

# Prisoners' Perceptions of the Correction Institution Service in Java Region Indonesia

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## Abstract:

Public services are part of the essence of the government's presence in carrying out the mission of development, including service for prisoners in Correction Institution in Java, Indonesia. Prisoners who are part of the community are fostered so that they are better prepared to return to society. This study aims to analyze the level of prisoners' perceptions of the correction institution service through the self-service Correctional Database System. This research adopts a quantitative approach, by distributing questionnaires to 389 respondents, coming from 9 Correction Institution Class I, in Java, Indonesia. The results showed that the perceptions of the prisoners towards all service providers showed a very good level. Perception of service reliability was 4.36, transparency was 4.35, the relation was 4.7, tangible was 4.38, and ethics was 4.37. Overall the score of respondents' perceptions on public service quality was 4.36 which is in the very good category. This indicates that public service quality is an important thing perceived by most prisoners.

**Keywords** —correctional institution database system, service accessibility, service satisfaction, prisoner, quality of public services

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## I. INTRODUCTION

Public services are part of the essence of the government's presence in carrying out the mission of development, including improving people's quality of life in the country. Every state administering institution, corporation, and independent institution established under the Law for public service activities, or other legal entities formed solely for public service activities, shows that public services are very important in building good relations with the community [1]. Quality public services are also used as the basis for

government modernization efforts [2], although at a theoretical and empirical level, service quality has been described in various definitions as well as different perspectives and paradigms. This provides a shared understanding of how public service is a dynamic, comprehensive phenomenon, which is continually being studied and explored in contributing to the development of public administration and the sustainability of state services. Based on this point of view, the public service itself becomes an integral and inclusive part of the large building of public administration which must continue to be explored, analyzed, understood

and understood using various existing rules or instruments in public administration. Therefore, it is necessary to consider that managing public services is very different from managing services in the private sector. Public services are usually more complex, include a wider range of service providers and stakeholders, and require a higher level of transparency and accountability [3].

The concept of public service itself has been known since the Old Public Administration (OPA) paradigm which later changed to New Public Management (NPM) and so on to become New Public Service (NPS). In its development in each of these public administration paradigms, it is believed that public services always lead to the creation of public value for society. This has been explained as the basis for the formation of performance and service improvement in public sector organizations [4]. Hodgkinson have explained in the form of a Public Service Network Framework that views public services from two things, namely "domain" and "sphere"[5]. At the "domain" level, public value is conceptualized as that which is created or added through the activities of public service activities by public service organizations (e.g. hospitals, transportation, schools, etc.), which are influenced by service policies (e.g. health care policies, social care, basic education, and others). Meanwhile, at the "realm" level, public value is positioned as the public interest, which is shaped by political systems (for example democracy), citizenship (for example mutuality, collective goods, and self-control), and governance (for example global and local regulations, formal and informal norms, and understanding). The framework presented by Hodgkinson et al implies that quality public services can be assessed from different perspectives[5].

In most developed countries, quality concepts such as total quality management and new public management have been adopted by public sector organizations since the early 1990s. The main objective of new public management, for example, is to improve the quality of public services by taking a customer-oriented approach and focusing on measurement and performance [6]. Although the concept of quality in public services is gaining

more popularity, this issue is still largely under investigation today. In addition, the slower pace of empirical studies related to the application of service quality practices in public sector organizations is also exacerbated by the difficulty in measuring service quality results, which tends to be shown from a more prominent NPM perspective by adopting service quality measures from the private sector [7], [8], as well as tighter supervision from the public and the press [9]. The new public service paradigm in coloring the concept of public services has brought an understanding of the use of an assessment model for the quality of public services that is perceived based on a hybrid conceptualization [10], perhaps not only shifting patterns of consumerism about services but focusing more on what is believed. important to the beneficiaries of the service. This is in line with what he stated that public service implementers assist citizens in articulating and fulfilling common interests[11], which is then reflected in the ethical dimension in measuring the quality of public services [10], thus differentiating from size quality of public services adopted from the private sector (e.g. Rowley, 1998).

Almost all governments around the world have used information and communication technology (ICT) as a powerful instrument to improve the quality of public services provided to citizens and society, as well as rationalize the internal organization of the administration. The ICT is used to facilitate and support fundamental organizational functions and coordination as well as organizational bureaucratic control [12]. These functions are often defined in a set of normative legal rules designed to standardize administrative procedures and public service delivery. E-government refers to the use of ICTs in public administration combined with organizational changes and new skills that can be expected to improve public services and democratic processes and strengthen public support [13]. One area of the technology domain in administration is the implementation of e-government within the scope of government organizations or agencies primarily aimed at providing citizens and businesses with more convenient access to government information and services, to improve

service quality, and to provide greater opportunities for participation. in better democratic institutions and processes [3], [14](Perry, 2007). All government organizations at all levels are required to adopt e-government as a form of technology and communication transformation in the delivery of public services. Today's challenges, both regarding the quality of public services and efforts to integrate IT as an effort to improve service delivery for the community, have become an inseparable part of the ongoing dynamics of public organizations such as in Indonesia. One of them is the Correctional Institution or Penitentiary (LAPAS), as a Technical Implementing Unit under the Directorate General of Corrections of the Ministry of Law and Human Rights of the Republic of Indonesia. This Institution handles prisoners and convicts who are proven guilty through the Court. Considering that every inmate in prison remains entitled to recognition, guarantees, protection and legal certainty that is just and equal treatment [15], so that the function of administering public services effectively remains inherent and can be accepted and felt by prisoners as part of the citizens of the country.

Several previous studies have identified the relationship between e-government and the quality of public services [16]–[18]. While other studies that have been conducted by [17], [19], have shown that the implementation of e-government, in general, allows the perception of users to be more positive and a good system will expand the reach of services to be accessed by users. Another important thing that can be identified shows that e-government that has been implemented by public organizations will provide benefits and one of the important benefits that can be generated is efficiency [20], besides encouraging satisfaction[21]. The application of ICT to automate existing administrative procedures in a public organization can increase the efficiency and effectiveness of the administrative system without changing the underlying logic[12].

## **II. MATERIAL AND METHOD**

This study used a quantitative method to investigate the implementation process of e-government policies in the form of a Correctional Database

System (SDP) towards improving the quality of correctional services at Class I Correctional Institutions in Java, Indonesia. This research was conducted at 9 correctional institutions in 5 provinces in Java Island, in the period December 2020 to March 2021. The target population in this study are the inmates (prisoners) who are users of the Correctional Database System in Class I Prisons throughout Java. Class I prisons in Java were identified as 9 prisons, located in Districts as follows Madiun, Malang, Surabaya, Batu High Risk Narcotics Nusakambangan, Semarang, Cirebon, Sukamiskin, Cipinang, and Tangerang. Based on these data, it is known that the number of prisoners assisted by Class I Prisons in Java is 14,263 people. This number is the target population identified in this study. The sampling method used in this study is probability sampling, with a proportional random sampling technique. For the sample size taken to be categorized as a representative, the calculation is carried out using the Slovin formula, so that the result is 389.08 or rounded to 389 respondents. To collect data, the questionnaire was compiled in electronic form and can be accessed online. Because all of the research samples were members of the Class I Correctional Institution in Java Island, questionnaires, invitations to participate, instructions, written consent, and other information were communicated directly to respondents with the help of staff as the enumerators, namely prison guards. The questionnaire consisted of 18 questions. Each question was subjected to option from 1 (very low) to 5 (very high). The average values were then converted into five-level of interpretation as the bellow ranges:

- 1.00–1.80 = Very low
- 1.81–2.60 = Low
- 2.61–3.40 = Medium
- 3.41–4.20 = High
- 4.21–5.00 = Very high

## **III. RESULT AND DISCUSSION**

Based on Table 1, it is known that the average value (mean) of respondents' answers to the variable reliability is 4.363, transparency is 4.35, the relation is 4.7, tangibles 4.38, and ethics is 4.37.

overall the score of respondents' perception on public service quality was 4.36 which is in the very good category, meaning that public service quality is an important thing that is perceived by most of the assisted citizens in reviewing how good reliability is, transparency, relations, tangibles, and ethics as indicators of the quality of public services at Class I Prisons in Java. Judging from each of the indicators, all indicators have an average score above 4, with the highest value 4.38 indicated by the tangible indicator, meaning that assisted residents are more likely to assess quality public services in prisons due to the use of new technology, facilities. On the other hand, there is the transparency dimension of public service quality which has an average score with the lowest value (mean = 4.35) indicated by indicators of explanation of decisions related to correctional services, progress information delivered by prisons, and explanations of possible assistance available. Based on the average value of public service quality, it can be confirmed that usability problems, human-computer interface problems, to user-friendly designs are rated very well by the assisted residents at the Class I Prison in Java Island. The descriptive results of the correctional database system reveal the positive experiences of inmates using SDP when making transactions in accessing correctional services.

TABLE 1. PERCENTAGE AND AVERAGE OF RESPONDENTS' ANSWERS FOR VARIABLE PUBLIC SERVICE QUALITY

Indicators/Items	Respondent answer (%)					Average
	VL	L	M	H	VH	
<i>Reliability</i>						
Staff listen to user expectations	0	1.0	2.8	54.0	42.2	4.37
Trustworthy staff	0.5	0.3	2.3	55.0	41.9	4.38
Provision of correctional services by prisons on time	0.3	0	4.6	55.8	39.3	4.34
sub-total	0.27	0.43	3.23	54.93	41.13	4.36
<i>Transparency</i>						
The explanation for	0	0.5	1.8	59.6	38.0	4.35

decisions related to daily services						
Information about the status progress	0	0.5	2.1	57.8	39.6	4.37
Availability of possible assistance	0.5	0	2.8	57.1	39.6	4.35
sub-total	0	0	10.0	68.9	21.1	4.35
<i>Relations</i>						
Staff are polite and friendly	0.3	0	1.8	52.5	45.8	4.43
Staff are competence	0.3	0	1.3	57.3	41.1	4.39
Staff provide accurate information for inmates	0.3	0.5	3.6	54.2	41.4	4.36
Staff give personal attention to the inmates	0.3	0.8	4.4	55.3	39.3	4.33
Staff understand the needs of the inmates	0	0.8	3.6	56.0	39.6	4.34
	0.22	0.41	2.92	55.03	41.42	4.37
<i>Tangibles</i>						
The institution uses new technology	0	0.3	2.3	57.1	40.4	4.38
Well-designed prison facilities	0	0.3	1.8	58.1	39.8	4.38
Prisons have modern facilities	0.3	0	2.6	57.1	40.1	4.37
	0.1	0.2	2.2	57.4	40.1	4.38
<i>Ethics</i>						
The inmates receive the same treatment	0.5	0.3	3.9	54.5	40.9	4.35
Staff intend to help those most in need	0	0.8	3.1	55.3	40.9	4.36
Institution ensure that the inmates receive services as needed	0	0.3	3.1	55.8	40.9	4.37
Institution embody the values of correctional services	0	0.3	2.3	55.3	42.2	4.39
	0.1	0.4	3.1	55.2	41.2	4.37
average of all sub-total scores						4.36

Research carried out in correctional institutions is very rare. With self-service through the Correctional Database System. The prisoners have

no longer necessary to come face to face with officers about their rights. The prisoners can access their identities and can also view information about the period of detention, date of release, then all the rights that are obtained such as remissions, dates of being able to join the assimilation program and get parole. They can access all it is in the form of an information system easily by using fingerprint detection [22].

The basic objective of e-government initiatives and solutions is to speed up government procedures to save time and money. This objective is consistent with the other studies. The main objective of e-government is to increase the efficiency of institutions and offer benefits to citizens. These objectives are often seen as two interplays of outcomes from the development of electronic public services, which may be achieved in parallel [20]. The result of the stakeholder-centered analysis is to visualize different stakeholder groups, be better prepared to meet and combine various needs related to the planned e-service. Thus, the researcher argues that a stakeholder-centered analysis of expectations and opinions regarding e-services helps to develop e-services that may be successful in offering external services and internal efficiency. Researchers affirm the potential of e-government in improving public service delivery by increasing efficiency. Reducing operating costs. Expanding access to services, and achieving customer satisfaction. However, there is still a list of challenges such as weak ICT infrastructure especially in cities and villages in a developing country, persistent blackout and illiteracy, which are drawbacks to fully exploiting the benefits of e-government in Ghana [17].

The results of this study indicate that the assisted residents of the Correctional Database System service at the Correctional Institution consider that the service has met their expectations, so that all scores have a very good category. The results of this study are supported by previous studies which concluded that the procedures and mechanisms of the public service system to be convicted in general have fulfilled the principles of good public service. This can be proven by various data found, such as: the availability of information on the time (days and

hours of visit) which can be seen openly at the entrance to the correctional institution, the treatment of officers towards visitors who are not discriminatory and the implementation of rights and obligations in providing services, both service providers and service recipients. Even so, the procedure and mechanism of visiting the prison/detention system in the future still need to be improved, especially regarding: First, the uniformity of visiting times in a week and on what days are holidays, because each prison is different. The two number of checkpoints that visitors have to pass are also different [23].

In other studies, service levels at Correctional Institutions varied widely. In British prisons for example, correctional officers tend to be confrontational, staff-prisoner relations more detached, and staff members appear more unresponsive and more likely to punish, despite concrete efforts to improve prison life. In Dutch prisons, staff are perceived as more helpful and fair, whereas interactions between prisoners and staff are more informal and less authoritarian [24].

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