

## CHAPTER V

### CONCLUSION AND SUGGESTION

#### A. Conclusion

The writer has explained this research about "Job Description of Service Administration *Police Record Certificate* Polres Metro Bekasi City". This report concludes that in the SKCK service section of the Bekasi Metro Police, the writer did an internship from Monday to Saturday, the activity time started from 8.00am to 2.00 pm who was on duty at counter 1 having the task of distributing forms and checking requirements, then at counter 3 was in charge of checking forms that had been filled out, and the last one at counter 4 was in charge of making and printing SKCK.

In conducting this research, the writer faced various kinds of obstacles or problems. The writer certainly experienced and faced various types of obstacles or challenges while conducting this research.

1. Constraints were faced by writers when the blank paper was damaged. The writer's solution was for SKCK service officers to be more thorough and careful in using SKCK blank paper when printing SKCK.
2. The next obstacle faced was the printer machine was damaged several times including ink leaks or folded paper on the printer. The writer's solution is to carry out regular maintenance by calling the

printer machine technician for help periodically.

3. The other obstacle was data errors such as names, dates of birth, and addresses that do not match. The writer's solution to confirm and communicate to ensure the actual applicant data.
4. The next obstacle was the lack of data experienced in the research process, for example, not attaching an ID card, family card, or certificate. The writer's solution is to contact the applicant so that he immediately completes the lack of data.

## **B. Suggestion**

After the conclusion of the research process, there is some hope to provide advice for the Bekasi City Metro Police, for students who wish to do an internship at the Bekasi City Metro Police and JIA STBA Campus. The writer hopes that this suggestion can improve administrative services at these agencies.

1. Suggestions for the Bekasi City Metro Police, to be able to pay attention to SKCK service times, so that there are no delays, calculate SKCK blanks accordingly, and improve facilities such as waiting rooms, public toilets, and provide microphones to assist the communication process for SKCK services.
2. Suggestions for students who want to do an internship at Polres Metro Bekasi City, of course, students must prepare skills and abilities in the

service sector so that they can contribute to assisting SKCK service activities. Bekasi City Metro Police opens opportunities for students to be able to do internships in the SKCK service section.

3. Suggestions for STBA JIA, on the occasion, of course, can build relationships with the Bekasi City Police in the field of Services.

