IMPLEMENTATION OF THE POLRI SUPER APP PROGRAM IN THE POLICE RECORD CERTIFICATE (SKCK) SERVICE AT THE INTELLIGENCE AND SECURITY UNIT OF TANJUNG PERAK PORT POLICE

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ABSTRACT

This study examines the implementation of the Super App Polri program in the Police Record Certificate (SKCK) service at the Intelligence and Security Unit of the Tanjung Perak Port Police. Using a descriptive qualitative approach through interviews, observations, and documentation, the research adopts Edward III's policy implementation model consisting of communication, resources, disposition, and bureaucratic structure. The findings show that the program has been implemented effectively, supported by structured coordination meetings, targeted socialization efforts, adequate facilities, competent personnel, positive officer attitudes, and clear Standard Operating Procedures. However, several obstacles remain, including limited public dissemination, low digital literacy, unstable internet connectivity, and insufficient digital devices among applicants. To address these issues, the police unit conducts routine evaluations, expands socialization through various media, provides direct assistance for digitally inexperienced users, and strengthens internal coordination. These continuous improvement efforts demonstrate Polri's commitment to advancing a digital public service system that is more accessible, transparent, and efficient.

INTRODUCTION

Public service institutions around the world are undergoing rapid digital transformation as governments seek to modernize administrative processes, improve efficiency, and enhance transparency in public sector governance (Szedmák, Varga, & Szabó, 2025). In Indonesia, the National Police of the Republic of Indonesia (Polri) has initiated various digital innovations to improve the delivery of public services, one of which is the Polri Super App, more widely known as the Presisi Super App. This application integrates a wide range of police services, including the issuance of the Police Record Certificate (Surat Keterangan Catatan Kepolisian or SKCK), a document frequently required for employment, education, licensing, and other administrative purposes. As public demand for fast, transparent, and easily accessible services continues to increase, the

implementation of this digital platform has become a strategic effort to strengthen public trust and institutional accountability (Virnandes, Shen, & Vlahu-Gjorgievska, 2022).

SKCK services are particularly significant because they reflect direct interaction between the police and the public, thereby serving as an indicator of service quality and institutional responsiveness. Traditionally, the issuance of SKCKs has been associated with long queues, repetitive administrative procedures, and limited access for citizens living far from police offices (Latupeirissa et al., 2024). Digital innovation through the Polri Super App aims to address these challenges by providing online registration, document uploads, appointment scheduling, and service progress tracking. However, the effectiveness of such technological innovation depends not only on the existence of the application itself, but also on how well it is implemented in real service environments.

Based on Law Number 2 of 2002 Article 2 concerning the Indonesian National Police, it is stated that "the police function is one of the state governmental functions in the fields of maintaining public security and order, law enforcement, protection, guidance, and service to the community" (Republic of Indonesia, 2002). Furthermore, Law Number 25 of 2009 on Public Services emphasizes that the philosophy underlying public service legislation is rooted in the state's obligation to serve every citizen and resident in fulfilling their basic rights and needs, as mandated by the 1945 Constitution of the Republic of Indonesia (Hutasoit, 2021). In addition, Regulation of the Chief of Police (Perpol) Number 6 of 2023 concerning the Issuance of Police Record Certificates serves as the most recent regulation governing the requirements and procedures for issuing SKCKs (Indonesian National Police, 2023).

The purpose of this study is to examine and understand the implementation of the Polri Super App Program in the provision of Police Record Certificate (SKCK) services as part of the digitalization of public services. This research seeks to assess the extent to which digital-based SKCK services facilitate public access, accelerate service processes, and enhance transparency and clarity of service-related information. Moreover, the study aims to describe actual conditions in the field, including service workflows, the roles of officers, and public responses to the use of digital services. It also identifies opportunities that support the success of the program, as well as constraints or obstacles encountered during its implementation, thereby providing evaluative insights for improving the quality of public services within the police institution.

The benefits of this research are both academic and practical. Academically, the study contributes to the body of knowledge and enriches scholarly references on the implementation of digital-based public service policies, particularly in the context of police services delivered through the Polri Super App. The findings may serve as reference material for students, researchers, and other stakeholders interested in digital transformation and public service innovation. Practically, this research is expected to provide evaluative input and recommendations for Polri to improve and enhance the quality of digital-based SKCK services, covering system performance, procedural effectiveness, and the quality of service delivered by officers to the public.

In the context of public service delivery, the government, including the Indonesian National Armed Forces (TNI) and Polri, is required to consistently provide services that are high-quality, accountable, and transparent. Public service delivery necessitates innovation within Polri through bureaucratic reform in order to realize the principles of Good Governance and Clean Government, ensuring that the fulfillment of basic needs and citizens' rights to public goods, public services, and administrative services is properly achieved (Pratama, 2024). Therefore, Polri's role in public service provision is

fundamental, as it has direct implications for and close relevance to public interests. Examples of such services include handling crime reports, traffic management, protection of public safety, and the issuance of essential documents such as Driving Licenses (SIM), Vehicle Registration Certificates (STNK), and Police Record Certificates (SKCK). The existence of these services represents tangible evidence of Polri's performance in delivering public services. The following table presents survey results from Civil Society for Police Watch regarding public satisfaction levels with Polri's performance in 2025.

Table 1. Public Satisfaction Level with the Performance of the Indonesian National Police in 2025

No.	Polri Performance Category	Percentage
1	Very Good	4.30%
2	Good	17.30%
3	Fairly Good	24.30%
4	Poor	1.60%
5	Very Poor	3.70%

Law of the Republic of Indonesia Number 25 of 2009 on Public Services is closely related to the implementation of the Polri Presisi Super App, a digital application launched by the Chief of the Indonesian National Police, General Listyo Sigit Prabowo, on March 22, 2022. This application serves as a digital platform that integrates various police services into a single system, including the issuance of the Police Record Certificate (Surat Keterangan Catatan Kepolisian/SKCK) (Indonesian National Police, 2022b). The introduction of this application has transformed the SKCK application process into a more modern, transparent, and efficient service mechanism.

Through the Presisi Super App, applicants are only required to register online, complete their personal data in accordance with their national identity card (KTP), upload required documents such as photographs and videos, and select the Tanjung Perak Harbor Police Resort as the designated location for SKCK issuance. Consequently, the Polri Presisi Super App is able to accelerate the SKCK service process and provide greater accessibility for the public, as the service can be accessed anytime and anywhere via users' smartphones. The following figure illustrates the interface of the Polri Presisi Super App.
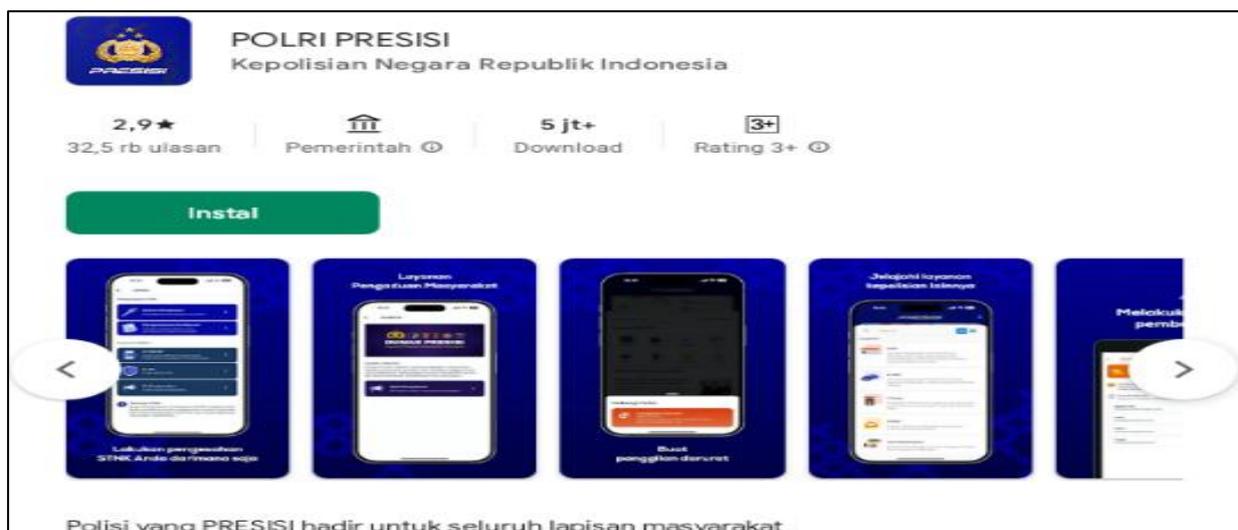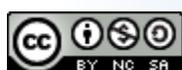

Figure 1. Polri Presisi Application

However, based on current conditions, the implementation of online SKCK services at the Intelligence and Security Unit (Intelkam) of the Tanjung Perak Harbor Police Resort still encounters several strategic obstacles, such as:

Table 2. Strategic Barriers to the Implementation of Online SKCK Policy at the Intelligence and Security Unit of the Tanjung Perak Harbor Police Resort, 2025

No.	Problem	Description
1	Low effectiveness and efficiency of service delivery	Public services at the Intelligence and Security Unit of the Tanjung Perak Harbor Police Resort still face challenges due to complicated service procedures, resulting in suboptimal public satisfaction with service quality.
2	Limited socialization of the online SKCK application	Insufficient outreach conducted by the Intelligence and Security Unit of the Tanjung Perak Harbor Police Resort regarding registration procedures and the benefits of online SKCK services under the Presisi Polri Super App.
3	Public resistance to digital services	Some members of the community are not yet ready to adapt to digital transformation and feel unfamiliar with online SKCK services, leading many to prefer offline service options.
4	Limited information on how to use online services	Information regarding the implementation of the Presisi Polri Super App through social media, websites, or direct public education has not been optimally disseminated, causing a lack of public understanding of how to utilize online services.

The main theoretical framework applied in this study is Edward III's policy implementation theory, which explains that the success of a policy is strongly influenced by four key factors: communication, resources, disposition, and bureaucratic structure (Rahman, 2023a). Communication plays a crucial role in ensuring that policy information, rules, and procedures are clearly understood by both implementing officers and the public as service users. Resources relate to the availability of personnel, facilities, budget, and technology required for effective policy implementation. Disposition refers to the attitudes, commitment, and willingness of officers to accept and carry out new policies. Meanwhile, bureaucratic structure concerns the clarity of regulations, division of tasks, and standard operating procedures that serve as guidelines for service delivery. These four factors are interrelated and help explain why a policy—such as the implementation of the Polri Super App in SKCK services—may operate effectively or, conversely, encounter obstacles during its implementation (Nugroho, 2018).

Tanjung Perak Harbor Police Resort represents a strategic site for examining these dynamics, as it serves a diverse population that includes port workers, coastal residents, commercial actors, and the general public. Given this heterogeneous user base, the implementation of the Polri Super App at this location offers valuable insights into both the opportunities and challenges surrounding digital public service delivery. It also highlights how frontline officers adapt to technological change, how users respond to new procedures, and how institutional structures shape the overall service implementation process.

METHOD

This study employs a qualitative research method with a descriptive approach. Qualitative research is designed to explore and understand social phenomena within their natural contexts, allowing researchers to interpret how individuals experience and respond to real-world conditions. As explained by Sugiyono (2018), qualitative methods emphasize in-depth understanding rather than numerical measurement, making them particularly suitable for analyzing complex processes such as the implementation of public service policies. The descriptive approach supports this objective by enabling the researcher to present a systematic, factual, and detailed account of the implementation of the Polri Presisi Super App within the context of SKCK service delivery. In line with Sugiyono's perspective, descriptive qualitative research seeks to capture phenomena as they occur naturally and to present them in an organized narrative form without manipulating variables (Sugiyono, 2018).

The research was conducted at the Tanjung Perak Harbor Police Resort, specifically within the Intelligence and Security Unit (Satuan Intelijen dan Keamanan / Satintelkam), which is responsible for administering SKCK services. The timing of the research coincided with the researcher's practical engagement at the Tanjung Perak Harbor Police Resort, enabling direct observation of service implementation in its actual operational setting.

The object of this study is the implementation of the Polri Presisi Super App Program in the provision of Police Record Certificate (SKCK) services at the Intelligence and Security Unit of the Tanjung Perak Harbor Police Resort. The research focuses on the digital-based SKCK service process, beginning with registration and submission of required documents through to the issuance of the SKCK, as well as the interactions between police officers and the public as service users. In addition, the object of the study includes factors influencing program implementation, such as communication, resource availability, officers' attitudes, and bureaucratic structure in supporting the smooth delivery of SKCK services through the Polri Super App.

Data were collected using three primary techniques: observation, interviews, and documentation. Observations were conducted at the SKCK service counter to examine officers' activities, public interactions, the use of the Polri Presisi Super App platform, and the workflow of both online and offline service processes. Interviews were carried out with SKCK officers and members of the public. The key informants included Aiptu Indra and Aipda Udin, who were selected because, in practice, the number of SKCK officers is limited and only these two officers are responsible for the service. The officers were asked about their experiences in implementing the digital system, their understanding of application procedures, challenges encountered during service delivery, and their perceptions of the program. Documentation was used to support and validate data obtained from observations and interviews. The researcher reviewed relevant documents, including service guidelines, Standard Operating Procedures (SOPs), informational materials distributed during socialization activities, screenshots of the digital application interface, and official regulations governing SKCK service procedures. These documents facilitated data triangulation and ensured that the analysis accurately reflected both actual practices and the formal policies regulating SKCK service delivery.

RESULTS AND DISCUSSION
Implementation of the Super App Polri Program in SKCK Services

The implementation of the Polri Super App Program in the provision of Police Record Certificate (SKCK) services at the Intelligence and Security Unit of the Tanjung Perak Harbor Police reflects how digital public service innovation is translated into operational practice within a bureaucratic environment. Using Edward III's policy implementation framework—namely communication, resources, disposition, and bureaucratic structure—this chapter analyzes in a comprehensive manner the conditions, processes, opportunities, and obstacles that shape the implementation of digital SKCK services (Rahman, 2023b). As public institutions increasingly rely on digital infrastructure, the effectiveness of such programs is determined not only by technological components but also by the accompanying human, organizational, and communication dynamics.

The Presisi Polri Super App has had a significant impact on government bureaucracy, particularly within the Polri institution, as it accelerates and simplifies the SKCK application process (Indonesian National Police, 2022a). In addition, the application provides informative features such as service requirements, fees, service flow, locations of nearby police offices, and notifications regarding the status of SKCK applications. With a user-friendly and simple interface, the Presisi Polri Super App can be accessed by a wide range of users, from younger to older generations. The implementation of digital services through this application has also encouraged the Tanjung Perak Harbor Police Resort to transform its work system into a more efficient model, as applicant data are recorded automatically, thereby facilitating service management by officers.

Beyond improving efficiency, the Presisi Polri Super App implemented by the Intelligence and Security Unit of the Tanjung Perak Harbor Police Resort provides the public with the option to access services either offline or online. Therefore, if the utilization of this application continues to increase and the public becomes more accustomed to using it, public service delivery within Polri—particularly at the Tanjung Perak Harbor Police Resort—is expected to become more modern, faster, and more responsive to community needs. The steps for applying for an SKCK online through the application are as follows:

Figure 2. Online SKCK Application Process through the Polri Presisi Super App

Therefore, to achieve excellent public service delivery, a strategic approach to developing SKCK services through the Presisi Polri Super App is required by applying George C. Edward III's policy implementation model. In this study, the researcher adopts Edward's implementation framework.

Communication

Communication functions as a fundamental element to ensure that policy directives, application procedures, and service standards are clearly understood by both implementers and citizens (Winarno, 2017). As emphasized by Edward III, policies tend to fail when information is unclear, inconsistent, or not properly conveyed to the intended audience (Cairney, 2016). In the context of SKCK services, structured communication is carried out through routine internal coordination meetings among Satintelkam officers, as well as external socialization activities directed toward the public.

Internal coordination meetings enable officers to align their understanding of new features within the Super App, updates to digital systems, changes in workflows, and specific instructions from higher authorities. These meetings also serve as a forum to discuss operational challenges such as unstable internet connections, incomplete digital submissions, and user confusion. One officer (Officer I) stated that many instructions related to digital workflows require collective interpretation to prevent inconsistencies in service delivery. Such internal communication strengthens organizational consistency and clarity, aligning with the findings of Mulyadi, Arif, and Azwar (2024), who argue that the implementation of digital services requires continuous information exchange among implementers.

External communication in the form of socialization activities is equally critical. Socialization aims to introduce the Super App to the public, explain registration procedures, guide citizens in uploading required documents, and ensure proper understanding of the differences between online and offline service workflows. These activities are conducted through direct outreach, social media platforms, and printed informational materials. However, as noted during interviews and consistent with Rumakat (2025), many citizens have not been fully reached by these socialization efforts. The most affected groups include elderly applicants, individuals with limited internet access, and those who do not own smartphones. Officer I explained that many citizens continue to visit the police office simply because they are unaware that the digital service option exists. The following figure illustrates socialization activities conducted with the local community:

Figure 3. Socialization Activities

In addition to external communication with the public, coordination meetings are also essential as a form of internal communication. Communication through coordination meetings plays a vital role in the implementation of the SKCK service program at the Tanjung Perak Harbor Police Resort. These meetings are conducted regularly as a means of conveying leadership directives, explaining SKCK service procedures—both online and offline—and aligning officers' understanding of workflows and the use of digital systems. Through these meetings, officers are able to discuss challenges encountered in the field, such as internet connectivity issues, errors in applicants' data entry, and the public's limited understanding of digital services.

Furthermore, coordination meetings serve as a forum for jointly identifying solutions to ensure that SKCK services are delivered more smoothly, orderly, and in accordance with established standards. As a result, the quality of service provided to the public can be continuously improved. The following figure presents documentation of a coordination meeting activity.

Figure 4. Coordination Meeting at the Tj. Perak Harbor Police

Resources

According to Edward, human resources are the primary actors responsible for implementing policies; therefore, the quality, capability, and number of personnel greatly determine the success or failure of a program (Suharto, 2020). In the context of online SKCK services, human resources must possess technological skills, understand digital service workflows, and be capable of responding to public inquiries effectively. However, human resources cannot perform optimally without support from other resources such as facilities and infrastructure, budget allocation, and time management.

Facilities and infrastructure—including computers, internet networks, the Super App platform, and service counters—must be adequately available and function properly to ensure smooth online service delivery. If facilities are insufficient, even highly capable personnel may not be able to guarantee effective service outcomes. In addition, budgetary support and time allocation are also critical resources. Budgets are required for equipment maintenance, network improvement, staff training, and the daily operational needs of service delivery. Without sufficient funding, various technical and administrative requirements cannot be fulfilled. Service time must also be managed effectively to ensure that data verification, SKCK printing, and problem resolution do not result in long queues

or service delays. Therefore, the success of implementing online SKCK services at the Tanjung Perak Harbor Police Resort is highly dependent on the readiness of human resources, the adequacy of facilities and infrastructure, sufficient budget support, and effective time management.

The success of any policy or program depends on the availability of human resources who are skilled and dedicated. High-quality human resources are characterized by a workforce that is competent, professional, and capable. This is particularly crucial for the effective implementation of the Polri Presisi Super App program, which requires personnel with strong expertise in their respective fields. With competent staff, program implementation can proceed as planned and operate efficiently. The following section presents the number of officers responsible for Police Record Certificate (SKCK) services.

Table 3. Number of Satintelkam Staff

No.	Name	Unit/Division
1	Aiptu Indra	Intelligence and Security Unit (Satintelkam)
2	Aipda Udin	Intelligence and Security Unit (Satintelkam)

According to Edward III, infrastructure plays an equally important role in policy implementation. A policy cannot be implemented effectively if implementers lack the necessary equipment and supporting facilities, even if they possess adequate skills and clear authority to carry out their duties. To ensure that tasks are performed smoothly and efficiently, facilities serve as a critical supporting factor in achieving policy objectives. Therefore, adequate and well-functioning facilities must be available for a policy to operate effectively. In the context of SKCK services at the Tanjung Perak Harbor Police Resort, the availability of facilities such as computers, internet connectivity, service counters, and supporting equipment is essential for the smooth operation of digital and non-digital service processes. The following section presents the facilities available for SKCK services at the Tanjung Perak Harbor Police Resort.

Table 4. Facilities and Infrastructure

Facilities	Infrastructure
Computers	Waiting Room
Printers	Nursing Room
Tables and Chairs	Children's Play Area
Stationery	Reading Corner
Electronic Queue System	Wi-Fi
Service Information and Fee Details	Free Drinking Water
Complaint Box	—
Consultation Room	—

In the implementation of online SKCK services at the Tanjung Perak Harbor Police Resort, budget and time constitute two critical resources that significantly influence service efficiency and continuity. Budgetary support is required to meet various operational needs, including the maintenance of computers and internet networks, updates to the Presisi Super App, provision of service facilities, and training programs to ensure that officers are capable of operating the online system effectively. Without adequate funding, the

digitalization of SKCK services cannot be implemented optimally or sustained in the long term. Time management is equally important, as SKCK services operate within specific service hours. Officers must ensure that each stage of the process—ranging from data verification and police record checks to SKCK printing—can be completed efficiently to prevent service backlogs or delays. Effective time allocation allows officers to maintain service orderliness and meet public expectations for timely service delivery. With sufficient budgetary support and effective time management, online SKCK services are able to provide faster, more orderly, and more accessible services to the public. The following figure presents evidence of SKCK payment processing.
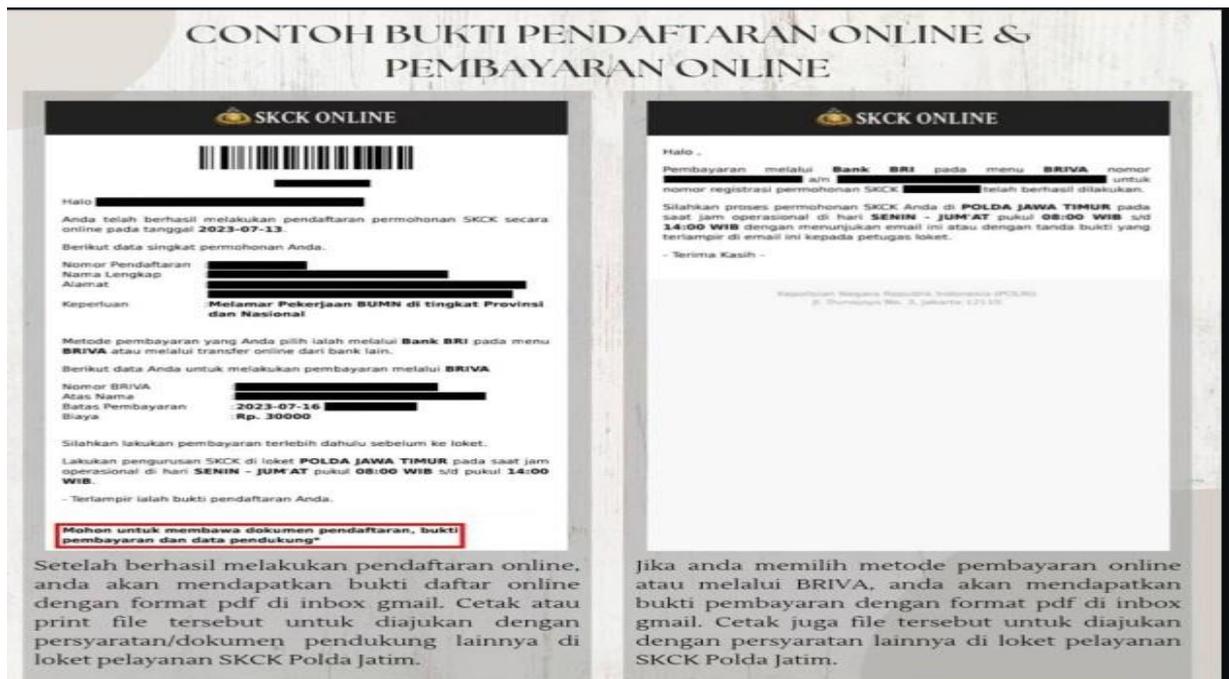

Figure 5. Proof of SKCK Payment

Disposition

According to Edward III's policy implementation theory, disposition refers to the attitudes, commitment, and willingness of implementers to carry out a policy. The success of SKCK services through the Super App is strongly influenced by the disposition of officers in operating and supporting digital services. Positive attitudes—such as readiness to learn new systems, willingness to assist the public, and openness to adapting to technological change—are essential to ensure that the application functions effectively (Reyes et al., 2020). When officers demonstrate enthusiasm in embracing change and delivering quality service, the SKCK application process becomes faster, more efficient, and more user-friendly. Conversely, resistance to change, lack of motivation, or preference for traditional service methods can hinder the effective implementation of the Super App. Therefore, a supportive disposition among officers is a critical factor in the success of digital-based services.

The attitudes of officers in implementing the Polri Super App program play a decisive role in determining service outcomes. As frontline implementers who interact directly with the public, officers are responsible for operating the application, processing data, and delivering services on a daily basis. When officers exhibit positive dispositions—

such as a willingness to learn new technologies, adaptability to digital systems, and a strong service orientation—the objectives of the policy set by leadership can be achieved. These positive attitudes encourage officers to work more carefully, efficiently, and responsively, allowing the public to experience tangible benefits from digital services. On the other hand, if implementers are reluctant to support the policy, are unwilling to learn, or prefer conventional methods, the Super App program may not function optimally. Service delivery may become slower, officers may be less responsive, and the public may experience confusion due to insufficient guidance. This reflects Edward III's assertion that implementers' attitudes significantly determine policy success. Even with advanced systems and adequate facilities, a policy will be difficult to implement effectively without strong support from its implementers. Thus, fostering positive dispositions among officers is essential to ensure that the Polri Super App is implemented effectively and delivers fast, convenient, and citizen-oriented services.

Bureaucratic Structure

According to Edward III, bureaucratic structure is a key factor in determining whether a policy can be implemented effectively. Bureaucratic structure relates to how an organization is arranged, how tasks are distributed, and who is responsible at each stage of service delivery. When the structure is clear and streamlined, implementers can perform their duties more efficiently and with greater certainty. However, overly complex structures or unclear division of responsibilities can lead to delays, coordination problems, and inconsistencies in service delivery.

Standard Operating Procedures (SOPs) play a crucial role in supporting the successful implementation of the Presisi Super App. Given the digital nature of the system, officers require clear guidelines and standardized steps for operating the application, addressing technical issues, and assisting members of the public who need support. Without well-defined SOPs, digital service processes may become confusing, result in inconsistent service delivery, and disrupt program implementation. Therefore, a well-organized bureaucratic structure supported by clear and standardized SOPs is essential to ensure that the implementation of the Polri Presisi Super App operates effectively and achieves its goal of improving the quality of public services. The following section presents the Service Standards for Police Record Certificate (SKCK) issuance.

Figure 6. Standard Operating Procedures (SOP) for SKCK Services

Supporting and Inhibiting Factors in the Implementation of the Polri Super App Program in SKCK Services at the Intelligence and Security Unit of the Tanjung Perak Harbor Police

The research findings indicate that the implementation of the Polri Super App Program aligns with Edward III's policy implementation theory, which emphasizes communication, resources, disposition (attitudes), and bureaucratic structure as determinants of policy success. Public support for using digital services indicates that communication efforts have been relatively effective, as information about the application is sufficiently understood to encourage citizens to transition to online services. Public acceptance of change also reflects the disposition aspect, showing users' readiness to adapt to new systems. This is crucial because, according to Edward, policies can only function effectively when all involved actors demonstrate supportive attitudes.

Furthermore, the implementation of the Presisi Polri Super App underscores the importance of resources and bureaucratic structure. The digital application, equipped with comprehensive features, represents a form of technological resource that simplifies SKCK services. In addition, a more structured and simplified service flow demonstrates bureaucratic streamlining through digitalization. Consistent with Edward's theory, adequate technological support and a clear work structure significantly facilitate smooth policy implementation. Therefore, both public enthusiasm and the availability of an effective digital application serve as key supporting factors strengthening the implementation of online SKCK services in accordance with Edward III's implementation principles.

From the perspective of Edward III's implementation theory, obstacles are primarily related to communication and resource aspects. Edward argues that policies are difficult to implement when information is not well received or clearly understood by target groups (Mulyadi, 2016). Limited public understanding of how to use the application indicates that information dissemination has not been fully effective (Santosa, 2021). Uneven socialization efforts have caused many citizens to remain confused and prefer visiting the police office directly. This condition is also related to public disposition, as some community members are not yet fully prepared to adopt technological changes, resulting in slower application usage.

Technical issues, such as unstable internet networks and inadequate personal devices, are directly linked to the resource dimension in Edward's framework. He emphasizes that policies cannot function effectively without sufficient supporting infrastructure. When internet connectivity is poor or citizens lack compatible smartphones, the online SKCK registration process becomes obstructed. Thus, although the Super App program is available, limitations in resources and public readiness remain significant barriers. These field-level constraints confirm Edward's view that unclear communication, unprepared attitudes, and inadequate resources can hinder the success of digital programs such as online SKCK services.

Efforts to Implement the Polri Super App Program in SKCK Services at the Intelligence and Security Unit of the Tanjung Perak Harbor Police

The efforts undertaken to implement the Polri Super App Program in SKCK services at the Tanjung Perak Harbor Police show clear alignment with Edward III's implementation theory, particularly regarding communication, resources, disposition, and bureaucratic structure. Coordination meetings and public socialization activities demonstrate that communication among implementers and toward the community has been actively

pursued, consistent with Edward's assertion that policies are effective only when information is clearly conveyed. Training for officers and the provision of facilities such as computers and internet networks indicate that resource requirements are being addressed. Edward also emphasizes that policies cannot be implemented optimally without trained human resources and adequate facilities. Moreover, simplified service flows and more structured task distribution indicate that the bureaucratic structure has been designed to support digital services.

Periodic socialization and evaluation further strengthen consistency with Edward's theory. Socialization through social media, pamphlets, and direct community engagement helps citizens recognize and understand online SKCK services, reinforcing the communication dimension. Meanwhile, routine evaluations—covering technical issues, public feedback, and officer performance—support improvements in implementer attitudes and resource quality. Edward notes that successful implementation requires positive dispositions among implementers and continuous system improvement. Through application updates, network quality enhancement, and additional training, Polri demonstrates that the Super App program is being continuously refined to achieve better outcomes. Thus, the efforts undertaken by the Tanjung Perak Harbor Police are consistent with Edward's framework and contribute to creating faster, more accessible, and more effective online SKCK services.

CONCLUSION

Based on the research findings, it can be concluded that the objectives of the study have been achieved, namely to obtain a comprehensive understanding of the implementation of the Presisi Polri Super App Program in SKCK services at the Intelligence and Security Unit of the Tanjung Perak Harbor Police Resort. The results indicate that digital-based SKCK services are able to improve service time efficiency, facilitate public access, and promote transparency in service processes, although their implementation has not yet been fully optimal.

In addressing the research questions, the study finds that the success of implementation is influenced by effective communication through socialization activities and coordination meetings, the availability of human resources and supporting facilities, officers' openness toward digital innovation, and the presence of clear bureaucratic structures and Standard Operating Procedures (SOPs). Nevertheless, several challenges remain, including uneven dissemination of information, limited digital literacy among certain segments of the community, and technical disruptions related to internet connectivity that hinder optimal use of the application.

Based on these findings, the study recommends the continuous enhancement of digital SKCK service socialization, strengthening officer capacity through training and skill development, and improving as well as maintaining information technology infrastructure to ensure more effective and equitable service delivery. The limitation of this study lies in its scope, as the research was conducted at a single location and employed a qualitative approach; therefore, the findings cannot be broadly generalized and require further research with a wider scope and diverse methodological approaches.

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