

**PENERAPAN PROGRAM EXCELLENCE POLICE SERVICE
(EPS) DALAM UPAYA MENINGKATKAN KUALITAS
PELAYANAN KEPOLISIAN DI KOTA SURABAYA**

ASTERIA VINANDYA

Drs. Bintoro Wardiyanto,MS.

KKB KK 2 Fis AN 29 /11 Vin p

ABSTRACT

This research discussed about the application of Excellence Police Service (EPS) program in the effort to increase the societal satisfaction to the police service in Surabaya City in which in the era of this time the society question the polices credibility and competence in their tasks and authorities. Especially in Surabaya City whose societies are dynamic accompanied with the increase of problems complexity existing in the middle of society. Therefore, the Surabaya City Police launched a new program expected capable to build the positive image for police and can build the partnership with society. Based on the reality, then the problem set forth in this research was how is the application of Excellence Police Service (EPS) program in the effort to increase the societal satisfaction to the police service particularly in Surabaya City. To answer this problem, it was used the qualitative research method with the descriptive research type. Data were obtained by means of observation and indepth interview, and made use the documentary results. The selection of informants was conducted as purposive sampling, and, further, it developed by using the snowball technique. Data analysis process was conducted by categorizing and combining data obtained, and also established a series of interrelatednesses among the data. Data validation was conducted by means triangulation of data sources until data presented were the valid data. The result from this research shows that Surabaya people are satisfied for policeman service especially on Excellence Police Service (EPS) program. Hopefully our policeman can maintenance the good standard on this program and still uphold transparation and accountability within their service for people so that the Grand Strategy from the Indonesian Police Service can be achieved.

Key words: Service quality, excellence police service and societal satisfaction

ABSTRAK

Penelitian ini membahas tentang penerapan program *Excellence Police Service* (EPS) dalam upaya meningkatkan kepuasan masyarakat terhadap layanan kepolisian di Kota Surabaya dimana pada era dewasa ini masyarakat meragukan kredibilitas dan kompetensi kepolisian dalam tugas dan wewenangnya. Terlebih di Kota Surabaya yang masyarakat dinamis diiringi dengan meningkatnya kompleksitas permasalahan yang ada di tengah-tengah masyarakat. Oleh sebab itu Polrestabes Surabaya meluncurkan program baru yang diharapkan mampu membangun citra positif bagi kepolisian serta bisa membangun kemitraan dengan masyarakat. Berdasarkan kenyataan tersebut, maka permasalahan yang diajukan dalam penelitian ini adalah bagaimana penerapan program *Excellence Police Service* (EPS) dalam upaya meningkatkan kepuasan masyarakat terhadap layanan kepolisian khususnya di kota Surabaya. Untuk menjawab permasalahan ini, digunakan metode penelitian kualitatif dengan tipe penelitian deskriptif. Data-data diperoleh melalui proses observasi dan wawancara mendalam, serta memanfaatkan hasil dokumenter. Pemilihan informan dilakukan secara *purposive sampling*, dan selanjutnya berkembang dengan menggunakan teknik *snowball*. Proses analisis data dilakukan dengan mengkategorikan dan mengkombinasikan data-data yang diperoleh, dan juga menetapkan serangkaian hubungan keterkaitan antara data-data tersebut. Validasi data dilakukan melalui triangulasi sumber data sehingga data yang disajikan merupakan data yang absah. Hasil dari penelitian ini menunjukkan bahwa masyarakat puas akan layanan kepolisian khususnya dalam program *Excellence Police Service* (EPS) di kota Surabaya. Diharapkan kepolisian bisa terus melaksanakan program ini dengan baik kedepannya serta tetap memegang prinsip transparansi dan akuntabilitas dalam pelaksanaan tugas melayani masyarakat sehingga *Grand Strategy* dari Kepolisian Republik Indonesia bisa tercapai

Kata kunci : Kualitas pelayanan, pelayanan prima kepolisian(*excellence police service*) kepuasan masyarakat