



The Influence of Service Quality in the Issuance of SKCK on Public Satisfaction at Jatiyoso Police Section

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This study aims to determine the influence of service quality on public satisfaction in the issuance process of Police Certificate of Good Conduct (SKCK) at Jatiyoso Police Sector. The background of this research is the urgency of public service quality as a performance indicator of government institutions, particularly in the police sector. This research employed a quantitative method with a descriptive correlational approach. Data was collected through questionnaires distributed to 146 SKCK applicants at Jatiyoso Police Section. Service quality was measured using five Servqual dimensions: Tangibles, Reliability, Responsiveness, Assurance, and Empathy. The analysis revealed that all dimensions positively affected public satisfaction, with Assurance and Empathy being the most dominant. Public satisfaction was categorized as high, as reflected in their willingness to reuse and recommend the service. The study recommends enhancing human resources, strengthening infrastructure, and implementing a continuous service evaluation system.

Keywords: Jatiyoso Police Section; Public Satisfaction; Service Quality; Servqual; SKCK.

1. Introduction

Public service plays a vital role in ensuring that the basic rights and needs of citizens are fulfilled effectively and fairly. In a democratic society, quality public services are not only a reflection of good governance but also a key factor in building public trust toward government institutions [1]. The urgency of improving public services lies in their direct impact on people's daily lives ranging from access to education, health, security, to administrative services like licensing or legal documentation [2]. As public expectations increase, especially in the digital era, government institutions are required to provide services that are fast, transparent, accountable, and responsive to the diverse needs of society [3]. Therefore, continuous evaluation and innovation in public service delivery are essential to ensure efficiency, equity, and citizen satisfaction. Introduction consists of research background and what makes the research interesting and what raise curiosity [4].

The issuance of a Police Clearance Certificate (Surat Keterangan Catatan Kepolisian or SKCK) serves as a significant indicator of the quality of public services provided by the police institution. As a document required for various administrative purposes such as job applications, education, licensing, and legal matters SKCK reflects how efficiently and responsibly the police respond to citizen needs. The service quality in issuing SKCK, including aspects like timeliness, clarity of procedures, staff behavior, and supporting facilities, directly influences public perceptions of the police [5]. Therefore, SKCK issuance is not merely an administrative task, but a form of public service performance that can strengthen or weaken institutional trust. Measuring the service quality in SKCK issuance provides valuable insights into how well the police fulfill their role in delivering transparent, accountable, and citizen-oriented public services [6].

Jatiyoso Police Section, as a local police sector under Karanganyar Police Resort, plays a crucial role in delivering administrative services to the surrounding community, particularly in the issuance of SKCK. Despite increasing demand, the quality of SKCK services at Jatiyoso Police Section still faces several challenges. Common issues include long waiting times, limited service personnel during peak hours, lack of clarity in procedures, and insufficient use of digital systems. These problems often lead to public complaints and dissatisfaction, especially among individuals who rely on fast and accurate documentation for employment or education purposes. Addressing these service gaps is essential to improve overall satisfaction and enhance the public's trust in police institutions at the local level.

This study aims to examine the quality of SKCK issuance services at Jatiyoso Police Section and analyze their impact on public satisfaction. The research seeks to identify how the public perceives the quality of service,

measure the level of satisfaction, and determine whether service quality significantly affects satisfaction levels. The study also aims to explore which dimensions of service quality namely reliability, responsiveness, assurance, empathy, and tangibles—are the most influential. These research objectives are formulated into the following questions: How do citizens perceive the quality of SKCK services at Jatiyoso Police Section, What is the level of public satisfaction, Does service quality significantly influence satisfaction, And which service quality dimension has the most dominant effect on public satisfaction.

Measuring public satisfaction using the Servqual model is essential for evaluating the effectiveness and quality of public services, particularly in institutions like the police. Servqual provides a structured framework based on five dimensions reliability, responsiveness, assurance, empathy, and tangibles that capture both the functional and emotional aspects of service delivery [7]. This model enables service providers to identify gaps between public expectations and actual experiences, helping to pinpoint specific areas that require improvement. In the context of SKCK issuance, where public interaction is direct and procedural clarity is crucial, Servqual helps quantify perceptions and translate them into actionable feedback. By using this model, institutions can implement data-driven improvements and foster a culture of continuous service quality enhancement.

The Servqual model, introduced by Parasuraman, Zeithaml, and Berry 1988, is a comprehensive framework used to measure service quality by identifying gaps between customer expectations and perceptions of actual service performance. This model outlines five core dimensions. Reliability, which refers to the ability to perform promised services dependably and accurately. Responsiveness, which is the willingness to assist customers promptly and effectively. Assurance, referring to the knowledge and courtesy of staff and their ability to inspire trust and confidence. Empathy, which involves providing caring and personalized attention to service users. Tangibles, which relate to the physical aspects of service delivery such as facilities, equipment, and the appearance of personnel. Together, these dimensions form a holistic view of service quality that is applicable across various public and private sector services.

In the context of public services, particularly the issuance of SKCK at police offices such as Jatiyoso Police Section, the Servqual model is highly relevant. SKCK services involve direct interaction between officers and the public, where clarity of procedures, professionalism, and timeliness are critical to public perception. Each dimension of Servqual plays a vital role: for instance, responsiveness reflects how quickly officers address requests; empathy and assurance influence how comfortable and respected citizens feel during the process; and tangibles shape the overall impression of professionalism. By applying the Servqual framework, police institutions can identify service gaps, understand which dimensions require improvement, and implement targeted strategies to increase public satisfaction and trust in law enforcement services. Consists of supporting and relevant theories for the research, it is recommended if the Author provides theoretical framework or conceptual framework of the research.

The impact of service quality on public satisfaction in SKCK issuance at SPKT Polda South Sumatra. Using a quantitative approach with 96 respondents, the study found that service quality significantly influenced satisfaction, with an R^2 value of 0.337. Key influencing factors included physical facilities, technology, timeliness, and officer competence. The results confirm the relevance of the Servqual model, particularly in reliability, responsiveness, assurance, empathy, and tangibles. The researchers recommended improving service infrastructure, staff competence, and public awareness regarding procedures and fees to enhance overall satisfaction [8].

Examined the effect of service quality on public satisfaction in SKCK processing at Polsek Jatinunggal, Sumedang [9]. Using a quantitative survey of 87 respondents and simple linear regression (SPSS v25), results showed a significant influence of service quality ($t = 8.713$; $\text{sig.} = 0.000$). The study applied five Servqual dimensions and found key issues such as limited staff, inadequate waiting facilities, and low public understanding. It emphasized improving reliability and responsiveness to enhance satisfaction, recommending more staff, better infrastructure, and public education.

Analyzed the impact of service quality on public satisfaction in SKCK issuance at Polrestabes Medan. Using multiple linear regression with 44 respondents, the study found that both reliability and empathy significantly influenced satisfaction [10]. The regression equation showed that increases in reliability and empathy led to higher satisfaction. The findings highlight the importance of staff professionalism and personal care in service delivery, supporting the relevance of the Servqual model in public services.

Analyzed public satisfaction with SKCK service quality at Polres Payakumbuh using a descriptive quantitative approach with 50 randomly selected respondents. Referring to the Government's Public Satisfaction Index (IKM), the service was rated "Good" with a score of 81.18. The highest scores were in procedures and cost, while behavior,

complaints handling, and service requirements needed improvement [5]. The study recommends Service Excellence training, SOP simplification, better facilities, and strengthened feedback channels.

Analyzed SKCK service quality at Polres Barito Timur, focusing on the tangible dimension. Using a survey of 125 respondents, results showed a “good” rating (63.84%), with suggestions for system digitization and equipment upgrades to improve service delivery [11]. Analyzed the direct and indirect effects of employee competence and infrastructure on SKCK service quality through officer performance [12]. Using a quantitative explanatory approach with path analysis and 100 respondents, the study found that competence and facilities significantly influenced service quality, with officer performance acting as a key mediating variable. Competence had a 52.7% indirect effect, while facilities contributed 15% indirectly. The study highlights the importance of improving staff competence and infrastructure to enhance SKCK service quality in police institutions. Analyzed the impact of service quality on public satisfaction in SKCK issuance at Polrestabes Medan [13]. Using a quantitative approach with 100 respondents and simple linear regression, results showed a significant positive relationship ($Y = 2.845 + 0.098X$; sig. 0.000). Based on the Servqual model, the study confirmed that improvements in service dimensions—tangibles, reliability, responsiveness, assurance, and empathy directly enhance public satisfaction in police administrative services.

Underlining similar findings, also demonstrated a significant influence of service quality on public satisfaction in SKCK services at Polsek Mardinding [14]. Through a saturated sample of 77 respondents and simple linear regression analysis, they found that 23.2% of satisfaction variation was explained by service quality ($R^2 = 0.232$), with a regression equation of $Y = 16.812 + 0.596X$. Although the study implicitly used Servqual indicators such as reliability, timeliness, and comfort, it emphasized that friendliness and efficiency strongly shape user satisfaction despite limitations in personnel and infrastructure. Complementing these findings, research examined SKCK online services at Polresta Sidoarjo by introducing perceived value as a mediating variable between service quality and user satisfaction [15]. Using path analysis on 100 respondents, the study revealed that service quality had a significant direct effect on satisfaction ($\beta = 0.257$; $p = 0.006$), but not through perceived value as a mediator (Sobel $p = 0.119$). Although perceived value also influenced satisfaction, its mediating role was insignificant. This highlights that for digital services, users prioritize direct service quality such as data security, ease of access, and process efficiency over subjective value perceptions, reaffirming the relevance of Servqual even in online contexts.

Extending this line of inquiry, Investigated the impact of service quality on public satisfaction in the issuance of driving licenses (SIM) and SKCK at Polresta Mataram. Motivated by high public complaints, the study surveyed 1,302 respondents using validated questionnaires [16]. Key service aspects measured included timeliness, accuracy, friendliness, convenience, comfort, and service fees. Results showed high satisfaction levels, with 98.6% of respondents satisfied or very satisfied. A strong correlation ($R = 0.832$) and a high determination coefficient ($R^2 = 0.687$) confirmed service quality as a major determinant of satisfaction. Regular evaluation and improvements in speed, hospitality, and transparency were recommended.

2. Research Methods

This study employed a quantitative method with a descriptive correlational approach to assess the quality of SKCK issuance services at Jatiyoso Police Section and examine their relationship with public satisfaction. The quantitative approach was chosen to collect numerical data through Likert-scale questionnaires, which were then analyzed using statistical techniques via SPSS. The independent variable (X) in this study is the quality of SKCK services, while the dependent variable (Y) is public satisfaction. The descriptive correlational design aims to describe current conditions and determine the degree of correlation between service quality and user satisfaction.

Data were collected using closed-ended questionnaires, with statistical tests conducted to assess the validity and reliability of the instruments, as well as the relationship between variables. The research does not aim to establish causal relationships but rather to identify the strength of association between variables. Through this method, the study seeks to present an objective overview of the service quality at Jatiyoso Police Section and offer recommendations for improving public service delivery. The overall research process is illustrated in the flowchart below.

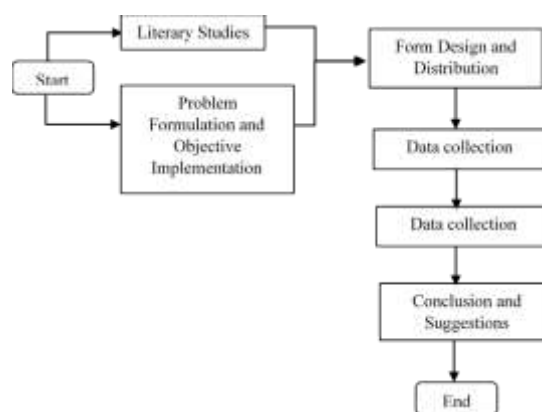


Figure 1. Research Flow

The literature review is a crucial initial stage in any scientific research, serving to build a strong theoretical foundation. In this phase, the researcher examines relevant sources related to public service, citizen satisfaction, and the issuance of Police Clearance Certificates (SKCK). This includes core theories such as service quality dimensions by Zeithaml, Parasuraman, and Berry; customer satisfaction concepts by Kotler and Keller; previous studies on police services; and official regulations issued by the Indonesian National Police regarding SKCK procedures. The literature review aids in formulating the theoretical framework, developing research instruments, identifying research gaps, and ensuring the study remains focused, relevant, and scientifically valuable.

This stage forms the foundation for the overall direction of the research. Problem formulation is carried out after completing the literature review and identifying gaps or discrepancies between theory and real-world practices specifically in the SKCK issuance service. In this case, there is a need to examine whether the services at Jatiyoso Police Section are optimal and how they relate to public satisfaction. Based on these, the study also defines research objectives aligned with the formulated problems namely, to describe the level of SKCK service quality and to analyze its effect on public satisfaction. Clear research problems and objectives help ensure that data collection and analysis remain focused, systematic, and lead to valid findings.

At this stage, the researcher begins designing the research instrument to collect data from respondents. The instrument used in this study is a closed-ended questionnaire, developed based on indicators derived from the variables outlined in the operational definitions. For the service quality variable, indicators include service speed, procedural clarity, facility comfort, and staff attitude. For the public satisfaction variable, indicators cover expectation versus reality, ease of service, and willingness to recommend the service. The questionnaire uses a Likert scale format, ranging from “Strongly Disagree” to “Strongly Agree,” enabling quantitative measurement of responses.

The questionnaire was distributed to respondents who had utilized SKCK services at Jatiyoso Police Section within a defined period. A purposive sampling technique was applied, targeting only those directly relevant to the research subject namely, individuals who processed SKCK at Jatiyoso Police Section. Distribution was conducted both offline and online to ensure broader and more flexible respondent reach.

Data collection was conducted over a three-month period, from March to May, in the Jatiyoso sub-district. This stage aimed to obtain primary data directly from respondents who had used SKCK services at Jatiyoso Police Section. Using purposive sampling, questionnaires were distributed both offline and online. The researcher ensured respondents clearly understood each question, maintained ethical standards by explaining the research purpose, ensuring confidentiality, and guaranteeing voluntary participation. Incomplete or invalid responses were excluded. All valid data were then coded and prepared for statistical analysis using appropriate software to support the research objectives.

Data analysis was conducted using SPSS to test validity and reliability, followed by descriptive statistics and simple linear regression. Valid instruments met significance < 0.05 and $\alpha > 0.70$. The analysis aimed to determine the relationship between service quality and public satisfaction and to provide data-driven recommendations.

This study was conducted at Jatiyoso Police Section, Karanganyar, selected purposively due to its direct role in SKCK issuance. The location reflects diverse public needs and offers relevant insights into service quality. Institutional support and data accessibility ensured effective fieldwork and the collection of accurate, representative information.

This study employed a quantitative approach by utilizing both descriptive and inferential statistical analyses to address the research objectives. Descriptive statistics were used to present respondent characteristics and summarize perceptions of SKCK service quality. Inferential analysis, specifically the Pearson correlation test, was conducted to determine the relationship between service quality and public satisfaction. Additionally, the study identified key service constraints and proposed improvement efforts based on field findings. All data collected were coded, cleaned, and processed using SPSS to ensure accurate and reliable analysis. This comprehensive approach supports the formulation of valid conclusions and practical recommendations.

3. Results and Discussions

This section presents the findings of the study based on the data collected through questionnaires distributed to SKCK service users at Jatiyoso Police Section.

3.1. Respondent Characteristics

Respondents were categorized based on gender, age, occupation, and the reason for applying for SKCK. Most were of productive age (20–25 years), dominated by job seekers, with employment being the primary reason for SKCK issuance. Gender and occupational backgrounds varied, reflecting a diverse applicant profile. The following table summarizes the demographic characteristics of the 146 respondents who participated in this study.

Table 1. Respondent Demographic Summary

No	Category	Subcategory	Frequency	Percentage	Remaks
1	Gender	Male	75	51.4%	Balanced distribution between genders
		Female	71	48.6%	
2	Age (Most Frequent)	23 years old	18	12.3%	Dominated by productive age group (20–25 years) Most respondents are young job seekers or students
		22 years old	17	11.6%	
		24 years old	15	10.3%	
3	Occupation	Private Sector	65	44.5%	Includes employees, entrepreneurs, freelancers
		Entrepreneurs (Wiraswasta)	19	13.0%	
		University Students	12	8.2%	
		High School / Students	14	9.6%	
		Laborers	10-12	8%	
		Others (Unemployed, traders, drivers)	3	2%	
4	Purpose of SKCK	Job Application	142	97.3%	Strongly tied to employment requirements
		Educational Requirement	1	0.7%	
		Other Administrative Purposes	3	2.0%	

The demographic data indicate that SKCK services are accessed by individuals across different age groups, with a concentration among young adults preparing to enter the workforce. The nearly equal gender representation also suggests that the need for SKCK is not specific to one gender. The majority of respondents were either employed in the private sector or actively seeking employment, underlining the importance of SKCK as a prerequisite for job applications. Furthermore, the fact that over 97% applied for work-related purposes reinforces the role of Jatiyoso Police Section's SKCK services in supporting local employment demands and highlights the need for efficient, responsive public service delivery.

3.2. Description of SKCK Service Quality Based on Servqual Dimensions

The assessment of SKCK service quality at Jatiyoso Police Section was analyzed based on the five core dimensions of the Servqual model: Tangibles, Reliability, Responsiveness, Assurance, and Empathy. Each dimension was measured using three statement items rated on a 5-point Likert scale. Data from 146 respondents were analyzed

descriptively and presented in the form of mean scores, standard deviation (SD), as well as minimum and maximum values, to illustrate the distribution and consistency of perceptions across each service quality indicator.

Table 2. SPSS Results Descriptive Statistical Analysis

Dimintions	N	Minimum	Maximum	Mean	Std.Deviation
Tangibles	146	2	5	4.09	.609
Realiability	146	2	5	4.08	.633
Responsiveness	146	2	5	4.07	.711
Assurance	146	2	5	4.09	.621
Empathy	146	2	5	4.10	.607
Kepuasan	146	2	5	4.16	.599
Valid N (Listwise)	146				

Based on the descriptive statistical analysis using the Servqual model, the SKCK service quality at Jatiyoso Police Section was rated positively across all five dimensions. The Tangibles dimension, reflecting physical aspects like cleanliness and facilities, scored a mean of 4.09 (SD = 0.609), indicating good physical service conditions. Reliability, which measures consistency and accuracy, had a mean score of 4.08 (SD = 0.633), suggesting that services were generally dependable and procedural. The Responsiveness dimension received a mean of 4.07 (SD = 0.711), the highest variability among dimensions, showing that while service was timely, there was room for improvement in staff responsiveness.

The Assurance dimension, which includes staff competence and security, had a mean of 4.09 (SD = 0.621), indicating that users felt secure and respected. Empathy scored the highest among all dimensions with a mean of 4.10 (SD = 0.607), suggesting that officers provided fair and personal attention to service users. Overall public satisfaction, measured as the dependent variable, recorded the highest mean score at 4.16 (SD = 0.599), reflecting that the SKCK services generally met or exceeded public expectations and were perceived as good to excellent by the community.

3.3. Public Satisfaction Level

Public satisfaction was assessed through variable Y (Satisfaction), measured using four questionnaire items. These items captured the respondents' perceptions of their experience receiving SKCK services at Jatiyoso Police Section. The indicators included overall satisfaction, alignment with expectations, willingness to use the service again, and likelihood of recommending the service to others.

Table 3. Summary Table of Public Satisfaction Survey Results

Indicator	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total Positive Responses
Overall Satisfaction	24.0%	63.7%	11.0%	1.0%	0.3%	87.7%
Alignment with Expectations	21.2%	64.4%	12.3%	1.0%	1.1%	85.6%
Willingness to Return	24.0%	65.8%	8.9%	1.0%	0.3%	89.8%
Willingness to Recommend	26.0%	65.1%	8.0%	0.7%	0.2%	91.1%

The analysis of public satisfaction toward SKCK services at Jatiyoso Police Section measured through four indicators reveals consistently high levels of approval. For overall satisfaction, 87.7% of respondents expressed agreement, suggesting that most service users were satisfied with the process and outcomes. Similarly, expectation alignment received 85.6% positive responses, indicating that services largely met or exceeded what the public anticipated.

Additionally, 89.8% of respondents stated they would willingly return for future SKCK services, reflecting strong service loyalty. Most notably, 91.1% were willing to recommend the service to others, signifying excellent public trust and advocacy. These results show that Jatiyoso Police Section has succeeded in delivering high-quality public services that not only satisfy users but also foster loyalty and positive reputation. However, the presence of neutral responses across all indicators highlights the need for continuous improvement to further strengthen public perception and service excellence.

3.4. Instrument Validity and Reliability Testing

Validity testing aims to determine the extent to which the questionnaire items accurately measure the intended concepts or variables. A valid instrument ensures that each statement truly reflects the construct being evaluated.

In addition to validity, the research instrument must also demonstrate reliability, which refers to the consistency of measurement results over time. Reliability testing was conducted using the Cronbach's Alpha method, which assesses the internal consistency among items within the same dimension. A Cronbach's Alpha value above 0.70 is generally considered acceptable, indicating that the items are reliably measuring the same underlying construct.

To ensure the quality of the research instrument, a validity test was conducted to determine whether each questionnaire item accurately reflects the construct being measured. The Pearson Product Moment correlation method was used to assess the relationship between each item and its respective total score for each dimension. An item is considered valid if the correlation coefficient (r) exceeds the critical value (r table = 0.162 for $N = 146$) and has a significance level (p -value) less than 0.05. The following table summarizes the results of the validity test for each SERVQUAL dimension and the satisfaction variable.

Table 4. Summary of Validity Test Results

Dimensions	Number Of Item	Pearson Correlation Range	Significance (p-value)
Tangibles	3	0.896 – 0.952	0.000
Reliability	3	0.885 – 0.934	0.000
Responsiveness	3	0.904 – 0.937	0.000
Assurance	3	0.857 – 0.923	0.000
Empathy	3	0.911 – 0.940	0.000
Satisfaction	4	0.879 – 0.921	0.000

The results in the table above show that all items in each dimension meet the validity criteria, with strong correlation coefficients and significance levels below 0.01. This confirms that the questionnaire items are well-constructed and effectively represent their respective variables. Therefore, all items are considered suitable for further analysis and can be reliably used to measure public perceptions of SKCK service quality and satisfaction at Jatiyoso Police Section.

To complement the validity test, a reliability test was conducted to examine the internal consistency of the questionnaire items within each SERVQUAL dimension and the satisfaction variable. The reliability was measured using Cronbach's Alpha, where a value greater than 0.70 indicates that the instrument is reliable. Higher alpha values reflect stronger internal consistency. The results of the reliability analysis for all constructs used in this study are presented in the following table 5.

Table 5. Summary of Reliability Test Results

Dimensions	Number Of Item	Pearson Correlation Range	Significance (p-value)
Tangibles	3	0.916	Very Reliable
Reliability	3	0.891	Reliable
Responsiveness	3	0.897	Reliable
Assurance	3	0.878	Reliable
Empathy	3	0.908	Very Reliable
Satisfaction	4	0.921	Very Reliable

Based on the table 5, all dimensions have Cronbach's Alpha values above 0.87, indicating excellent internal consistency. The Satisfaction variable recorded the highest reliability score at 0.921, while Assurance had the lowest at 0.878, though still within the "reliable" category. These results confirm that the research instrument used is both reliable and appropriate for measuring service quality and public satisfaction in the context of SKCK issuance at Jatiyoso Police Section.

3.5. Relationship and Influence of Service Quality on Public Satisfaction

This analysis aims to determine the extent of the relationship between the five SERVQUAL dimensions (Tangibles, Reliability, Responsiveness, Assurance, and Empathy) and public satisfaction with SKCK services at Jatiyoso Police Section. Using Pearson correlation analysis, the results show that all service quality dimensions have a positive and significant relationship with satisfaction. These findings indicate that improvements in service quality are strongly associated with increased public satisfaction. Further analysis using multiple linear regression can be conducted to explore the influence of each dimension more comprehensively.

To assess the relationship and influence between service quality and public satisfaction, Pearson correlation and multiple linear regression analyses were conducted. The correlation test was used to examine the strength and significance of the relationship between each of the five SERVQUAL dimensions Tangibles, Reliability, Responsiveness, Assurance, and Empathy and public satisfaction with SKCK services at Jatiyoso Police Section. Results indicate a strong and statistically significant positive correlation across all dimensions, with Assurance showing the strongest relationship.

Following this, multiple linear regression analysis was used to evaluate the combined and individual influence of each dimension on satisfaction. This test also helps to identify the most dominant factors contributing to satisfaction and assess whether each variable significantly predicts the dependent variable. The regression results show that the model is statistically significant and explains a high proportion of the variance in public satisfaction.

Table 6. Summary of Partial Multiple Linear Regression

Variable	Significance	Effect Strength	Explanation
X1 Tangibles	Yes	Weak	Important, but not the main factor influencing satisfaction
X2 Reliability	Yes	Moderate	Accuracy and clarity of service have an impact
X3 Responsiveness	No	Weak	Not statistically significant
X4 Assurance	Yes	Strongest	Most dominant factor, greatly influences satisfaction
X5 Empathy	Yes	Strong	Fairness and attentiveness significantly affect satisfaction

The findings reveal that four out of the five service quality dimensions have a significant and positive influence on public satisfaction. Among them, Assurance emerged as the most dominant factor, indicating the importance of professional behavior, trust, and a sense of security provided by the officers. Empathy also plays a major role, highlighting the value of fairness and personalized service. Although Responsiveness is positively perceived, it does not show a statistically significant impact in the regression model.

These results suggest that improvements in Assurance and Empathy should be prioritized to enhance overall satisfaction. Furthermore, continuous evaluation of service responsiveness may help address areas where perception does not translate into significant impact. The overall model confirms that the SERVQUAL dimensions collectively offer strong predictive power in understanding public satisfaction with SKCK services at Jatiyoso Police Section.

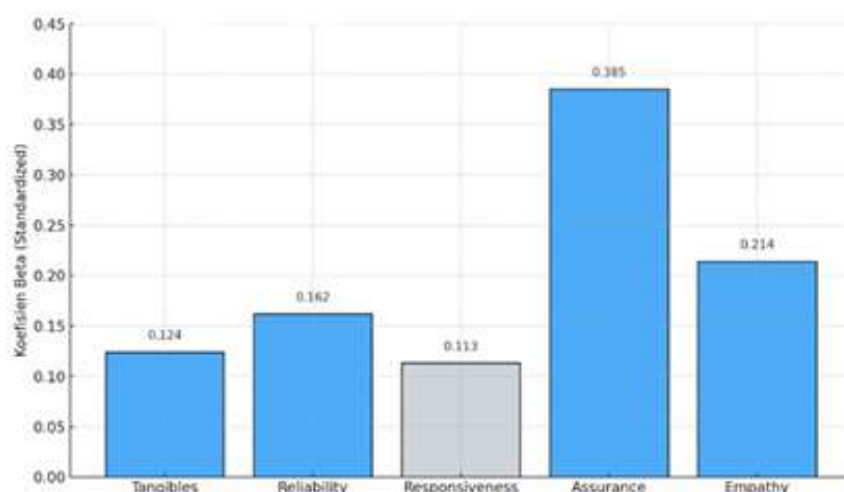


Figure 2. Visualization Graph of Partial Influence of Dimensions on Satisfaction

4. Conclusion

Based on the results of this study, it can be concluded that the quality of SKCK services at Jatiyoso Police Section is generally perceived positively by the public. All five SERVQUAL dimensions Tangibles, Reliability, Responsiveness, Assurance, and Empathy showed high average scores and strong correlations with public satisfaction. Among these, Assurance was found to have the most dominant influence, indicating that professionalism, politeness, and a sense of security from the officers are key factors driving satisfaction. The public also showed strong intentions to reuse the service and recommend it to others, demonstrating loyalty and trust. Furthermore, the multiple linear regression analysis revealed that 86.7% of the variation in public satisfaction can be explained by the quality of service. While all dimensions except Responsiveness had a statistically significant effect, this highlights areas of both strength and improvement. The findings emphasize the importance of continuous evaluation and enhancement of service delivery particularly in terms of responsiveness—to ensure that all aspects of the public experience are addressed and optimized.

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