

THE INFLUENCE OF QUALITY OF INVESTIGATIVE SERVICES ON THE SATISFACTION OF COMPLAINANTS

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ABSTRACT

Motor vehicle theft occurring in Central Lombok Regency has anxiety among the public. People living there feel insecure because at all times they always face with the possibility that they can be a victim of the crime, especially for owners and users of motor vehicles. The research discusses about the effect of service quality on complainants' satisfaction of motor vehicle theft at the Criminal Investigation Department of Central Lombok Police Resort. The author employs the service management concept, service concept, service quality concept, investigation concept, and complainant and satisfaction concepts. The research uses the quantitative survey and the data is collected using questionnaires that are distributed to sixty victims of motor vehicle theft as well as the literature study. The data analysis technique is multiple linear regression analysis. The results of the research indicate that there is a positive and significant influence of the quality of investigative services on the complainants' satisfaction of motor vehicle theft at the Criminal Investigation Departments of Central Lombok Police Resort.

Keywords: *complainants' satisfaction, quality of investigation services*

1. INTRODUCTION

Motor vehicle theft is one of the crimes that is very disturbing the public. If we look at television and print media, there is a lot of news about the crime. The number of the crime is increasing day by day and the methods and types are increasingly widespread. Based on Police Report Data obtained at the Criminal Investigation Department (CID) of Central Lombok Police Resort, every year in the jurisdiction of Central Lombok Police Resort, there are many motor vehicle thefts that make the public restless.

The improvements of the quality of investigative services provided by Indonesian National Police, also known as Polri to the

public, especially complainants, will become a strategic step for Polri to be able to create social order as a result of the impact generated by motor vehicle theft. This is reinforced by the opinion of Djamin (Dahniel et al., 2015: 83) who views that police science is a science that studies social problems and their handling to create a social order. In this context, social problems that arise as a result of the increase of motor vehicle theft that occur in the community, of course, have become the obligation of Polri to find the solutions for handling such social problems.

Quality and customer satisfaction are two important factors that are closely related. Usually, good quality will be followed by customer loyalty to the product in question. Quality can also

provide impetus to customers to form strong bonds with companies or service organizations. In the long term, this kind of bond allows public service organizations to understand carefully the expectations of the people and their needs.

The study will examine the effect of the quality of the services related to the investigation of motor vehicle theft on the satisfaction of the complainant, so that the formulation of the problem is whether there is an influence of the quality of the services related to the investigation of the crime which consists of reliability, responsiveness, assurance, empathy, empathy and physical evidence (tangibles) on the satisfaction of complainants at the CID of Central Lombok Police Resort? How is the quality of the investigation of the crime on the satisfaction of the complainant? What is the level of satisfaction that the public pays the most attention to, especially the complainants of motor vehicle theft in assessing the quality of the investigation service of the CID of Central Lombok Police Resort?

The study uses a theoretical study of service quality from Parasuraman, Zeithaml and Berry, stating that there are five main dimensions of service quality arranged in order of relative importance, namely: reliability, responsiveness, assurance, empathy, tangibles. Satisfaction is a person's feelings of pleasure or disappointment arising from comparing the perceived performance of the product (or outcome) against their expectations. If performance fails to meet expectations, customers will be dissatisfied (Philip Kotler, 2013: 138). If performance matches the expectations, then customers will be satisfied. If performance exceeds

the expectations, then the customer will be very satisfied or happy. Consumers often form more favourable perceptions about a product with a brand they already perceive as positive.

The purposes of the study are to determine and analyse the effect of the quality of services related to the investigation of motor vehicle theft occurring in the jurisdiction of Central Lombok Police Resort on the satisfaction of the complainants at the CID of Central Lombok Police Resort. The study also wants to find out the quality of the investigation of motor vehicle theft on the satisfaction of the complainants and what level of satisfaction is the most concerned by the public, especially those who report the motor vehicle theft in assessing the quality of service of the CID of Central Lombok Police Resort.

This research is expected to provide an up-to-date and comparative research on the quality of investigative services. Thus, it will be known the influence of the quality of the services related to the investigation of motor vehicle theft on the satisfaction of the complainants.

2. LITERATURE REVIEW

2.1 Service Management

The concept of service management is broader and more comprehensive than service marketing. The word *service*, according to <https://dictionary.cambridge.org/dictionary/english/service>, means a government system or private organization that is responsible for a particular type of activity, or for providing a particular thing that people need. The similar definition given by https://www.oxfordlearnersdictionaries.com/definition/english/service_1 says that service is a system that

provides something that the public needs, organized by the government or a private company. Service is also defined as any action or deed that can be offered by one party to another which is essentially intangible and does not result in ownership of anything (Philip Kotler, 2012, as quoted by Fandy Tjiptono & Gregorius Chandra (2016: 13).

Meanwhile, the word *management*, according to <https://www.indeed.com/career-advice/career-development/what-is-management> is the coordination and administration of tasks to achieve a goal. Such administration activities include setting the organization's strategy and coordinating the efforts of staff to accomplish these objectives through the application of available resources. Management can also refer to the seniority structure of staff members within an organization. Another source (<https://www.managementstudyhq.com/what-is-management.html>) says that management is 'a set of activities directed at the efficient and effective utilization of resources in the pursuit of one or more goals.'

Schneider (2004) asserts that service management is a multi-disciplinary field of practice and research related to service quality. Other related fields are service marketing, service operations management, and service human resource management (Gronroos, 2000) as quoted by Fandy Tjiptono and Gregorius Chandra (2016: 53). Yasm.com/wiki/en/index.php/Service_Management says that service management is a management discipline aimed at

providing quality services that customers will value, buy and use.

2.2 Service Quality

The concept of service quality can be defined as a measure of how well the level of service provided is able to match customer expectations (Lewis & Booms, 1983, as quoted by Fandy Tjiptono & Gregorius Chandra (2016: 125). Another source (<https://www.indeed.com/career-advice/career-development/service-quality>) states that service quality is a measure of how an organization delivers its services compared to the expectations of its customers. Moreover, it says that customers purchase services as a response to their specific needs. They either consciously or unconsciously have certain standards and expectations for how a company's delivery of services fulfils those needs. A company with high service quality offers services that match or exceed its customers' expectations. In this context, the company is Polri in general and CID of Central Lombok Police Resort in particular.

There are five main dimensions of service quality which are arranged in order of relative importance (Parasuraman, Zeithaml and Berry, 1988) as quoted by Fandy Tjiptono & Gregorius Chandra (2016: 137). They are:

- a. *Reliability*—this refers to the company's ability to provide accurate service from the first time without making any mistakes and delivering its services in accordance with the agreed time. This process involves every step of customer interaction, including the delivery or execution of the goods or services, swift and precise problem resolution and competitive pricing. Customers have a certain expectation of

reliability in buying a specific product, and a company's success usually depends on its ability to meet those expectations.

- b. *Responsiveness*—this refers to the willingness and ability of employees to help customers and respond to their requests, and confirm when services will be provided and then provide services quickly. It is a company's dedication and ability to provide customers with prompt services. It implies receiving, assessing and swiftly replying to customer requests, feedback, questions and issues. A company with high service quality always responds to customer communication as soon as possible which can often indicate the value a company places on customer satisfaction.
- c. *Assurance*—this refers to the behaviour of employees who are able to foster customer trust in the company and the company can create a sense of security for its customers. Assurance also means that employees are always courteous and have the knowledge and skills required to deal with any customers' questions or concerns. It is the confidence and trust that customers have in a certain organization. This is especially important with services that a customer might perceive as being above their ability to understand and properly evaluate, meaning that there has to be a certain element of trust in the servicing organization's ability to deliver. Company

employees need to be mindful of earning the trust of their customers if they want to retain them.

- d. *Empathy*—refers to a condition how an organization delivers its services in a way that makes the company seem empathetic with its customers' desires and demands. A customer who believes a company truly cares about their well-being is likely to be more loyal to that company. Being emphatic means the company understands the problems of its customers and acts in the interests of customers, and gives personal attention to customers and has comfortable operating hours.
- e. *Tangibility*—this refers to the attractiveness of the physical facilities, equipment and materials used by the company, as well as the appearance of employees. It is also the organization's ability to portray service quality to its customers. There are many factors that give a company highly tangible quality, such as the appearance of its headquarters, its employees' attire and demeanour, its marketing materials and its customer service department.

2.3 Investigation

Article 1 paragraph 2 of Law No. 8/1981 concerning Criminal Procedure Code states that investigation is a series of investigators' actions in a case according to the method stipulated in the law to seek and collect evidence with which evidence makes light of a criminal act that occur in order to find the suspect.

Another source (<https://www.dictionary.com/browse/investigation>) says that investigation is the act or process of investigating

or the condition of being investigated. The same source also says that investigation is a searching inquiry for ascertaining facts; detailed or careful examination.

Another dictionary (dictionary.cambridge.org/dictionary/English) states that investigation is the act or process of examining a crime, problem, statement, etc. carefully, especially to discover the truth. The dictionary also states that investigation is the act of examining something carefully, especially to discover the truth about it.

2.4 Complainant

According to <https://www.merriam-webster.com/dictionary/complainant>, complainant is the party who makes the complaint in a legal action or proceeding or someone who complains. A complainant, according to <https://dictionary.cambridge.org/dictionary/english/complainant> is a person who makes a formal complaint in a law court. A complainant is also known as a plaintiff. A website called thefreedictionary.com says that a complainant is a person who files a formal accusation or brings a formal charge. Therefore, a complainant is a person who delivers notification to someone because of the rights and obligations under the law to the competent authority regarding the occurrence of a criminal event. In this case, the complainant can be a direct victim of a criminal act or as a representative who fights for the interests of the victim.

2.5 Satisfaction

Satisfaction is a pleasant feeling that you get when you

receive something you wanted, or when you have done something you wanted to do (<https://dictionary.cambridge.org/dictionary/english/satisfactionis>). The same source also mentions that satisfaction is in a way that a particular person can believe or accept something. Moreover, the same source also says that satisfaction is in a way that a particular person feels pleased or satisfied with. In other words, satisfaction is a person's feeling of pleasure or disappointment arising from comparing the perceived performance of the product or result against their expectations. If performance fails to meet the expectations, customers will be dissatisfied. If performance matches the expectations, customers will be satisfied. If performance exceeds the expectations, the customer will be very satisfied or happy. Consumers often form a more favourable perception of a product with a brand that they already perceive as positive (Kotler, 2013: 138).

According to Gaspersz (2011: 131) there are several factors that influence customer perceptions and expectations as follows:

- a. *needs and desires*—they relate to the things that the customer feels when he is trying to make a transaction with the producer/supplier of the product (company). If at that time the needs and wants are great, the expectations of the customers will be high, and vice versa;
- b. *past or previous experience*—this is created when customers consume products from the company or its competitors;
- c. *experience from friends*—where they will tell the quality of the product that will be purchased by the customer. This clarifies

- customer's perceptions, especially on products that are perceived as high risk; and
- d. *communication* through advertising and marketing—this also affects customer's perceptions. People in sales and advertising should not make excessive campaigns and actually not being able to meet customer expectations will result in a negative impact from the customer's perspective on the product.

3. METHODS

The research employs the quantitative data processing model using the type of research effect or regression of two variables. The quantitative analysis uses a deductive thinking approach where the analytical framework starts from general problems to specific problems. The deductive approach uses deductive logic in which the syllogism is built on an inverted pyramid line of thought (Bungin, 2006: 311).

According to *Kamus Besar Bahasa Indonesia* (KBBI), population means the total number of people or residents living in an area; the number of people or individuals having the same characteristics; the number of occupants, both humans and other living creatures in a certain space unit; a group of people, objects, or things that are the source of sampling; a collection that meets certain requirements related to the research problem. The research population is the whole or universum of research objects which can be humans, animals, plants, air, symptoms, values, events, attitudes to life, etc., so that these objects can be a source of research data (Bungin, 2005: 99).

The population in this study is 90 victims (complainants), while the

sample is part of the number and characteristics possessed by the population. If the population is large, and it is impossible for researchers to study everything in the population, for example due to limited funds, manpower and time, then they can use samples taken from that population (Sugiyono, 2004: 73).

Primary data is obtained directly from the source. Then, it is observed and recorded for the first time. Such data will become secondary data if it is used by people who are not directly related to the research concerned. The primary data used in this research is a questionnaire conducted by giving a set of questions or written questions to respondents to answer.

The author uses the SPSS application in testing the validity, reliability, multiple linear regression analysis. Hypothesis is a generalization or formulation of conclusions that are tentative or temporary which will only apply after its truth is tested (Basri, 2006:80). If the null hypothesis is accepted (true), then the alternative hypothesis is rejected and vice versa. If the alternative hypothesis is accepted (true), then the null hypothesis is rejected. In this study, the statistical hypotheses are concluded as follows:

- H₀: There is no effect of the quality of investigative services consisting of reliability, responsiveness, assurance, empathy and tangibility on the satisfaction of the complainants at the CID of Central Lombok Police Resort.
- H_a: There is an effect of the quality of investigative services consisting of reliability, responsiveness, assurance, empathy and tangibility on the satisfaction of the complainants at the CID of Central Lombok Police Resort.

The measurement scale is an agreement that is used as a reference to determine the length of the interval in

the measuring instrument so that the measuring instrument when used in the measurement will produce the quantitative data. Silalahi (2012: 301-302) explains that for ordinal variables with response categories

arranged in detail, it can be made in the form of horizontal versus vertical or in the form of a matrix. Table 1 shows the form of vertical response with a Likert scale pattern.

Table 1 Likert Scale

Description	Scores
Strongly agree	5
Agree	4
Neutral	3
Disagree	2
Strongly disagree	1

Source: Silalahi (2012: 301-302)

**Table 2
Operating Research Variables**

VARIABEL	DIMENSI	INDIKATOR	SKALA
Quality of Investigation Service	Reliability	<ul style="list-style-type: none"> • Time Target • Transparency • Transparency as facilitators 	Scale Likert
	Responsiveness	<ul style="list-style-type: none"> • Fast service • Responsiveness 	Scale Likert
	Assurance	<ul style="list-style-type: none"> • Expertise and skill • Knowledge • Integrity 	Scale Likert
	Empathy	<ul style="list-style-type: none"> • Understand the victim's condition • Special attention from leaders 	ScaleLikert
	Tangibility	<ul style="list-style-type: none"> • Investigators' appearance • Comfort • Harmony • Equipment 	ScaleLikert
Complainants' Satisfaction	Needs and desires	<ul style="list-style-type: none"> • The improvement of service quality • The expectation of complainants 	ScaleLikert
	Past or previous experience	<ul style="list-style-type: none"> • Complainants' experience • Complainants' trust 	ScaleLikert
	Experience from friends	<ul style="list-style-type: none"> • The experience of colleagues or complainants' family • The trust of colleagues or complainants' family 	ScaleLikert
	Communication	<ul style="list-style-type: none"> • The experience of colleagues or complainants' family • The trust of colleagues or complainants' family 	ScaleLikert

Source: Silalahi (2012)

4. RESULTS AND DISCUSSIONS

Central Lombok Regency, often abbreviated Loteng, is located in West Nusa Tenggara province. Its centre of government and capital is Praya. The regency is located in strategic location because it is located between two regencies, namely West Lombok Regency and East Lombok Regency. The distance from downtown Mataram to Praya is about

25 km, which can be reached in thirty minutes. Central Lombok Regency has an area of about 1,208.39 km square. Currently, the total population in Central Lombok Regency is 1,124,269 people. It consists of 559,394 men and 564,875 women. The percentage of men is less than women, that is 49.8% percent and women are 50.2% of the total population.

The research on the effect of service quality of the investigation of motor vehicle theft on the satisfaction of the complainant at the CID of Central Lombok Police Resort is conducted from 1-12 August 2016. The situation of the CID of Central Lombok Police Resort consists of the organizational structure of the CID of

Central Lombok Police Resort, the number of the personnel of the CID of Central Lombok Police Resort, and the number of motor vehicle theft occurring in 2016 in the jurisdiction of Central Lombok Police Resort. Table 3 shows the details of the motor vehicle theft cases.

Table 3 Motor Vehicle Theft Cases

Year	Crime Total	Crime Clearance
2014	229	36
2015	88	21
Jan-May 2016	107	22
Total	424	79

Source: CID of Central Lombok Police Resort

In order to prove that this research has a good quality, it will first be tested by measuring the reliability of the research internally. The reliability of the measuring instrument is the suitability of the measuring instrument with what is being measured so that the measuring instrument can be trusted or reliable. The reliability test used in this study uses the Alpha Cronbach formula. If the Cronbach Alpha value is > than 0.60, then the variable is reliable.

**Table 4
Reliability Test Results**

Variables	Cronbach's Alpha	Remarks
Reliability (X_1)	0,844	Reliable
Responsiveness (X_2)	0,775	Reliable
Assurance (X_3)	0,863	Reliable
Empathy (X_4)	0,820	Reliable
Tangibleity (X_5)	0,884	Reliable
Complainants's Satisfaction (Y)	0,901	Reliable

Source: Processed from Primary Data

The results of the reliability test as seen in Table 4 show that the value of Cronbach's alpha for all variables is higher than 0.60. Therefore, it can be concluded that the statements or items used by the variables of reliability, responsiveness, assurance, empathy, tangibility and reporting satisfaction can be trusted to be used as variables measuring instruments.

**Table 5
Respondent Data by Gender**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Male	58	96.7	96.7	96.7
Woman	2	3.3	3.3	100.0
Total	60	100.0	100.0	

Source: Processed from Primary Data

Based on Table 5, it can be said that the majority gender of the respondents in this study is male as many as 58 respondents (96.7%) and female as many as 2 respondents (3.3%).

**Table 6
Respondent Data by Age**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid < 30 years	18	30.0	30.0	30.0
31 - 40 years	21	35.0	35.0	65.0
41 - 50 years	16	26.7	26.7	91.7
> 50 years	5	8.3	8.3	100.0
Total	60	100.0	100.0	

Source: Processed from Primary Data

Based on the Table 4, it can be seen that the majority of respondents based on age are aged between 31-40 years with a total of 24 respondents (35%), aged <30 years are 18 respondents (30%), aged 41-50 years are 13 respondents (21.7%), and aged > 50 years are 5 respondents (8.3%).

**Table 7
Respondent Data Based on Education Level**

	Frequency	Percent	Valid Percent	Cumulative Percent
Primary School	3	5.0	5.0	5.0
Junior High School	11	18.3	18.3	23.3
Senior High School	31	51.7	51.7	75.0
Undergraduate	15	25.0	25.0	100.0
Total	60	100.0	100.0	

Source: Processed from Primary Data

Based on Table 7, it can be said that in this study, 3 respondents (5%) are primary school educated, 11 respondents (18.3%) are junior high school educated, 31 respondents (51.7%) are high school educated, and 15 respondents (25%) are undergraduate educated.

**Table 8
Respondent Data Based on Occupation**

	Frequency	Percent	Valid Percent	Cumulative Percent
Civil Servant	15	25.0	25.0	25.0
Private Employee	9	15.0	15.0	40.0
Entrepreneurship	13	21.7	21.7	61.7
Farmer	21	35.0	35.0	96.7
Others	2	3.3	3.3	100.0
Total	60	100.0	100.0	

Source: Processed from Primary Data

Based on Table 8, it can be said that there are 15 respondents (25%) of the

respondents working as civil servants, 9 respondents (15%) working as private employees, 13 respondents (21.7%) working as entrepreneurs, 21 respondents (35%) working as farmers or planters, and two respondents (3.3%) having other occupations (housewives).

Table 9
Respondent Data Based on Experience of Complaining

	Frequency	Percent	Valid Percent	Cumulative Percent
1-3 times	56	93.3	93.3	93.3
4-6 times	4	6.7	6.7	100.0
Total	60	100.0	100.0	

Source: Processed from Primary Data

Table 9 shows us that in this study, the respondents who have experience of reporting 1-3 times are 56 respondents (93.3%) and those who have experience of reporting 4-6 times are 4 respondents (6.7%).

4.1 Hypothesis Test

The hypothesis test is conducted in order to see the effect of the quality of service for the investigation of motor vehicle theft on the satisfaction of the

complainants. Thus, it is clear that this study will clearly state the research findings from the results of a survey conducted on the perpetrators of the crime.

Table 10
F test (Significance Regression Test Simultaneously)
ANOVA^b

Model	Sum of Squares	df	Mean Square	F	Sig.
Regression	1022.535	5	204.507	50.125	.000a
1 Residual	220.315	54	4.080		
Total	1242.850	59			

a. Predictors: (Constant), Physical Evidence, Reliability, Assurance, Empathy, Responsiveness

b. Dependent Variable: Customer Satisfaction

Source: Processed from Primary Data

Due to the fact that $F_{count} > F_{table}$, it can be concluded that the linear model $\hat{Y} = a + b_1X_1 + b_2X_2 + b_3X_3 + b_4X_4 + b_5X_5$ is correct and can be used. Therefore, the value of F_{count} of 50.125, on Sig. (P) = 0.000 shows that $F_{count} > F_{table}$. This means that the quality of service which consists of the variables of reliability, responsiveness,

assurance, empathy, and tangibility simultaneously has a significant effect on the satisfaction of the complainants at the CID of Central Lombok Police Resort.

Therefore, the quality of service which consists of reliability, responsiveness, assurance, empathy, and tangibility can be used as a basis for predicting the satisfaction of the complainants at the CID of Central

Lombok Police Resort. This means the hypothesis proposed is stating that there is an effect of service quality which consists of reliability, responsiveness, assurance, empathy, and physical evidence or tangibility on the satisfaction of the complainants at the CID of Central Lombok Police Resort is correct and usable.

Based on Table 11 on the next page, it can be seen that the value of R is 0.907. Such value

shows that the correlation or relationship between the dependent variable and the independent variable is very strong, because $0.907 > 0.05$. Meanwhile, the adjusted R Square value is 0.806, meaning that all independent variables, namely reliability, responsiveness, assurance, empathy, and physical evidence (tangibility) are able to contribute 82.30% to the variation reporting satisfaction, and the remaining 17.70% is a contribution from other variables not examined in this study.

Table 11
Coefficient of Determination (R²)
Model Summary^b

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin-Watson
1	.907a	.823	.806	2.020	1.855

Predictors: (Constant), Physical Evidence, Reliability, Assurance, Empathy, Responsiveness
Dependent Variable: Customer Satisfaction

Source: Processed from Primary Data

There are five research hypotheses are formulated in the study as follows:

- H₁: There is an effect of reliability on the complainants' satisfaction at the CID of Central Lombok Police Resort;
- H₂: There is an effect of responsiveness on the complainants' satisfaction at the CID of Central Lombok Police Resort;
- H₃: There is an effect of assurance on the complainants' satisfaction at the CID of Central Lombok Police Resort;
- H₄: There is an effect of empathy on the complainants' satisfaction at the CID of Central Lombok Police Resort; and
- H₅: There is an effect of physical evidence (tangibility) on the complainants' satisfaction at the CID of Central Lombok Police Resort.

Overall, the results of hypothesis testing t-test and F-test using multiple linear regression analysis reveal that there is a significant influence of the quality of the investigation of motor vehicle theft (reliability, responsiveness, assurance, empathy, tangibility) on the complainant's satisfaction.

It can be concluded that the dominant Standardized

Coefficients Beta value has a positive and significant effect on complainants' satisfaction as indicated by the reliability variable (X₁) with a value of 0.275. This is due to the fact that the investigators of the CID of Central Lombok Police Resort have provided timeliness in handling cases as well as transparency of information on the progress of the investigation (SP2HP). They have always

facilitated all complaints, suggestions and inputs from the complainants and the complainants feels calm and comfortable with the handling of cases carried out by the investigators. Meanwhile, the lowest value is shown by the physical evidence (tangibility) or X₅ variable with a value of 0.177. The value shows that the appearance of the investigator, the cleanliness of the examination room, the layout of the examination room and equipment and supporting technology for the examination do not have a positive and significant effect on the satisfaction of the complainants.

Based on the respondent's description, it is known that from the aspect of age most of complainants are those aged more than 31-40 years, from the aspect of education most of the complainants are high school graduates, from the aspect of job most of the complainants are farmers or planters, and from the aspect of complaining experience most of them have complained for 1-3 times. Based on the aspects of the respondent's description mentioned above, it can be concluded that the character of the complainants is considered able to understand and comprehend the quality of the investigative services provided and this can be managed well by the CID of Central Lombok Police Resort. Therefore, based on the results of the research it can be said that the quality of investigative services at the CID of Central Lombok Police Resort shows satisfied value.

Based on the Model Summary in Table 11, the

dominant R value is indicated by the responsiveness variable (0.818). This shows that the correlation or relationship between the dependent variable and the independent variable is very strong because $0.818 > 0.05$. Meanwhile, the lowest value is indicated by the physical evidence variable (tangibility) with a value of 0.669. This shows that the correlation or relationship between the dependent variable and the independent variable is less strong.

The dominant Adjusted R Square value is indicated by the responsiveness variable of 0.670, meaning that the responsiveness variable is able to contribute 67% to the variation in complainants' satisfaction, while the lowest value is indicated by the tangibility variable with a value of 0.448, meaning that the physical evidence variable (tangibility) is able to contribute 44.8% to the variation of complainants' satisfaction.

Having seen which attribute categories should receive attention in the quality of service for the motor vehicle theft at the CID of Central Lombok Police Resort in terms of the priority of the complainants' interests and performance satisfaction based on the Cartesian diagram, the next step is to look at the quality of performance based on the complainant's satisfaction. Based on the mean table, it can be seen that the total average X total is 3.94. This means that the complainants belong to the satisfied category because the figure (3.94) shows that it is in the satisfied scale range.

5. CONCLUSIONS & RECOMMENDATIONS

5.1 Conclusions

Based on the results of testing and analysing the independent variables

and the dependent variable, it can be concluded as follows:

- a. The quality of investigative service consisting of variables of reliability, responsiveness, assurance, empathy, and tangibility partially and simultaneously has a significant influence on the satisfaction of the complainants.
- b. The most dominant quality of investigative services is the dimension of reliability due to the fact that investigators have provided timeliness in handling cases and transparency of information on investigation progress (SP2HP), facilitated all complaints, suggestions and inputs from the complainants so that they feel calm and comfortable with the handling of the cases they complain about.

The most paid-attention dimension by complainants of investigative service quality is responsiveness, due to the fact that complainants always trust the quality of services provided by the CID of Central Lombok Police Resort.

5.2 Recommendations

Based on the results of the research and the conclusions above, the researchers recommend the CID of Central Lombok Police Resort to:

- a. be able to maintain and improve the ways it serves the complainants of motor vehicle theft;
- b. be always ready in servicing complainants so that they can be served immediately;
- c. simplify the investigation service procedures so they

are not complicated; and

- d. always improve the skills and knowledge of its investigators by providing trainings and courses so that they can quickly and accurately serve the complainants.

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