Adaptation And Concept Of Indonesia Online Police Record Certificate (SKCK Online) In Realising Police Services In Society 5.0

Alfin Reza Syahputra
Universitas Indonesia

ABSTRAK

Era Society 5.0 memberikan dampak pada seluruh sektor kehidupan, termasuk pada Kepolisian Negara Republik Indonesia. Selaras dengan salah satu tugas pokok kepolisian, upaya yang dilakukan yakni dengan memberikan Surat Keteragan Catatatn Kepolisian (SKCK). Dengan adanya perkembangan teknologi, SKCK ini dapat diterbitkan secara onlie. Tujuan penelitian ini adalah untuk mengeksplorasi adaptasi dan konsep pembuatan Surat Keterangan Catatan Kepolisian (SKCK) online di Indonesia dalam konteks Society 5.0. The importance of the research conducted is to broaden the insights of the readers and can be used as an additional source of information for further research. The purpose of this research is to explore the adaptation and concept of the online Indonesian police record certificate (SKCK Online) in realizing police services in society 5.0.Metode penelitian yang digunakan adalah studi literatur. Studi literatur digunakan untuk mendeskripsikan fakta dan informasi yang relevan. Menurut temuan penelitian ini, layanan penerbitan catatan kepolisian masih belum optimal menerapkan sistem secara online. Meskipun beberapa negara, seperti Australia, telah berhasil menerapkan sistem catatan kepolisian secara online. Penelitian ini juga menyoroti pentingnya meningkatkan sistem SKCK online, penguatan database kriminal dan pelanggaran, merancang sistem yang mudah diakses tanpa memandang tempat tinggal, sosialisasi mengenai catatan kriminal pada SKCK, hingga penggunaan teknologi blockchain pada sistem SKCK. Oleh karena itu, rekomendasi penelitian ini menekankan layanan SKCK Online perlu ditingkatkan dengan tindakan, fitur, dan layanan yang spesifik. Sehingga layanan Polri menjadi lebih efektif di Era Society 5.0.

ABSTRACT

The Society 5.0 era has an impact on all sectors of life, including the Indonesian National Police. In line with one of the main tasks of the police, the efforts made are by providing a Police Record Certificate (SKCK). With the development of technology, this SKCK can be issued online. The purpose of this research is to explore the adaptation and concept of making an online Police Record Certificate (SKCK) in Indonesia in the context of Society 5.0. The research method used is a literature study. The literature study was used to describe relevant facts and information. According to the findings of this research, police record issuance services are still not optimally implementing online systems. Although some countries, such as Australia, have successfully implemented an online police record system. This research also highlights the importance of improving the Indonesia online police record certificate (*SKCK online*) system, strengthening the criminal and offence databases, designing a system that is easily accessible regardless of residence, socializing criminal records on SKCK, and using blockchain technology on online police record system. Therefore, this research recommendation emphasizes that *SKCK Online* services need to be improved with specific actions, features, and services. So that INP's services become more effective in Society 5.0.

INTRODUCTION

In this rapidly changing era of Society 5.0, the main challenge in steering an organization to continuously excel and endure in achieving its goals is how the organization can be more flexible and adaptive in dealing with every change that occurs (Kryswulandari *et al*., 2021). At the end of this decade, the globalization trend supported by advances in information and communication technology has impacted the social, economic, and political environment, leading to increasingly rapid changes. Along with the demands for organizational change, the concept of organizational change and development, as part of the field of organizational behavior, has been developed as one of the strategic management approaches deemed necessary for any organization desiring to endure, progress, and excel (Hari Kuncoro *et al*., 2019).

One government organization experiencing the impact of technological advancements is the Indonesian National Police (INP), known as *Polri* (Riyadi *et al*., 2020). Currently, the Indonesian National Police requires personnel who can work professionally and proportionally to fulfill the increasing public demand for safety and justice. The primary task of the INP is to protect its citizens' rights and maintain the community's security and safety by carrying out activities to improve their quality of life (Tampubolon, 2021). One of the Indonesian National Police 's most crucial tasks is related to serving the community.

The Indonesian National Police seeks to fulfill the service requirements according to regulations for every citizen with the enactment of the Republic of Indonesia regulation Number 2 Article 13 of 2002 concerning the Indonesian National Police (Medinna *et al*., 2022). The law states that the main tasks of the Indonesian National Police are (1) maintaining public order and security, (2) enforcing the law, and (3) providing protection and service to the community. In realizing its goals aligned with its main tasks, various efforts have been made, including issuing a Police Record Certificate (Surat Keterangan Catatan Kepolisian or SKCK) (Nafitaningrum & Astuti, 2020).

The Police Record Certificate (SKCK) is an official document issued by the Police to fulfill the requirements of individuals, whether for employment requirements or other purposes. In this technological era, public service delivery must consider various breakthroughs to enhance the provided services (Sulistiyanto et al., 2023). One of them is the implementation of public service in the police through the issuance of an online Police Record Certificate (SKCK), purposing to facilitate the public in this fast-paced and practical era (Priastuti et al., 2022). Moreover, the conditions resulting from the COVID-19 pandemic have prompted society to be more agile in utilizing technology to minimize personal and community contact.

Previous research conducted by Makhnunah & Rodiyah (2021) stated that the innovation of Online SKCK Services at the Sidoarjo Police has fulfilled several aspects including, Relative Advantage is able to provide convenience for the community in accessing and viewing information and making SKCK. Compatibility, there is a match between the high mobility of society and technological advances in creating online services, in the aspect of complexity, it was found that in this online SKCK innovation, the community has little difficulty in using the online SKCK application, so the service has not been maximized. While the triability aspect, this application has gone through a test process because it used to take 3-4 days, currently only 10 minutes, and observability, the online SKCK application helps the community in processing SKCK can be done online and quickly.

In Society 5.0, the INP faces demands that must be dealt with. Society 5.0 is a new term used to indicate the future world based on ubiquity, machine learning via the internet, cryptography, and biometrics. All these technologies will be integrated to create a new way of life (Althabhawi *et al*., 2022). The importance of the research conducted is to broaden the insights of the readers

and can be used as an additional source of information for further research. The purpose of this research is to explore the adaptation and concept of the online Indonesian police record certificate (SKCK Online) in realizing police services in society 5.0.

Literatur Review

The era of society 5.0 is a period that is human centered and technology based. Therefore, artificial intelligence will be fully dedicated to improving human ability to discover and open various opportunities owned by humans (Rahmawan & Effendi, 2021). In society 5.0, humans will be the center (human centered) while remaining technology based (Usmaedi, 2021). The emergence of Society 5.0 has prompted significant transformations in various sectors, including law enforcement. In the context of the police record certificate (SKCK), the shift towards an online platform is seen as a progressive step in aligning police services with the principles of Society 5.0.

Article 1 of National Police Chief Regulation No. 18/2014 on the Procedure for Issuing a Police Record Certificate (SKCK) states that SKCK is an official certificate issued by the National Police through the Intelkam function to an applicant/citizen of the public to fulfill a request from the person concerned or a need due to a provision that requires it, based on the results of biodata research and existing police records about the person. What is meant by a police record is a written record organized by the Police against a person who has committed an unlawful act or violated the law or is in the process of being judged for an act that has been committed (Setiani et al., 2022). The transition aims to streamline and modernize the issuance of certificates, fostering efficiency and accessibility. Academic discussions reveal nuanced perspectives on the efficacy of online police record certificate (SKCK) systems. While some studies applaud the implementation, others underscore challenges such as the inadequate knowledge of law enforcement officers concerning online procedures. This knowledge gap necessitates targeted training initiatives to ensure a seamless transition and optimal use of digital systems.

Furthermore, the literature critically examines the completeness of the online police record certificate (SKCK) process. Concerns are raised about certain offline components, such as the collection of fingerprints, casting doubt on the system's claim of being entirely paperless. These considerations highlight the need for comprehensive digitization to fully realize the benefits of online police record certificate (SKCK) services. Public perception and engagement form crucial aspects of the literature discourse. Despite the perceived improvements in service quality, a notable reluctance among the public to opt for online police record certificate (SKCK) applications is observed. This phenomenon raises questions about societal preparedness and acceptance of digital innovations in the realm of law enforcement services. Effective communication emerges as a pivotal factor in the success of online police record certificate (SKCK) systems. The literature points to grievances arising from inadequate and outdated information dissemination through social media, even with satisfactory service quality. Robust communication strategies are essential to address these concerns and foster public trust in the online police record certificate (SKCK) process.

The novelty of this research is that there has been no previous research with the same title. So that this research is really the latest. For its content, it deepens knowledge about the issuance of SKCK by the police online.

In conclusion, this literature review underscores the significance of adaptation and the implementation of online police record certificate (SKCK) services within the framework of
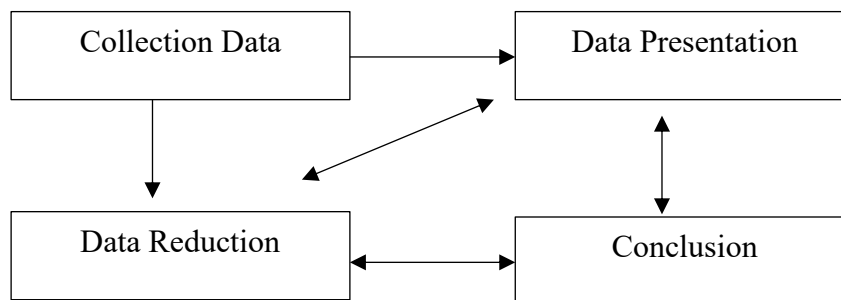
Society 5.0. While advancements have been made, addressing knowledge gaps, ensuring complete digitization, and enhancing communication strategies are imperative for the successful realization of modernized police services in the digital age.

RESEARCH METHODS

This research uses a literature review method with a qualitative approach. Literature review is an activity to review or review various literature that has been published by academics or other researchers previously related to the topic we will research. While the qualitative approach aims to gain a deep understanding of human and social problems, not to describe the surface of a reality as quantitative research does with its positivism.

The data source used is secondary data. Secondary data is data obtained indirectly from the object of research. Secondary data obtained is from an internet site, or from a reference that is the same as what is being studied by researchers (Sari & Zefri, 2019). The data analysis uses Miles and Huberman data analysis, namely data collection with data analysis, data collection is an integral part of data analysis activities. Data reduction is an effort to summarize data, then sort the data into certain concept units, certain categories, and certain themes. The results of data reduction are processed in such a way as to see the figure more fully. Then, conclusions were drawn (Rijali, 2018).

Table 1.
Research Method

RESULTS AND DISCUSSIONS

Police Record Certificate

The Police Record Certificate, commonly abbreviated as SKCK (*Surat Keterangan Catatan Kepolisian*), is an official certificate issued by the Indonesian National Police through the Intelligence Board/ directorate (*Intelkam*) to an applicant or member of the public. It explains whether there are records of an individual's involvement in criminal activities or offenses. The SKCK contains information about whether the individual has committed crimes, violated social norms, or is registered as a member of a prohibited organization. The police record certificate (SKCK) application process requires several documents such as the Family Card Number (KK), Population Identification Number (NIK), and fingerprints (Saputra & Fitri, 2019). The regulation governing the issuance of SKCK is the Chief of Police Regulation No. 18 of 2014, detailing the procedures for issuing SKCK, while the types and rates are specified in Government Regulation No. 50 of 2010 (Arganata & Niswah, 2016). Recently, Police Regulation No. 6 of 2023 was revised regarding the substitution of the Chief of Police Regulation No. 18 of 2014 concerning the issuance of police record certificates.

The SKCK creation process contradicts the labeling theory, ensuring that not everyone with a police record is a criminal due to the absence of a precise SKCK definition. Someone who has violated the law cannot be automatically labeled as a criminal. A criminal is defined as someone who violates or deviates from normative rules that are criminal. The prototype of deviant behavior in this general sense includes crimes such as theft, extortion, assault, and so on. However, the SKCK records all deviant data, including traffic violations, which are not considered criminal acts (Farhani & Yulianto, 2021). To address issues related to labeling and framing, there is a need for police to conduct public awareness campaigns regarding the meaning of police records.

Individuals with criminal records face significant barriers to employment. However, a criminal record is not a neutral source of information about past behavior. In the United States, there is a current policy adopting restrictions on employers' access to criminal background information at the beginning of the recruitment process. Through this policy, lawmakers and advocates hope to reduce the stigma associated with criminal records by requiring employers to consider various applicant qualifications before evaluating the relevance of records (Augustine *et al.*, 2020).

This aligns with research examining the impact of criminal records on job access. The results indicate that even minor criminal records have a significant negative effect on employer callbacks in various subsamples determined by applicant and job characteristics. In essence, someone with a police record, even if not a substantial criminal act, may encounter difficulties in obtaining employment due to the stigma attached to having a police record (Agan & Starr, 2017). Therefore, public awareness campaigns are needed in Indonesia to eliminate and prevent stigma, framing, and labeling associated with individuals with police records as criminals. Because, fundamentally, not everything recorded in police records constitutes a criminal act.

Internationally, SKCK is known by various terms such as Police Certificate, Criminal Records, or Police Record, which is an official document issued as a result of a background check by the police or government agency of a country to account for any criminal records that an applicant may have. The police certificate is required for positions requiring permits, obtaining visas and passports, and meeting individual requirements (Farhani & Yulianto, 2021). In Indonesia, it is called the *Surat Keterangan Catatan Kepolisian* (SKCK), previously known as the *Surat Keterangan Kelakuan Baik* (SKKB). The following is an overview/mechanism of the process for making and managing Online SKCK system created and deployed by *Baintelkam Polri (Intelligence Board of INP)*.

Figure 1.
Police Record Issuing Service Mechanism (*SKCK Online* system created and deployed by Intelligence Board of INP)

Source: *Kepolisian Negara Republik Indonesia* (2022)

The Indonesian National Police Headquarters (*Mabes Polri*), through Intelligence Board of INP, collaborates with *PT. Bank Rakyat Indonesia* (BRI) to launch an electronic payment network service for police record certificates. Online SKCK payments can be made across the entire BRI e-channel and teller network. The public can apply for SKCK online from anywhere by registering through the *skck.polri.go.id* portal. In the first step, enter the Population Identification Number (NIK), and all personal data will be displayed. After making the payment, the applicant only needs to visit the nearest police station to obtain their SKCK. The introduction of online SKCK by Intelligence Board of INP is a service product innovation to facilitate the public. Hence, users can access it online from anywhere (NTMC POLRI, 2018).

Various members of the community require SKCK for different purposes, with job applications, visa applications, and public office appointments being the most dominant. The issuance of SKCK aligns with the applicant's needs by INP through the *Intelkam* based on the applicant's biodata and police records (Siswanto *et al.*, 2020), as regulated by Police Regulation No. 6 of 2023 concerning the issuance of police record certificates.

In this procedure, there are two methods for creating a police record certificate, or SKCK: offline and online. The method of making an online SKCK can be done through the official INP's website, *https://skck.polri.go.id/,* or each office. Likewise, how to make an offline SKCK can be done through the POLRES or POLSEK. The methods and stages of making an SKCK online are: first, open the site *https://skck.polri.go.id/* in the browser Click the registration form Fill out the registration form with personal data to the attachment section Upload photo documents according to applicable regulations Upload the fingerprint formula obtained from the unit office Save proof of registration and online payment number with a BRI Bank virtual account or cash payment at the counter After making a payment, the applicant can submit proof of payment and an online SKCK registration to collect a physical SKCK at the Poles according to domicile (Nugroho, 2022). Even though there is already an online mechanism, many are still done manually or online only for registration.

Implementation of Online Police Record Certificate (*SKCK Online*)

Before the online SKCK application system, people who needed a Police Record Certificate (SKCK) had to visit the nearest police station or police station directly to submit an application. There, they would be given an SKCK application form that had to be filled in with the required personal information. This process usually involves queuing and waiting time at the police station, where potential applicants will undergo a process of verifying their identity and police records. Once all requirements are met and the checks are completed, the SKCK can be collected directly from the police station. This process often takes extra time and effort for the public, as they must physically attend the police station to complete their SKCK application.

The Police have taken a new step to improve public services, particularly in providing administrative services for SKCK. The Indonesian National Police has innovated with Online SKCK as a manifestation of the third focus, namely the acceleration of public services, and the implementation of Chief of Police Regulation No.18 of 2014 regarding the Procedure for Issuing SKCK through manual form filling and online registration. The innovation of Online SKCK was conceived at the end of 2016, distributed in February 2017 as a trial phase to several police stations, and subsequently implemented across all police stations in Indonesia. The implementation of Online SKCK is expected to ease and shorten the time for the public to process SKCK in their respective regions. The Online SKCK implementation, operational in various places and regions of Police Stations, has provided positive feedback due to the accelerated SKCK services (Nafitaningrum & Astuti, 2020). The existence of Online SKCK makes it convenient for the public, as they no longer need to physically queue and compete for manual

SKCK registration forms, often limited in quantity. With Online SKCK, individuals can register for SKCK anywhere and anytime by registering through the official INP's website at skck.polri.go.id, choosing the intended police station.

The Police Record Certificate (SKCK) is an official certificate issued by INP through the police intelligence division. The validity period of SKCK is six months from the date of issuance. To facilitate the public in applying for a new SKCK, Polri has innovated to streamline the service time. The Online SKCK innovation was introduced by Intelligence Board of INP (*Baintelkam*) in 2017 and began to be implemented in the ranks of Resort Police Stations in early 2018. However, the usage of Online SKCK remains minimal.

According to data from the Indonesian National Police in the Metro Jaya Regional Police, the percentage of online SKCK and manual SKCK issuance shows that a higher number of people prefer the manual method. In 2018, the percentage of online SKCK issuances was only 1%, compared to 99% for manual SKCK issuances. In 2019, online SKCK issuance increased to 2%, while manual SKCK remained at 98%. In 2020, online SKCK issuances stayed the same as the previous year, with a percentage of 2%, and manual SKCK issuances at 98%. In 2021, online SKCK issuance increased to 4%, while manual SKCK issuances were at 96%. The usage of Online SKCK remains minimal compared to manual SKCK issuance, even after five years of Online SKCK operation. This could be due to a lack of public understanding of the online SKCK application process, insufficient awareness campaigns, or no significant difference perceived between Online SKCK and the manual process.

Information Management System (IMS) is one of the most commonly used methods for managing business processes in large organizations. Several existing systems are designed to assist police institutions in managing information. However, due to the sensitivity of police operations, specifically tailored applications are often preferred over commercial products (Letkiewicz & Maczka, 2021). Data will be stored in a centralized database, containing information about criminals, crimes, and system users. The database is the foundation for all actions in the system and can be easily updated and used to assist all system processes, i.e., all necessary information is stored in one central location and, therefore, easily accessible (Hisham *et al*., 2021).

Furthermore, the accuracy of the centralized database will enable functions such;

Table 1.
Online Police Record Certificate (*SKCK Online*) Services Implementation In Several Cities

No	Researcher Name	Place of Implementation	Research result
1.	(Paris *et al.*, 2022)	*Kepolisian Resor Kabupaten Sukabumi*	The suboptimal implementation is due to several reasons. Among them is the presence of requirements that necessitate applicants to visit the office, even though they have already submitted data online. However, the fingerprinting process is still conducted offline.
2.	(Mutiara, 2022)	*Polrestabes Medan*	The service provided is quite good in implementing the online Police Clearance Certificate (SKCK) issuance. However, the main challenge faced is the lack of interest and participation from the community to obtain SKCK online, with a preference for offline applications instead.
3.	(Nafitaningrum & Astuti, 2020)	*Polrestabes Kota Semarang*	There is still a lack of knowledge among officers regarding the implementation of an online Police Clearance Certificate (SKCK), resulting in suboptimal execution. Moreover, the SKCK process is not entirely paperless, causing confusion among the public. Additionally, online SKCK applications for individuals residing outside their domicile are still not feasible.
4.	(Siswanto *et al.*, 2020)	*Kepolisian Resor Sekadau*	In terms of organization and interpretation, the results are positive. The public awareness efforts conducted through various media, including mass media and content, have been effective. However, the central issue remains the low interest of the public in obtaining Police Clearance Certificates (SKCK) online.
5.	(Arganata & Niswah, 2016)	*Polrestabes Surabaya*	The displayed service quality has yielded satisfactory results; however, there are several complaints from the public regarding notifications through social media that do not provide updated information.

Source: processed by author (2022)

From this research, it can be observed that the advantages and benefits of online SKCK issuance include:

1. No need to fill out forms in person.
2. No requirement for a recommendation letter from the village.
3. Accelerates the process of SKCK issuance.
4. Reduces the waiting time in queues.
5. Easy and uncomplicated.

However, several weaknesses were identified in the implementation of online SKCK issuance, including:

1. The system used is not entirely paperless, requiring individuals to visit the police station for certain related activities.
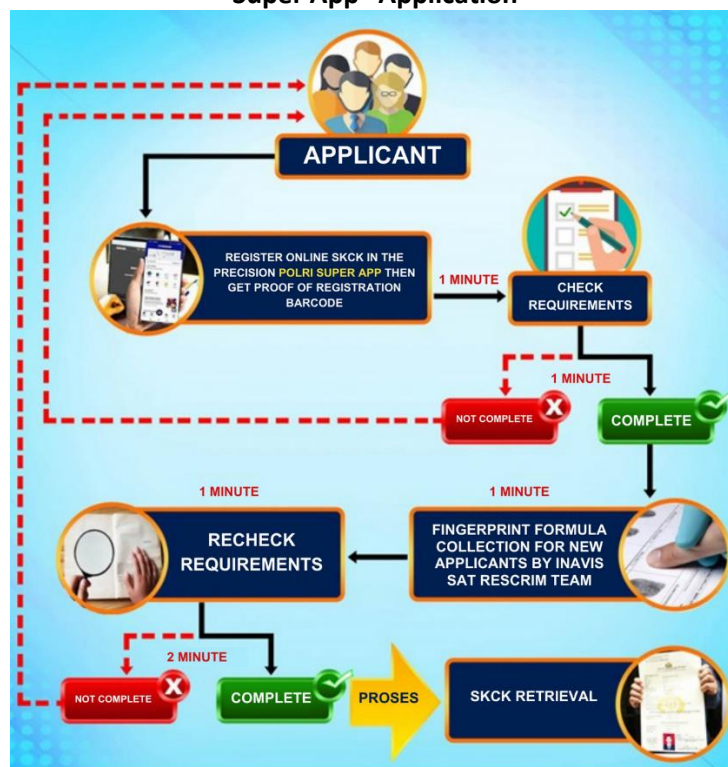2. Limited interest from the public in online SKCK issuance.

3. Confusion among the public regarding online SKCK issuance as individuals still need to come in person.
4. The inability to issue online SKCK for individuals not residing in the local area.
5. The necessity to bring hardcopy documentation indicates a lack of system or database integration.
6. Applicants are still required to undergo fingerprinting.

Mechanism Change through SuperApp

Starting on Monday, March 20, 2023, at 00.00 WIB, the Online SKCK Registration Portal is deactivated. Applicants who will register SKCK online are directed to register through the "SUPERAPPS PRESISI POLRI" application, which can be downloaded via the Google Play Store and App Store. Deactivation of the Online SKCK Registration Portal is based on the notification letter of the National Police Chief number: B/2134/III/REN.2./2023/Div ICT (SKCKOnline, 2023).

"SUPERAPPS PRESISI POLRI" application, also called "PRESISI Polri" is the realization of the need for a system to unify all data services, make it easy to create/build new services, integrate existing services and standardize services from upstream to downstream. "PRESISI Polri" makes it simpler for those in need by offering online public service features. The features of online public services provided include convenience to the public in registering SKCK online anytime and anywhere (*Kepolisian Negara Republik Indonesia*, 2023). This application is a master application that connects all service features and is connected throughout Indonesia. Reducing the number of applications created by each Resort Police (*Polres*) or Regional Police (*Polda*).

Figure 2.
Procedure for Processing Online Police Record Certificate (*SKCK Online*) through the "POLRI Super App" Application

Source: *Kementerian Pemberdayaan Aparatur Negara dan Reformasi Birokrasi* (2023)

The mechanism for issuing SKCK Online through the "POLRI Super App" is to first download the "POLRI Super App" application, then log in to the profile, then click the "SKCK" menu. Then click "Apply for SKCK" and click "Start.". After that, fill in the data needs, the number of authorities, and address data according to the KTP. Select the payment method "BRI Virtual Account.". Click "pay," then download the registration barcode sent via email. Print proof of registration and payment sent via email. If so, then attach the SKCK requirements to be submitted to the officer (Dwi, 2023).

Police Record Systems in Several Countries
Several countries have implemented online systems related to police records, as indicated in the table below.

Table 2.
Online Police Record Systems in Several Countries

No	Country	Results of Research
1.	Philiphines	**National Bureau of Investigation (NBI) Clearance Certificate.** The system used is ePoCSys, which provides a quick release of police record certificates to applicants. The developed system can display all information from the filing of police record certificates. The performance of the existing system can provide positive feedback for clients. In this system, applicants are required to input their fingerprints and click the "Scan Your Fingerprint" button so that they can save their information.
2.	Australia	**National Police Certificate (NPC)** 1. Apply through AFP Online via the application portal on the website. 2. All documents are uploaded online on the website. 3. Certain background checks require fingerprinting, usually for immigration purposes. Fingerprinting is not required for job applications. 4. Results will be sent online, and it is expected that certificates issued by all Australian Police services will be printed on secure paper.
3.	Malaysia	**Certificate of Good Conduct (CGC)** 1. The online system is accessible through the website at www.kln.gov.my. 2. In addition to the online application, applicants must come in person to the Malaysian Consulate General and submit the required documents. 3. The Certificate of Good Conduct (CGC) does not provide comprehensive information about an individual's criminal record but only states whether the person has an identifiable record. 4. Certificates are obtained offline.

Source: Centre for the Protection of National Infrastructure (2018)

Quoted from the Centre for the Protection of National Infrastructure, (2018) according to the study, 64 countries were examined regarding the systems and procedures implemented to obtain police records. The majority of these countries still utilize offline systems, such as Korea and Japan. The author sampled three countries, namely the Philippines, Australia, and Malaysia, which have partially implemented online systems. Among these, Australia is the closest to a fully online system. In Australia, all activities, from registration to certificate retrieval, are conducted online through the official website. Applicants only need to visit the police station if the purpose of obtaining a police record is immigration-related; for other purposes, such as job applications, the process can be done online. This is due to the requirement of fingerprinting for immigration purposes, which must be done offline in Australia.

When compared to the system in Indonesia, several weaknesses in the implementation of SKCK issuance are prevalent. Recognizing this phenomenon, the government and relevant parties must take various solution-oriented measures to address these issues, including the INP, which is involved in bureaucratic reform, and the Intelligence Board of INP, responsible for intelligence functions and SKCK issuance. According Setiawan & Prabawati (2018) the expected features of online SKCK as envisioned by the public include:

1. Easy access: Online application from anywhere and anytime, irrespective of the domicile or region of KTP (Identity Card) issuance.
2. Online access to results: Accessible online or via mobile applications (Android and iOS) and websites using Geo Location or Geo Tagging systems, Artificial Intelligence (AI) technology providing recommendations for the fastest time and nearest location to obtain SKCK. In other words, it can be printed offline at any police station as needed.
3. Database reinforcement: Through the INP's One Data System, which includes all forms of database data or police records, ranging from the functions of the Criminal Investigation Division (General, Special, Narcotics), Intelligence Function, Water Police, Traffic Function (Accidents), and traffic violations. This system's optimal utilization would occur if it had connections for sharing databases with other law enforcement agencies, such as the Prosecutor's Office, Judges, KPK, etc.
4. Comprehensive socialization: To all layers of society, aiming to increase public interest in online SKCK issuance and eliminate the criminal label or stigma attached to individuals with police records. This includes two aspects of explaining what SKCK is and the labeling theory. Emphasizing that obtaining SKCK is easy using the online system.
5. Instead of an online SKCK, the National Police should develop a digital format, like the NFT concept that makes use of a blockchain technology system to guarantee the document's authenticity and reduce the possibility of forgery.

CONCLUSIONS

The research results show the need for efforts from the police to improve their public services, including the online issuance and processing of Police Record Certificates (SKCK). Although SKCK Online has been available since 2017, its implementation has not been optimal as not all police stations have adopted it, and its use is quite difficult as only registration is done online. Challenges in the implementation of online SKCK issuance include service levels, effectiveness, and limited public interest in this system. Among these obstacles, the most prominent and felt by all segments of society is the ineffectiveness of the system, as it is not fully online, requiring applicants to take care of some documents offline. This makes the online system not fully paperless. It can be concluded that the online dictionary only seems to modernize using technology, but the system is not done online; the issuance of SKCK is still done manually. The expectations and demands of the community in the future regarding the implementation of online SKCK require a system that can coordinate the needs of the community regarding the issuance of SKCK online. To implement this system effectively, Polri can strengthen the database, develop an application or system for issuing SKCK online in real-time, improve the ability of officers both in terms of technology and services, conduct public socialization regarding the online SKCK system, strengthen the criminal and violation database, design a system that is easily accessible regardless of residence, socialize criminal records on SKCK, and use blockchain technology in the SKCK system.

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