, applicants often experience long wait times, and there are inconsistencies in how applicants are treated. For instance, applicants may feel that others, especially those with personal connections to officers, are given preferential treatment. This results in dissatisfaction and confusion among applicants, further delaying the process and reducing the overall quality of service.

Delays also occur when applicants fail to meet all the necessary administrative requirements. If applicants do not submit complete documentation, the process for issuing an SKCK is prolonged. In such cases, officers usually allow applicants some flexibility, offering them the option to submit missing documents at a later time or through alternative means such as digital communication. However, this flexibility can still cause delays in the overall processing time.

Another challenge is the verification of applicants who have a criminal history. In such cases, officers are required to thoroughly check the applicant's criminal records, including the details of the legal decisions related to their previous offenses. Despite these concerns, the SKCK can still be issued, though it will include a note about the applicant's criminal record. The presence of a criminal record can complicate the process and delay the issuance of the certificate, as additional steps must be taken to ensure the accuracy of the information provided.

Finally, challenges also arise when applicants from other regions need an SKCK but cannot meet the required administrative requirements. In such cases, applicants are often required to obtain a domicile letter from their current place of residence, especially if they are not registered in the area where they are applying for the SKCK. This additional step creates delays in the issuance

process, as officers must wait for confirmation from local authorities before proceeding with the application.

These various challenges highlight the complexity of the SKCK issuance process at Polresta Banjarmasin South Sector, emphasizing the need for improved systems, procedures, and support to enhance the service and meet the growing demand for SKCK applications.

DISCUSSION

In the context of public service, access to information plays a crucial role in ensuring transparency. This is particularly relevant in services such as the issuance of the Police Clearance Certificate (PCC), or Surat Keterangan Catatan Kepolisian (SKCK) in Indonesia. Transparency in this process hinges on how effectively and easily the public can access relevant information about procedures, requirements, and the status of their applications. To analyze this, several aspects of information accessibility are worth examining, such as the availability of procedural information, the sources of information, the mechanisms for monitoring and updating the information, and the responses to information requests.

The availability of procedural and requirement information is a foundational aspect of transparency. For instance, ensuring that detailed, clear, and timely information is provided about the process to obtain an SKCK is essential for the public to know what steps to take and what documents to prepare. The Indonesian Law No. 14/2008 on Public Information Disclosure stipulates that every public institution is obliged to provide information needed by the public. According to Article 7, information must be delivered clearly, promptly, and in an easily accessible manner (UU KIP, 2008). Furthermore, public information should cater to the public interest rather than personal gain, ensuring that it serves the broader community's needs (UU KIP, 2008).

The sources of information about obtaining an SKCK are also critical to evaluate. These sources typically include official websites, notice boards, and social media platforms. For example, assessing whether the Polresta Banjarmasin has an official website that provides comprehensive information about the SKCK issuance process is essential. A user-friendly website should ideally offer step-by-step guides, a list of required documents, and contact information. In addition to the website, physical notices and social media channels are also important tools to disseminate information. These platforms must ensure that information is accessible and understandable to the public (PP No. 61/2010).

Moreover, the mechanism for monitoring and updating information is integral to maintaining the relevance and accuracy of the information provided. Public institutions, including Polresta Banjarmasin, need to establish mechanisms for regularly updating the information to reflect any changes in procedures or requirements. Regular evaluations of the effectiveness of information dissemination should be conducted to assess whether the current methods meet public needs. As stated by Bappenas (2015), transparency is not only about providing information but also about ensuring that such information remains accurate and up-to-date. Institutions must develop strategic plans to

manage and refresh the information provided to ensure it remains relevant to the public's needs.

Equally important is how public institutions respond to information requests. The effectiveness of Polresta Banjarmasin in addressing queries and providing clear responses to requests for clarification is a key element in evaluating transparency. The Public Information Disclosure Guidelines, issued by the Central Information Commission, outline how public institutions should manage information requests. These guidelines emphasize that public institutions must respond promptly and appropriately to requests to maintain public trust (Komisi Informasi Pusat, 2011). Institutions must ensure that they are accountable for the information they provide and that they offer timely and adequate responses to any inquiries, strengthening the transparency of their operations (Komisi Informasi Pusat, 2011).

When assessing the transparency of the SKCK issuance process, it is essential to look at the processes and procedures followed. Transparency in this context involves providing detailed and easily understandable information about the steps and criteria involved in obtaining an SKCK. For instance, the process should be outlined clearly, from initial registration to the issuance of the SKCK, detailing the documents required, such as identity cards, photographs, and referral letters from relevant institutions. According to Perkap No. 6/2019, the process of issuing an SKCK must adhere to established procedures, and applicants must meet specific requirements.

Additionally, effective communication of these procedures to the public is vital. Polresta Banjarmasin should use various channels, such as their website, notice boards, and social media, to provide clear and accessible information about the process. Providing step-by-step guides and necessary forms can also help simplify the process for applicants. The Public Service Procedures should be delivered in a way that is easy for the public to access and comprehend, as stated by the Central Information Commission (2011).

Moreover, it is important to assess whether Polresta Banjarmasin has clear service standards for issuing SKCK. This includes evaluating the time frame for processing requests and the quality of service, such as the professionalism and accuracy of the information provided. Service standards ensure that public services meet the expectations and needs of the community (Kemenpan-RB, 2017). Polresta Banjarmasin should also implement mechanisms for evaluating and improving these processes. Feedback systems that allow applicants to share their experiences and any challenges faced can provide valuable insights for improving the SKCK issuance process. Continuous evaluation and improvement are necessary to ensure that public services remain relevant and of high quality (Ombudsman RI, 2018).

Transparency in the SKCK issuance process is essential to ensure that public services are effective and efficient. Through detailed information, effective communication, and the establishment of service standards and feedback mechanisms, Polresta Banjarmasin can improve the transparency and efficiency of their services. This not only helps citizens easily obtain their SKCK but also strengthens trust in the police department. By implementing these strategies, the

Polresta Banjarmasin can continue to improve their services and foster a stronger relationship with the community.

In conclusion, the issuance of the Police Clearance Certificate (PCC) is an essential service provided by the police, and its transparency and accountability are crucial in maintaining public trust. By ensuring that the public can access information easily, that procedures are clearly defined, and that feedback mechanisms are in place, Polresta Banjarmasin can enhance the quality of its service and foster greater trust within the community. This assessment shows that while the institution has made good progress in applying transparency and accountability, there are still areas for improvement, particularly in enhancing the clarity of information and optimizing feedback mechanisms. With the proper adjustments, this service can become even more responsive to the needs of the public.

CONCLUSIONS AND RECOMMENDATIONS

The conclusion of this study emphasizes the efforts made by Polresta Banjarmasin South Sector in delivering SKCK services that are both accountable and transparent. These efforts include providing clear understanding regarding the requirements for obtaining an SKCK, treating all applicants equally regardless of their social status, ensuring that the service is delivered in a timely manner, and setting administrative fees in line with the regulations outlined in Government Regulation No. 60 of 2016, without any additional charges. Furthermore, Polresta Banjarmasin South Sector has established cooperative relationships with other important institutions such as the Banjarmasin Prosecutor's Office and the Banjarmasin Court to facilitate the process of issuing SKCK. These measures reflect a strong commitment to upholding transparency and accountability in public services. However, despite these positive aspects, there are still challenges that need to be addressed. One major issue is the difficulty elderly applicants face when filling out the SKCK forms, as they may not be fully familiar with the required data or the online system. In such cases, assistance from officers is necessary to ensure the process runs smoothly. Additionally, another significant challenge involves long wait times during the SKCK collection process. Applicants often experience delays, and this issue is compounded by the unequal treatment they sometimes face. For instance, in some cases, police officers prioritize family members, even when they arrive later than other applicants, which can lead to feelings of unfairness among the public. Furthermore, the absence of a queue number system during the SKCK collection process further exacerbates these problems, as there is no organized way to manage the flow of applicants. The lack of a well-structured queue system contributes to confusion and inefficiency, which undermines the overall transparency and accountability of the service. To address these concerns, it is suggested that Polresta Banjarmasin South Sector further improve the online system for processing SKCK applications, allowing applicants to complete more steps of the process remotely. An online system would not only streamline the service but also reduce wait times, improve efficiency, and eliminate the problem of favoritism. In addition to these improvements, it is important for the

community to adhere to the established requirements for SKCK applications and comply with the regulations set by the officers. By doing so, the process will remain smooth, and applicants and officers will be able to maintain a balance of rights and responsibilities. Ultimately, the success of Polresta Banjarmasin South Sector's SKCK service will depend not only on the improvements made by the police but also on the cooperation of the public in respecting the guidelines and protocols. This study highlights the importance of continuing efforts to improve public services and address any issues that may affect the transparency and fairness of the system. Through ongoing improvements and a commitment to both accountability and transparency, Polresta Banjarmasin can enhance its service delivery and better serve the community. It is hoped that these efforts will ultimately foster greater public trust and ensure that the SKCK service meets the needs of all applicants in a fair and efficient manner.

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