

IMPROVING THE SATISFACTION OF INDONESIAN MIGRANT WORKERS IN OBTAINING POLICE RECORD CERTIFICATES

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ABSTRACT

This research aims to determine the influence of the comfort of facilities and infrastructure, the ease of service procedures, and the behaviour of officers on the satisfaction of Indonesian Migrant Workers (PMIs) in obtaining a Police Record Certificate (SKCK) at the Administrative Services Section of the Directorate of Security Intelligence, Regional Police, Central Java. Previous studies have examined the level of community satisfaction in obtaining SKCKs from police institutions, but this study focuses specifically on PMIs, who may be more susceptible to marginalizing treatment and subpar public services. The quantitative research population consists of PMIs applying for SKCK, with a sample of 100 respondents. Data were analyzed using multiple linear regression, t-test, f-test, and coefficient of determination. The research results indicate that the comfort of facilities and infrastructure, the ease of service procedures, and the officers' behaviour all have a significant partial and simultaneous influence on PMI satisfaction. To improve PMI satisfaction in obtaining SKCKs, it is necessary to simplify the application process, develop and maintain the facilities and infrastructure, especially the parking area, and provide education and training to enhance the officers' professional competence.

Keywords: *Procedures, Services, Comfort, Satisfaction, Migrants, Behavior*

ABSTRAK

Penelitian ini bertujuan untuk mengetahui pengaruh kenyamanan sarana dan prasarana, kemudahan prosedur pelayanan, dan perilaku petugas terhadap kepuasan Pekerja Migran Indonesia (PMI) dalam memperoleh Surat Keterangan Catatan Kepolisian (SKCK) pada Bagian Pelayanan Administrasi. Direktorat Intelijen Keamanan Polda Jawa Tengah. Penelitian-penelitian sebelumnya telah meneliti tingkat kepuasan masyarakat dalam memperoleh SKCK dari institusi kepolisian, namun penelitian ini berfokus secara khusus pada PMI, yang mungkin lebih rentan terhadap perlakuan marginalisasi dan pelayanan publik yang di bawah standar. Populasi penelitian kuantitatif terdiri dari PMI yang mengajukan SKCK, dengan sampel sebanyak 100 responden. Data dianalisis menggunakan regresi linier berganda, uji t, uji f, dan koefisien determinasi. Hasil penelitian menunjukkan bahwa kenyamanan sarana dan prasarana, kemudahan prosedur pelayanan, dan perilaku petugas mempunyai pengaruh signifikan secara parsial dan simultan terhadap kepuasan PMI. Untuk meningkatkan kepuasan PMI dalam memperoleh SKCK, perlu dilakukan penyederhanaan proses permohonan, pengembangan dan pemeliharaan sarana dan prasarana khususnya area parkir, serta pemberian pendidikan dan pelatihan untuk meningkatkan kompetensi profesional petugas.

Kata Kunci: *Prosedur, Pelayanan, Kenyamanan, Kepuasan, Migran, Perilaku*

INTRODUCTION

In the state bureaucracy, one of the government's most essential tasks is to provide general services to meet the needs of the community. Government organizations, also known as public servants, have the primary function of providing public service to all members of society. Thus, government institutions at all levels can establish a bureaucracy that delivers public services effectively and efficiently, meeting the basic life needs of the community (Maulidiah, 2014).

The primary goal of public service provision is to create excellent service that satisfies the community as service users. This results in a high level of trust between the community and the government (Pasolong, 2015). Community satisfaction can be defined as the community's positive opinions and assessments of the service performance provided by public service administrators (Permenpan Number 14 of 2017). Public trust will be higher when the public, as users of public services, receive excellent service and feel satisfied with the outcomes.

The completeness and comfort of facilities and infrastructure are factors that can influence community satisfaction. Comfortable facilities and infrastructure refer to service-related conditions that are clean, neat, and orderly, providing a sense of comfort to service recipients (Kemenpan Number 25 of 2004). Infrastructure encompasses the primary support for implementing a process, while facilities are used for moving objects and infrastructure for immovable objects (Permenpan Number 14 of 2017). Handayani, (2019) states that providing good infrastructure is a mandatory requirement for institutions offering public services, as it affects the satisfaction level of the people receiving the service.

Apart from adequate infrastructure support, other key factors that influence the level of satisfaction with public services provided by a government institution include the ease of service procedures. The assessment of ease of service procedures refers to the simplicity and accessibility of the service stages provided to the public (Kepmenpan Number 25 of 2004). Hariyanto & Susilo (2021) state that the ease of service procedures is related to factors such as openness in obtaining information about service procedures, clarity of the service flow, simplicity of the service procedures, and overall service system procedures that are viewed positively by service users. When the public perceives these aspects of the service process as good, it contributes to increased community satisfaction.

The behavior of service officers is also a factor that influences satisfaction with public services provided by government institutions. Officers' behavior refers to their attitude and conduct when delivering services (Permenpan Number 14 of 2017). Indicators of officer behavior can be assessed using elements such as politeness, friendliness, accessibility, responsibility, and the provision of good service. Behaviors by

service officers that are considered positive by the community will support the level of community satisfaction (Hariyanto & Susilo, 2021). Conversely, as noted by Handayani (2019), officers who seem less friendly, are in a hurry to provide services, are less able to accommodate and give personal attention to the community, and are unable to provide detailed explanations about facilities and rules, will reduce the level of community satisfaction.

Indonesian Migrant Workers, previously called Indonesian Workers, are a workforce that works abroad. To complete their work requirements, they need a Police Record Certificate (SKCK) issued by the National Police of the Republic of Indonesia as a requirement set by the Indonesian Migrant Worker Protection Agency and the embassy where they work. The level of authority for issuing SKCK can be at the level of the Sector Police (Polsek) at the sub-district level, the Resort Police (Polres) at the district or city level, at the provincial level by the Regional Police (Polda) and or at the central level issued by the Baintelkam Polri (Police Headquarters).

Based on preliminary research involving interviews with two staff members of the Indonesian Migrant Worker Services Company (PJPMI), there are currently various obstacles faced by migrant workers in obtaining the Police Record Certificate (SKCK). One key obstacle is that the issuance of SKCK for Indonesian citizens traveling abroad, especially Indonesian Migrant Workers, is at least handled at the Regional Police level. In the case of the Central Java Regional Police, the SKCK is processed by the Administrative Services Section Staff within the Intelligence and Security Directorate. Another challenge is related to the geographic reach of SKCK applicants. The migrant worker candidates come from various regions across Central Java Province and have been residing in shelters provided by the Placement Company for Indonesian Migrant Workers (PJPMI). Some of them required information from the company about these requirements from the outset, as the legality of the SKCK letter was only needed once they had confirmed their intention to work abroad.

According to an initial survey of 15 PMIs at the SKCK issuance service counter, several challenges were identified. Regarding the comfort of facilities and infrastructure, some PMIs stated that the service space was adequate and comfortable. However, they were constrained by limited vehicle parking space and the long distance between the parking location and the SKCK application counter. Additionally, there were no tables for writing in the waiting room/service counter, and only limited writing pads were provided, requiring applicants to wait or take turns to use them if there were many applicants. Regarding the ease of the procedural mechanism, PMIs found the requirements to be very easy. However, the need for a fingerprint formula and a letter of recommendation from the local police required the applicant to visit the police station

first, which led to longer processing times. Furthermore, the SKCK Online application via the SuperAPP Presisi system was new, and the lack of extensive socialization meant that only a few people were aware of or used it. Another obstacle was the requirement to fill in a passport number on the SKCK form, even though applicants often obtained the SKCK before finalizing their passport. Regarding the attitudes and behavior of officers, PMIs reported that officers often provided brief explanations due to the large queues, making it difficult for applicants to receive the information they needed

Several previous studies and surveys have analyzed and measured the level of community satisfaction in obtaining police record certificates (SKCK) from the Police institution (Fiani, 2021; Orbawati et al., 2023; Ritonga, 2022; Salam & Rosy, 2022; Setiawati, 2021; Zulfahmi, 2021). However, these studies generally focused on the general public as respondents. In contrast, this research specifically examines the perspectives of Indonesian migrant workers (PMIs), considering their potential for experiencing dehumanizing treatment and poor public services (Ma'arif, 2013). PMIs have significantly contributed to the country's foreign exchange, and it is essential to understand their satisfaction in obtaining the legality of a police record certificate. This research aims to analyze the influence of the comfort of facilities and infrastructure, the ease of service procedures, and the behavior of officers on the satisfaction of PMIs in obtaining SKCK at the Administrative Services Office of the Central Java Regional Police (Ditintelkam). The results of this research can provide a basis for strategic and policy direction to improve the quality of public services for PMIs, particularly in the context of obtaining SKCK.

RESEARCH METHODS

This research employs an explanatory research approach, which aims to elucidate the relationships between the variables studied and the connections among them, through a process of hypothesis testing (Sugiyono, 2014). Specifically, this research examines the influence of the Comfort of Facilities and Infrastructure, the Ease of Service Procedures, and the Officer Behavior on the Satisfaction of Indonesian Migrant Workers.

The population of this research consists of prospective Indonesian migrant workers (PMI) who are clients of Indonesian Migrant Worker Employer Services Companies within the jurisdiction of the Central Java Regional Police and have applied for the issuance of a Police Record Certificate (SKCK) at the Administrative Services Section office of the Central Java Regional Police. The Administrative Services Section received 21,601 SKCK applications during the period of January to June 2023. The sample size for this research was determined using the Slovin formula, resulting in 99.54 participants, which was rounded up to 100 individuals. The samples were obtained through purposive sampling, with the criteria that the participants were PMI who had

submitted SKCK applications at the Central Java Regional Police Administrative Services and were willing to be research respondents.

The following is a conceptual and operational definition of this research:

a. Satisfaction of Indonesian Migrant Workers

Regulation of the Minister for Administrative Reform (Permenpan) Number 14 of 2017 defines public satisfaction as a result of public opinion and assessment of the performance of public services provided to public service administrators. In order to determine the level of public satisfaction with a service result that a public service provider institution has provided, Permenpan Number 14 of 2017 is measured using nine indicators, namely:

- 1) Service requirements must be fulfilled in managing a type of service, both in technical and administrative requirements.
- 2) Service procedures are a mechanism for service procedures that have been standardized for service providers and recipients, including in the field of complaint services.
- 3) Service completion time is the period required to complete the entire service process for each stage of the type of service.
- 4) Service fees or tariffs are provisions for fees charged to service recipients in administering and obtaining a service product from the provider, the amount of which has been determined based on an agreement between the provider and the public.
- 5) Conformity of service results or service type product specifications is a service product provided and received by established provisions.
- 6) Implementer competency is the ability, skills or abilities that implementers or service officers must possess, including mastery of knowledge, areas of expertise, skills and experience.
- 7) Implementing behaviour is the attitude and behaviour of service officers in providing service.
- 8) Complaint handling is the mechanism and procedure for implementing complaint handling and follow-up actions.
- 9) Availability of infrastructure. Means are anything that can be used to achieve a goal and objective. Infrastructure is everything that is or is the primary support for implementing a process (business, development, project). Facilities are used for moving objects (computers, machines, other mechanical equipment), and infrastructure for immovable objects (buildings, structures).

b. Convenience of Facilities and Infrastructure

Based on the Decision of The Minister for Use of State Apparatus (Kemenpan) Number 25 of 2004, the convenience of infrastructure is the condition of the service

facilities and infrastructure that looks clean, neat, and orderly to provide a comfortable feeling to service recipients. Therefore, in this sense, what is meant by the comfort of internal infrastructure means all types of movable and immovable objects owned by public service institutions in order to increase a sense of comfort to service recipients. Based on two rules, namely Permenpan Number 63 of 2003 and Kemenpan Number 25 of 2004, in measuring the comfort of the infrastructure related to the activities in this research, an indicator in the form of t is used: Availability of work equipment support for adequate services such as:

- 1) Availability of work equipment support for adequate service standards (such as computer sets, internet network access, and other office equipment).
 - 2) Availability of accessible WiFi/internet connection facilities for service users in the service room;
 - 3) Ease of access and directions to the location of the service building.
 - 4) Availability service buildings that meet the standard safety, function and safety requirements.
 - 5) There are clean and comfortable waiting room facilities, such as a children's playroom and lactation room.
 - 6) There is a sufficient parking area available.
 - 7) Availability of clean and comfortable places of worship.
 - 8) There are clean toilets with separate areas for men and women.
- c. Convenience Service Procedures

In Ministerial Decree Number 63 of 2003 for ease of service procedures can be defined as a form of public service procedure that is not complicated, easy to understand by all elements of society, easy to understand, and easy to implement in providing a public service to the community. Behaviour implementation based on Kemenpan Number 25 of 2004 and Kemenpan Number 63 of 2003 can be measured using the following indicators:

- 1) Clarity of service personnel
- 2) Level of discipline of service personnel
- 3) Sense of responsibility of service personnel
- 4) Ability/skills of service personnel
- 5) Speed in the service process
- 6) Fairness in obtaining services
- 7) The politeness and friendliness of the officers
- 8) Guaranteed certainty of time
- 9) Accuracy/legality
- 10) Security Guarantee

The data used in this research are quantitative and qualitative. Quantitative data was obtained from questionnaire answers distributed to respondents, which were measured using a Likert scale. The data is then processed using quantitative analysis techniques with descriptive statistics through an assistance *statistical package for social sciences (SPSS)*. The research questionnaire was measured using validity and reliability tests. Multiple linear regression analysis is used to determine the magnitude of the influence of the independent variable on the dependent variable. The regression equation in this research can be described as follows:

$$Y = a + b_1X_1 + b_2X_2 + b_3X_3$$

Information:

Y = Satisfaction of Indonesian Migrant Workers

a = Constant number

b_{1...3} = Regression Coefficient of each Independent Variable (Xi)

X₁ = Variable Comfort of facilities and infrastructure

X₂ = Variable Ease of service procedures

X₃ = Officer Behavior

The t-test is used to determine the effect of each independent variable partially on the dependent variable. Meanwhile, the f test is used to determine the effect of independent variables simultaneously on the dependent variable. Calculating the coefficient of determination R was also carried out to determine the contribution of the independent variable to the dependent variable.

Departing from this explanation, the framework model in this research can be described as follows:

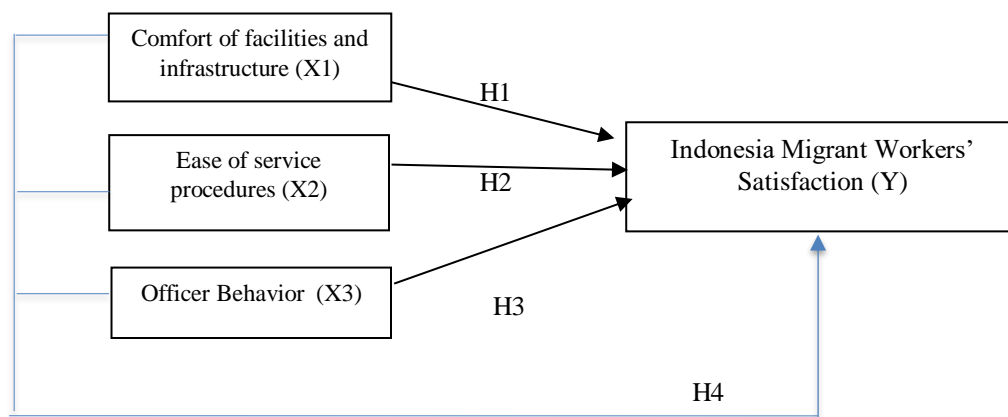


Figure 1.
Research Framework

The hypotheses proposed in this research are:

- 1) There is a significant influence of the comfort of facilities and infrastructure on the satisfaction of Indonesian Migrant Workers in obtaining the legality of a Police Record Certificate at the Administrative Services Section Office of the Central Java Regional Police, Ditintelkam.
- 2) There is a significant influence of the ease of service procedures on the satisfaction of Indonesian Migrant Workers in obtaining the legality of the Police Record Certificate at the Administrative Services Section Office of the Central Java Regional Police, Ditintelkam.
- 3) There is a significant influence on the behaviour of officers on the satisfaction of Indonesian Migrant Workers in obtaining the legality of a Police Record Certificate at the Administrative Services Section Office of the Central Java Regional Police.
- 4) There is a significant influence on the comfort of facilities and infrastructure, the ease of service procedures, and the behaviour of officers, which simultaneously influence the satisfaction of Indonesian Migrant Workers in obtaining the legality of the Police Record Certificate at the Administrative Services Section Office of the Central Java Regional Police.

RESULTS AND DISCUSSION

The Administrative Services Section of the Central Java Police Directorate and Security is one of the community service function bearers at the Central Java Regional Police Office, which is located in a complex in the Central Java Regional Police Headquarters Building on Jalan Pahlawan Number 1 Semarang City, one of the main tasks of which is to provide services to the community in the form of issuing Certificates Police Records (SKCK) are by National Police Chief Regulation Number 18 of 2014 concerning procedures for issuing SKCK with the level of issuance authority intended for purposes including:

- 1) Become a prospective employee or prospective member of a government institution/agency/agency and a vital company determined by the government;
- 2) Obtain a passport or visa for overseas purposes;
- 3) Indonesian citizens who will work abroad;
- 4) Carrying out an activity or need within the scope of the Regional Police area, becoming a notary, nominating for public office, or continuing school.

To improve and expand services to the community optimally, various breakthroughs and innovations have been carried out by the Administrative Services Section by collaborating with *stakeholders* others so that the scope of services is increasingly felt by the community, especially for prospective Indonesian Migrant Workers who live in the

Central Java Province area. Notable service innovations for prospective Indonesian Migrant Workers, namely the SKCK service system *Delivery And The Spoot*, where prospective Indonesian Migrant Workers who are currently being accommodated and trained at the company that employs Indonesian Migrant Workers if they want to make an SKCK can be served together/collected by the company by registering via the application *SKCK Online* and the officers will come to the location with documents and files that have been processed to the location according to the promised time;

The number of respondents for this research should be 100 respondents. However, after checking the results of the questionnaire distributed, it turned out that five respondents answered the questionnaire partially. Therefore, it was decided to leave out five respondents, so the number of respondents in this study was 95 people. Most respondents were female, namely 78.90%, while the minority were male, namely 20%. Most respondents were aged 19-24 years (41.10%), and a minority of respondents were aged ≥ 35 years (6.30%). Meanwhile, 33.70% were aged 25-29, and 18.90% were aged 30-34. Regarding educational background, most respondents had a high school or equivalent education (85.20%), and a minority had a junior high school or equivalent education (1.10%). Others, namely 7.40%, have a diploma, and 6.30% have a bachelor's degree.

1) Validity and Reliability Test

Table 1 shows that each statement in the questionnaire is declared valid, as evidenced by the calculated r-value of each questionnaire being in the range of values 0,375 to 0,849 $>$ r-table (0.202) ($df=n-2= 95-2= 93$). Therefore, research questionnaires can be used to measure and reveal research variable data precisely. Table 2. explains that the value *Cronbach alpha* from the variable comfort of facilities and infrastructure (X_1)= 0.762, variable ease of service procedures (X_2) = 0.807, officer behaviour variable (X_3) = 0.724, and the migrant worker satisfaction variable (Y) = 0.752. Based on the values of *Cronbach's alpha*, it can be concluded that the questionnaire is reliable because its *Cronbach alpha* value is $>$ 0.70. Therefore, the instruments used in this research questionnaire can be trusted as data collection tools.

Table 1.
Validity Test Results

No.	Variable	Indicato r	r-count	r-table	Information
1	Convenience Facilities and Prasarana (X_1)	1	0,632	0,202	Valid
		2	0,620	0,202	Valid
		3	0,484	0,202	Valid
		4	0,697	0,202	Valid
		5	0,689	0,202	Valid
		6	0,619	0,202	Valid
		7	0,375	0,202	Valid

		8	0,673	0,202	Valid
		9	0,534	0,202	Valid
2	Procedural Ease Service (X2)	1	0,727	0,202	Valid
		2	0,849	0,202	Valid
		3	0,675	0,202	Valid
3	Officer Behavior (X3)	1	0,426	0,202	Valid
		2	0,545	0,202	Valid
		3	0,608	0,202	Valid
		4	0,520	0,202	Valid
		5	0,454	0,202	Valid
		6	0,661	0,202	Valid
		7	0,443	0,202	Valid
		8	0,424	0,202	Valid
		9	0,649	0,202	Valid
		10	0,716	0,202	Valid
4	Migrant Worker Satisfaction Indonesia (Y)	1	0,540	0,202	Valid
		2	0,553	0,202	Valid
		3	0,456	0,202	Valid
		4	0,568	0,202	Valid
		5	0,525	0,202	Valid
		6	0,478	0,202	Valid
		7	0,526	0,202	Valid
		8	0,522	0,202	Valid
		9	0,678	0,202	Valid

Source: Processed Primary Data, 2023

Table 2.
Reliability Test Results

No.	Variable	Cronbach Alpha	Alpha Comparison	Information
1	Convenience of Facilities and Infrastructure (X1)	0,762	0,700	Reliable
2	Ease of Service Procedures (X2)	0,807	0,700	Reliable
3	Officer Behavior (X3)	0,724	0,700	Reliable
4	Migrant Worker Satisfaction (Y)	0,752	0,700	Reliable

Source: Processed Primary Data, 2023

2) Multiple Linear Regression Analysis and T-test

Table 3.
Coefficients(a)

Model	Unstandardized Coefficients		Standardized Coefficients	t	Say.
	B	Std. Error	Beta		
1 (Constant)	10,950	1,769		6,192	0,000
Convenience of Facilities and Infrastructure (X1)	0,216	0,067	0,279	3,211	0,002
Ease of Service Procedures (X2)	0,802	0,170	0,410	4,709	0,000
Officer Behavior (X3)	0,172	0,065	0,233	2,635	0,010

a. Dependent Variable: Migrant Worker Satisfaction (Y)

Source: Processed Primary Data, 2023

From Table 3 above, it can be explained that the multiple linear regression equation in this research is as follows:

$$Y = 10.950 + 0.216X_1 + 0.802X_2 + 0.172X_3$$

This equation shows that the constant value (b_0) = 10.950 and has a positive sign, meaning that if the variables of comfort of facilities and infrastructure (X_1), ease of service procedures (X_2), and Officer behaviour (X_3) are considered constant or equal to zero, then the value of migrant worker satisfaction (Y) = 10,950 units. This equation also shows that the variable ease of service procedures is the variable that has the most influence on the satisfaction of PMIs, compared to the other two independent variables.

Meanwhile, the results of the t-test analysis of the influence of the comfort of facilities and infrastructure on migrant worker satisfaction obtained a t-value of 3,211, and the regression coefficient value is (+) 0.216 units. Meanwhile, the t-table value for *the degree of freedom* (db) = 91 ($n-k-1 = 95-3-1$), *level of significance* (α) 0.025 is 1.986. So, the t-count value (3,211) > t-table value (1.986), it is proven that there is a significant influence of the comfort of facilities and infrastructure on the satisfaction of PMIs. Acceptance of Hypothesis 1 of this study shows that the comfort of the facilities and infrastructure available is by public service standards, such as the availability of support for adequate work equipment for services (for example computer set and internet access), accessible WiFi facilities for applicants, ease of access to service building locations, availability of service buildings that meet the standard requirements for security, safety and function, availability a clean and comfortable waiting room, the availability of sufficient parking area, the availability of a clean and comfortable place of worship, and the availability of clean toilets and separation between men and women will increase migrant worker satisfaction, and vice versa. This is in line with research results of

(Febrianti et al., 2023; Handayani, 2019; LIsninda, 2021; Salam & Rosy, 2022) that the provision of good infrastructure by a public service provider institution is a mandatory requirement that must be fulfilled and provided because it will affect the level of satisfaction of the people who receive the service.

The results of the analysis of the influence of ease of service procedures on migrant worker satisfaction obtained a t-count value of (+)4,709 and a regression coefficient value (b_2) of (+) 0.802 units. Meanwhile, the t-table value for *the degree of freedom* (df) = 91 ($n-k-1 = 95-3-1$), *level of significance* (α) 0.025 is 1.986. For this reason, it can be said that the t-count value (4.709) > t-table value (1.986). Acceptance of hypothesis II of this research proves that service procedures are easy, such as the service not being complicated, easy to understand, and easy to implement, and impact increasing the satisfaction of Indonesian Migrant Workers because the mechanism is *effortless*. This follows research results of (Handayani, 2019; Hariyanto & Susilo, 2021; Salam & Rosy, 2022; Styo & Sukmana, 2022), which state that service quality, one of which is assessed by indicators of ease of service procedures, significantly affects community satisfaction.

The analysis results of the influence of officer behaviour on migrant worker satisfaction obtained a t-count value of 2,635 and a regression coefficient value (b_3) of (+) 0.172 units. Meanwhile, the t-table value for *the degree of freedom* (df) = 91 ($n-k-1 = 95-3-1$), *level of significance* (α) 0.025 is 1.986. Comparison of the two t values above shows that if the t-count value (2.635) > t-table value (1.986). The acceptance of hypothesis III of the research shows that the behaviour of officers is considered good as assessed by indicators, such as explanation of the officers who supervise the service, the disciplinary attitude of the service officers, sense of responsibility of the service officers, ability/skills of the service officers, speed of the service process, fairness in obtaining services, polite attitude and friendliness of the officers, the certainty of service times, accuracy (legality and accountability), and security guarantees have a positive impact on increasing migrant worker satisfaction. The results of this research are also in line with previous research studies conducted by (Handayani, 2019; Hariyanto & Susilo, 2021; LIsninda, 2021; Salam & Rosy, 2022) that the quality of service is one of the indicators assessed by the friendliness of the officers, and the attention to the officers to the community has a significant effect on community satisfaction.

3) Uji F

Table 4. explains that the F-count value is 55.892 while the F-table value in $df_1 = 3$, $df_2 = 91$, and *the level of significance* (α) 5% is 2.7. Comparing the two F values, it is concluded that the F-count value (55.892) > F-table (2.7), then the research hypothesis IV statement, "There is a significant influence of comfort of facilities and infrastructure, ease of service procedures, and behaviour of officers simultaneously influence the

satisfaction of Indonesian Migrant Workers in obtaining legality of Police Record Certificates at the Administrative Services Section Office of the Central Java Regional Police.", is acceptable. The acceptance of research hypothesis IV shows that the independent variables, in this case, are the comfort of facilities and infrastructure (X_1), ease of service procedures (X_2), and Officer behaviour (X_3) is worthy of being used as a predictor for the dependent variable, in this case, the variable migrant worker satisfaction (Y).

Table 4.
ANOVA(b)

Model	Sum of Squares	df	Mean Square	F	Say.
1 Regression	186,179	3	62,060	55,892	0,000 ^a
Residual	101,042	91	1,110		
Total	287,221	94			

a. Predictors: (Constant), Officer Behavior (X_3), Convenience of Facilities and Infrastructure (X_1), Ease of Service Procedures (X_2)

b. Dependent Variable: Migrant Worker Satisfaction (Y)

Source: Processed Primary Data, 2023

4) Coefficient of Determination (*Adjusted R Square*)

The coefficient of determination indicates the amount of variance in the dependent variable that the independent variable can explain.

Table 5.
Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	0,805 ^a	0,648	0,637	1,05373

a. Predictors: (Constant), Officer Behavior (X_3), Convenience of Facilities and Infrastructure (X_1), Ease of Service Procedures (X_2)

Source: Processed Primary Data, 2023

In this case, the coefficient of determination is used to determine the magnitude of the variance in the migrant worker satisfaction variable (Y), which can be explained by the independent variable (Comfort of facilities and infrastructure (X_1), Ease of service procedures (X_2), and Officer behaviour (X_3)). Table 5. shows the values of *Adjusted R Square*, the result of data analysis was 0.637. This means that 63.70% of the variation in the dependent variable (migrant worker satisfaction (Y)) can be explained by the variation in the three independent variables, namely Comfort of facilities and infrastructure (X_1),

Ease of service procedures (X_2), and Officer behaviour (X_3). Meanwhile, the remaining 36.30% (100% – 63.70%) is explained by other variables that were not studied, for example, supervision and leadership (Rohmad, 2017).

CONCLUSION

Based on the analysis and discussion, it can be concluded that the independent variables -comfort of facilities and infrastructure, ease of service procedures, and officer behavior- have a significant influence, both partially and simultaneously, on the satisfaction of Indonesian Migrant Workers as the dependent variable. The analysis also indicates that the ease of service procedures is the most influential variable compared to the other two independent variables. Therefore, the Administration Section of the Central Java Regional Police's Ditintelkam should focus on simplifying the SKCK application process. Additionally, improving access to facilities, such as adequate parking, needs to be addressed. In the case of SKCK service officers, ongoing education, training, and guidance should be provided regularly, with supervision and control by leadership elements, to enhance the competency and professionalism of the officers and ensure they deliver services that meet public service standards. For future research, exploring other variables, such as supervision and leadership, may provide additional insights into factors influencing migrant worker satisfaction.

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