Improvement of Lampung Police Services Through Siger Precision Lampung 21 (PSP-21)

MS Hasibuan [1*], Nathan Nurdadyansyah [1], M. Arif Rifai [2], Wahyu Bintono [2], Doni Andrianto [1], Adam Japal [1]

[1] Institute Informatics and Business Darmajaya, Bandar Lampung, Indonesia
msaid@darmajaya.ac.id, nathan@darmajaya.ac.id, adam@darmajaya.ac.id

[2] Polda Lampung

Keywords:	ABSTRACT
Siger Presisi Police, Police, Services Through, Siger Precision Lampung, PSP21	*Police services using information technology are developing rapidly. The development of this service is an instruction from the National Police Chief as the head of the police force. However, the police service does not yet have an integration feature that is able to provide the public with access to one application, so all services will be easily accessible. This research builds an integration service named Siger Presisi Police (PSP) 21. This service can be accessed using the website and mobile. In PSP 21 there are panic button service features, the latest information and other application services such as online samsat, online sim, e-yanduan, e-dumasan and skck. The results of this study indicate that the level of community satisfaction has increased as evidenced by the number of accesses made to the PSP21 application.*

Corresponding Author :

MH Hasibuan,
Institute Informatics and Business Darmajaya,
Jl. ZA. Pagar Alam No.93, Gedong Meneng, Kec.
Rajabasa, Kota Bandar Lampung, Lampung 35141,
Email: msaid@darmajaya.ac.id

1. INTRODUCTION

The National Police Chief has launched a 100-day work program, one of which is towards the police era 4.0. To support this vision and also to make the work program of the Lampung Provincial Police Head successful, the role of the Lampung Provincial Police (POLDA) is very important as the spearhead whose presence is highly expected in the community. People who are traveling through or into the province of Lampung need accurate and fast information. The Lampung POLDA has a role not only as a protector of the community, but also as a community commander who can become a professional, modern and reliable information center. Information such as travel routes, disasters, the nearest police post, congestion conditions, traffic accidents, emergency services on the way can be a leading breakthrough for the Lampung POLDA.

Several applications have been built by the POLRI including My Police, SIP-OK (Purnamasari, 2018) (Prabowo & Irwansyah, 2018) (Chusyairi et al., 2018) (Masya et al., 2012). The creation of a sense of security and comfort in the community entering the Lampung area reflects police service 4.0. This ultimately supports the achievement of the fall in the number of accidents, the decline in the number of covid, the decrease in the number of burglaries which are some of the targets of the Siger Presisi 21 Police service. With the number of mobile phone users in Indonesia that exceeds 350 million users, information technology, especially cellular mobile device-based applications, is a solution to improve community services at the Lampung Police Ditlantas.

In line with this and the estimated increase in the number of visits and community trips through Lampung Province by the end of the year (candle operation 2020), we propose to build a precision service platform in Lampung Province that is integrated with services from the Lampung Provincial Police to improve public services in general.
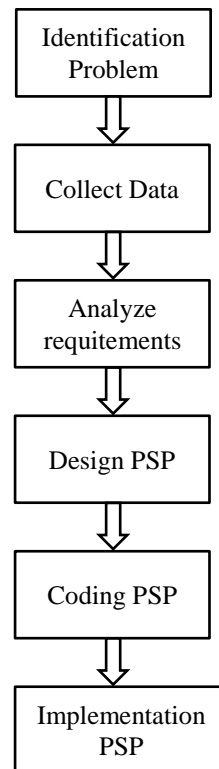
2.   RESEARCH METHOD

The research methodology used is:

```
┌──────────────────┐
│  Identification  │
│     Problem      │
└──────────────────┘
         ↓
┌──────────────────┐
│   Collect Data   │
└──────────────────┘
         ↓
┌──────────────────┐
│     Analyze      │
│   requitements   │
└──────────────────┘
         ↓
┌──────────────────┐
│    Design PSP    │
└──────────────────┘
         ↓
┌──────────────────┐
│    Coding PSP    │
└──────────────────┘
         ↓
┌──────────────────┐
│  Implementation  │
│       PSP        │
└──────────────────┘
```

Figure 1. Methodology

Problem identification

The problem identification process is carried out to obtain information on problems that are faced directly with all units in the police. The identification process uses observation and interviews.

Collecting Data

The data collection process aims to provide an overview of the existing business processes in each unit at the Lampung Regional Police. Several units such as traffic, public relations, operations and other community services.

Analysis

The needs analysis process is carried out to share the information needs of the community. Information is divided into several sections to make it easier for the public to access. The access process can be done by mobile or web.

Design PSP 21

The design of PSP 21 was carried out to accommodate the needs of the community. The design is carried out according to user needs.

Coding PSP 21

The coding process is the process of translating the design into forms and databases that can be used in real time.

Implementation PSP 21

Implementation is the result of coding that can be accessed in the user interface. The user interface that is built can make it easier for users to get PSP21 services.

3.   RESULTS AND ANALYSIS

3.1. Page Index

The index page is the first page that appears when accessing the url https://sigerpresisi.my.id/. The initial screen will present the Service menu.
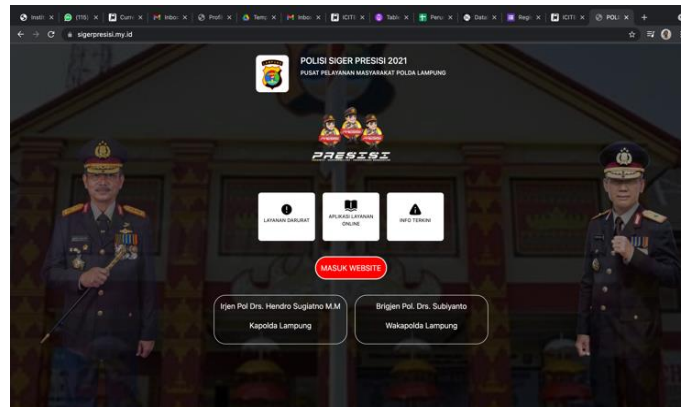

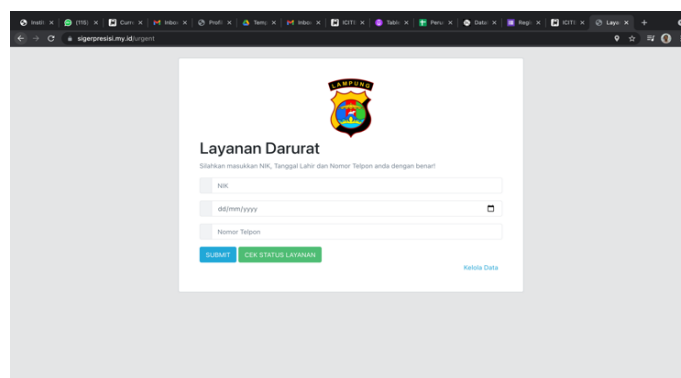**Figure 2.** Main Menu

3.2. Emergency Service

Figure 2. Menu Emergency Service

The emergency services page contains services similar to the concept of a panic button. This service will be used to convey information on problems in the field. The working principle of the system must be connected to the internet. Then from the connection, the user's position will be identified and the system will save the position. After that, the reporting form is filled out so that the local police can respond quickly.
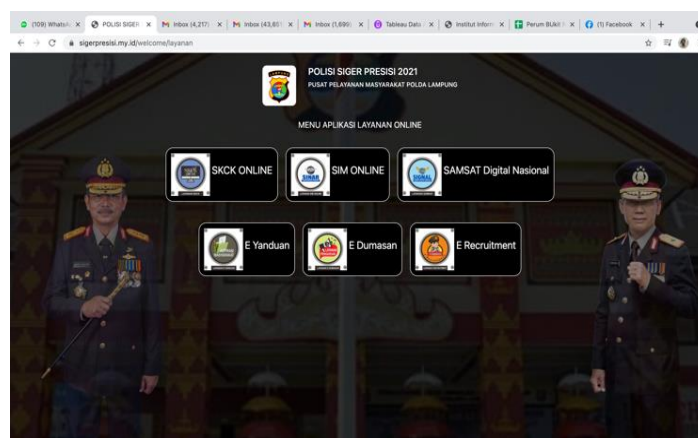
3.3. Online Services Page

Figure 3. Online Service Page

The online service page contains services that have been provided to the general public that can be accessed from anywhere and anytime. This online service contains online skck services, online sim, online samsat, e-yanduan, e-dumasan, and e-recruitment. This online service is directly integrated with several services in the POLRI such as e-recruitment
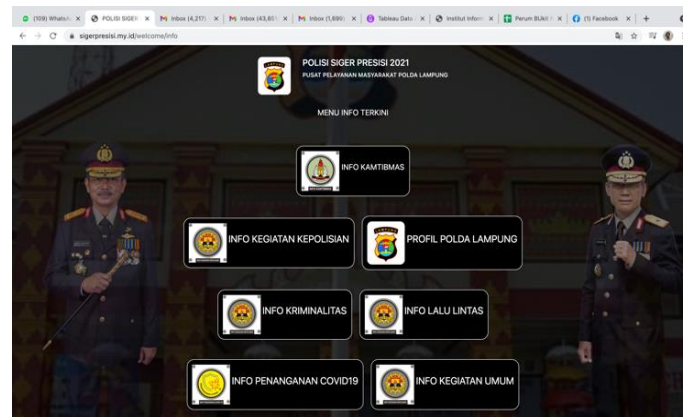
3.4. News Menu

Figure 4. News Menu

The news info page contains information directly published by the Lampung POLDA. This information includes handling of covid-19, traffic, eradication of crime, and kamtibmas. To access this information, the public only needs to access the https://sigerpresisi.my.id link and then enter the news Info menu.

4. CONCLUSION

With the PSP 21, the general public can access police services such as online samsat, online sim, e-yanduan, e-dumasan, and skck easily through the website or mobile. In addition, the police can also more easily manage data and administration because of data integration in PSP 21. PSP 21 also proves that the level of public trust in the police is increasing, this is evidenced by the high number of visits by PSP 21.

ACKNOWLEDGMENTS

REFERENCES

[1] Adams, D., Agrawal, A., Anthony, T., Arora, V., Athraya, J., Austin, D., Baby, T., Barriere, V., Baer, H., Battula, S., Bayliss, N., Bednar, T., Beecher, V., Bolltoft, B., Bose, A., Brower, D., Carpenter, L., Chidambaran, L., Chatterjee, D., … Yu, H. (2018). *Oracle® Database Database Concepts 18c*. *August*. https://docs.oracle.com/en/database/oracle/oracle-database/18/cncpt/database-concepts.pdf

[2] Alter, S. (2008). USF Scholarship: a digital repository @ Gleeson Library | Geschke Center Defining Information Systems as Work Systems: Implications for the IS Field. *European Journal of Information Systems*, *17*(5), 448–469. http://repository.usfca.edu/at%0Ahttp://repository.usfca.edu/at/22

[3] Chusyairi, A., Rudiawan, B., & Sasongko, E. (2018). Inovasi Layanan Lapor Kehilangan (E-Report) Dengan Metode Rapid Application Development. *Telematika*, *11*(1), 52. https://doi.org/10.35671/telematika.v11i1.608

[4] Masya, F., Elvina, & Simanjuntak, F. M. (2012). Sistem Pelayanan Pengaduan Masyarakat pada Divisi Humas Polri Berbasis Web. *Seminar Nasional Aplikasi Teknologi Informasi 2012 (SNATI 2012)*, *2012*(Snati), 1–6.

[5] Prabowo, T. L., & Irwansyah, I. (2018). Media Komunikasi Digital PolisiKu: Pelayanan Publik Polri kepada Masyarakat. *Jurnal Studi Komunikasi (Indonesian Journal of Communications Studies)*, *2*(3), 382. https://doi.org/10.25139/jsk.v2i3.1174

[6]   Purnamasari, A. W. (2018). Andi Winda Purnamasari, Sistem Informasi Pelayanan Oleh Pihak Kepolisian Berbasis Web (SIP-OKE). *Media Elektrik*, *14*.

[7]   Suripto, M. A., & Triyono, R. A. (2014). Pembangunan Sistem Informasi Akta Kelahiran. *Indonesian Journal on Networking and Security*, *3*(3), 33–40. http://ijns.org/journal/index.php/ijns/article/view/403