

# CHAPTER 1

## INTRODUCTION

### A. The Background of The Research

Police Record Certificate or often abbreviated as SKCK is a letter indicating that a person has never been involved in a criminal act. This SKCK is issued by the police through the Intelkam unit. When a citizen of the Republic of Indonesia submits an application for SKCK, the police will issue it. This letter explains that the applicant has never been involved in a criminal case. However, the validity period of this certificate is only six months from the date of issuance. The validity period of the SKCK can be extended if the applicant resubmits the application. Applicants can apply for an extension of the validity period provided that the SKCK validity period is 6 months. If the validity period is more than 6 months, the applicant must make a new SKCK.

SKCK is evidence that a person has good attitudes and behavior and is far from unlawful acts. This letter contains data on the name, address, date of birth, as well as a record of the crime for a certain period. Therefore, in Indonesia, people make this letter to get an acknowledgment that they do not have a criminal record or crime in the data registered with the police. SKCK certainly has a function that is very much needed by the community. Therefore, the request for this letter is always there every day. SKCK is often submitted by job seekers in government agencies or institutions as well as certain companies. Therefore, if you are interested in applying as a civil servant, you definitely

need this one letter. By having SKCK, you also have written evidence that you have no criminal record.

To get the SKCK, someone have to go to the Polsek or Polres as needed. In serving the making of SKCK, Polsek or Polres has different functions. The SKCK made at the Polsek has a different function from the SKCK made at the Polres. The Sector Police (Polsek) is a police unit at the sub-district level. The SKCK issued at the police station can be used to apply for non-PNS and non-BUMN jobs. If a person needs an SKCK to apply at a private company, He can simply come to the police station. In addition, the SKCK issued at the Police Headquarters is also needed to complete the requirements for continuing school to college as well as changing places of residence.

SKCK issued by the police has different functions. Resort Police (Polres) is a police unit covering a district or city area. Of course, his level was higher than the police. The SKCK issued by the regional police is useful for those of you who want to apply to become civil servants or members of the DPR. You also need to prepare some documents. The documents needed to prepare are:

1. Cover letter from the village office according to your domicile
2. Photocopy of Identity Card (KTP) Photocopy of Family Card
3. Photocopy of Birth Certificate
4. Recent photographs, 6 sheets, size 4×6
5. Photocopy of SKCK issued by Polsek (If you need SKCK issued by Polres)

After all the documents are ready, you can come to the local police station and fill out the SKCK application form. You must fill in all data correctly and clearly. In the process of making SKCK, the police will ask you to affix your fingerprints on the letter. This is proof that SKCK is yours. Then you just have to wait to be able to get SKCK. The process should not take too long, so you do not have to go back and forth to the police station.

There is also an SKCK issued by the regional police. The regional police (polda) are the provincial-level police units. Candidates for mayor or DPRD members must complete the requirements with this document. In addition, for purposes related to relations between countries or abroad, you also need an SKCK from the regional police.

Regarding the constraints on the SKCK service, there is a lack of information that the public knows about the process of making SKCK and the need for gradual socialization regarding the process of making SKCK, especially in terms of using online queues. In his role, an SKCK servant is to provide information about the process and flow of making SKCK as well as the ability to understand and be responsible for providing services to the community. The background of the writer taking research on the service of Police Records Certificate (SKCK) is the need of the community who requires SKCK to complete administrative requirements so the title of the research is "JOB DESCRIPTION OF SERVICE ADMINISTRATION SURAT KETERANGAN CATATAN KEPOLISIAN (SKCK)POLRES METRO BEKASI KOTA"

## **B. The Questions and Scope of The Research**

### **1. The Question of The Research**

Based on this background, the writer made observations at the Bekasi City Police Station and the following research questions:

1. What is the job description of a person who works in the SKCK-making section?
2. What are the obstacles experienced by someone who works in the SKCK making section?
3. What are the problems solving when obstacles occur?

### **2. The Scope of the Research**

In this study, the analysis only focuses on how to describe the job of a Police Record of Certificate (SKCK) server at the Bekasi City Police Station and explains the obstacles in the service such as sudden power cuts and discrepancies in the SKCK applicant's personal data.

## **C. The Objective and Significance of the Research**

### **1. The Objective of The Research**

- a. To know the job description of a person who works in the SKCK making section.
- b. To know the obstacles experienced by someone who works in the SKCK making section.
- c. To know the problem solving when obstacles occur.

## 2. The Significance of The Research

This scientific paper is useful not only for writers but also for readers, especially those who study English or have a strong interest in public service. From doing research theoretically, it is expected to find solutions on how to know the critical situation of the public service sector and add insight to compare the knowledge obtained at STBA JIA. This research is useful for many purposes depending on what field the students are involved in.

### a. For Writer

The writer must write a scientific paper to complete the final project in the Diploma Program at the JIA School of Foreign Languages. Writers can gain more knowledge and improve their skills in public service.

### b. For Reader

This paper can provide things that are useful for readers in providing references and informative knowledge for readers who need information in the field of Police Record Letters.

### c. For the Next Researcher

This scientific work can provide scientific information and references to researchers who are related to job descriptions in the field of SKCK services.

## **D. The Operational Definition**

### **1. Polres Metro Bekasi Kota**

Polres Metro Bekasi Kota is the command structure of the Police of the Republic of Indonesia in the Bekasi city area which was established in 2004. There was a separation between the Bekasi City Police and the Bekasi Police.

### **2. Service Administration**

Administrative activities or series are in the context of fulfilling service needs by statutory regulations for every citizen and resident of goods, services, and/or administrative services provided by administrative service

### **3. SKCK (Police Record of Certificate)**

SKCK is an official certificate issued by the National Police through the Intelkam function to an applicant/citizen to explain whether or not there is a record of an individual or a person involved in criminal activities or crimes.



## **E. Research Methodology**

In this research, all of the data should be supported by actual and accurate data. The writer used some methods below.

### **1. Observation**

The writer takes the data directly by doing an internship at the Polres Metro Bekasi Kota on Jl. Pramuka No.79, RT.001/RW.002, Marga Jaya, Kec. Bekasi Sel., Kota Bks, Jawa Barat 17141. Starting at 08.00-14.00 every Monday to Saturday, the writer is placed in the front desk office for two months.

### **2. Interview**

The writer also took an interview method to reach the data needed by the writer to prepare this paper research. The related people are Mr. Syaiful Anwar as a Kepala Urusan Pelayanan dan Administrasi.

## **F. Systematization of The Research**

The systematization of writing this paper is intended to make it easier for the writer to take an understanding of this paper. This paper is divided into five chapters as follows:

### **Chapter I: Introduction**

This chapter contains the background of the research, questions, and scope of the research, the objective and significance of the research, the operational definition, research methodology, and systematization of the research.

**Chapter II: Theoretical Description**

This chapter explains the Definition of Service Administration, Service Administration Job Description, and Relevance Research.

**Chapter III: Company Profile**

This chapter history of the Bekasi city police, profile of the company, organization structure and procedure and work frame.

**Chapter IV: Report of Observation Findings**

This chapter describes the data description, observation obstacle , and problem-solving.

**Chapter V Conclusions And Suggestions**

This last chapter describes the conclusions and suggestions.

