

## The Influence of Resettlement of the Capital of Probolinggo Regency toward Service Quality of Police Record (SKCK) (Study in Probolinggo Resort Police)

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### Abstract

This study examined the influence of resettlement of the capital of Probolinggo Regency toward service quality of Police Record (SKCK) in Probolinggo Resort Police. Probolinggo Resort Police (POLRES) is one government agencies that experiencing resettlement of the location from Probolinggo City to Kraksaan district. It is expected that by this resettlement, public service processes would become 'better and in high quality'. The study used quantitative research method with explanatory approach to test the hypothesis that has been set. Dependent variable in this study are resettlement of the capital of regency (X) with the variables: affordability, recoverability and replicability. While the dependent variable in this study are the service quality of Police Record (SKCK) (Y) with the indicators: tangibles, reliability, responsiveness, assurance and empathy. The study used multiple linear regression method of analysis. The study revealed that the resettlement of the capital of regency variable (X) which consist of three variables such as affordability ( $X_1$ ), recoverability ( $X_2$ ) and replicability variable ( $X_3$ ) influence significantly toward service quality of the Police Record (SKCK) in Probolinggo Resort Police (POLRES).

**Keywords:** Police Record (SKCK), Probolinggo Resort Police, Service Quality, The Resettlement, The Capital of Regency.

### INTRODUCTION

City is a human agglomeration in a relative restricted space. The agglomeration of population that can reflect urban life allegedly occurred since human kind found a way to farm permanently. Initially urban area was grow and developed in fertile agricultural land, a region with high possibility to developed more to become center of trading and industrialization [1].

Over time, an area would experience rapid growth, thus would need appropriate city development according to the changing times. Therefore, to develop the city, a region should have central government or capital definitive as the central of governmental activities so that regional governance could be more directional and well-ordered also mitigating the possibility of dualism in center of government.

The establishment of central governmental or capital would be an important matter for a local government in executing its well-shaped

government wheel. This is in accordance with Rawat [2] stated that "Capital cities play a vital role in a nation's life and psyche." At first glance, the capital serves as a central repository of political and economic power in its role as the seat of government. In most countries, the capital is also the largest city, yet perhaps more importantly, capitals often strive to reflect the unique character and aspirations of the polity and thus play a crucial role in legitimizing the state."

Implication as an autonomy region centre, a capital should be oriented toward that city. Impact of a city that become a capital would be rapid development, marked by increase in physical development needs, social economy and institutionalization. Not surprisingly, this needs would be follow-up in increase administration status of capital city from non-status urban region into autonomy urban region.

Increasing administration status in the context of the regency would generate dualism in operation execution of two autonomous region in one area. To avoid this, legal provision has emphasizes policy stating that legal status of a capital of regency should be within related regency administration area, thus if the capital of regency still lies within other autonomous region, it should be moved immediately so that it would

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be within its own administrative region. Letter of Minister of Domestic Affairs Number 18/2/6 on May 15th, 1973 concerning Arrangement in Development Plan for Regency Capital is one pioneer in operation of this policy.

Many areas in Indonesia that was experienced the process of resettlement of the capital as mentioned above. For regency that conduct the resettlement of the capital of regency, most of its pattern was done by considering that its old capital has increase status into autonomous regions of the city. This was the background why Probolinggo Regency has moved its capital or the central government from Probolinggo City to Kraksaan District.

Probolinggo City which used to be located as center of government for Probolinggo Regency has increase its status into autonomous region, therefore causing the resettlement of the capital of Probolinggo regency to Kraksaan district which is viewed as eligible area. The resettlement of the center government of Probolinggo Regency is an effort to increase government service quality for its citizen.

Basically, public service was to give service of other needs which has interest in related organization in accord with main regulation and provided manner [3]. While according to Handayani [4], public service was activities conducted to give services and feasibility along with its efficient, effectiveness and saving terms. According to Suparto [5] what is meant by public service would be delivering service done by government as nation executor to fulfill the needs of public in accordance with prevailed laws. Improvement in public service quality would highly needed given better social condition of the people thus it would be able to respond every deviance in public service.

In order to closer service for the community, the local government of Probolinggo Regency has started to move several agencies from Probolinggo City to Kraksaan District. The resettlement of the office or agency would be gradually conducted, and at this moment not every office or agency has been moved to Kraksaan, some has already moved out such as Education Department, Probolinggo Resort Police (Polres), Regional Representative Council (DPRD) of Probolinggo Regency, The Regional Secretariat and Health Department which just been moved by end of February 2013.

Resettlement of capital was not only deals with central government but it is also concern with basic changes, that is changes of old

paradigm of the capital as the central of governmental activities into new paradigm that the capital was planned in a way to become the central of services. One theory that could explain the role of a city as the central of services, would be central place theory.

Central place theory was formulated by Cristaller and known as city growth theory basically stated that city growth would depend on its specialization in city service function, while demand rate of city service by its surrounding area would determine the speed of city growth [6]. Moreover, Christaller [7], also explains that "the governmental center is the heart of service activities and the center of regional development, while area surrounding that center and its hinterland are the area to serve."

Hagget [8] explain that "Regional expansion focusing on governmental service aspect refers to central place theory which utilizes the following indicators: affordability, recoverability and replicability". So the capital or central of government should be able in providing service to improve social welfare. Therefore, in public service provision, it should fulfill three principals, namely, affordability, recoverability, and replicability of the service.

Probolinggo Police Resort (Polres) is one of the government agencies that have been moved to Kraksaan District and start to function since 2010. However, the resettlement of new headquarter of Probolinggo Resort Police (Polres) has not yet supplemented with the move of the unit of traffic (SATLANTAS), therefore for maintaining Driving License (SIM), STNK, and the LAKA would still take place in former headquarter of Probolinggo Resort Police (Polres) in the city area. The Handling of Police Record (SKCK) is a service that has been conducted after the resettlement of the Headquarters of Probolinggo Resort Police (Polres) in the Kraksaan District. It is expected that by resettlement this institution, better public service quality would occur, particularly in terms of handling of Police Record (SKCK) services

The purposes of this research was examined and analyzed the extent of the influence of: (1) affordability variable toward service quality of Police Record (SKCK) in Probolinggo Resort Police (Polres), (2) recoverability variable toward service quality of Police Record (SKCK) in Probolinggo Resort Police (Polres), (3) replicability variable toward service quality of Police Record (SKCK) in Probolinggo Resort Police (Polres), (4) all of the variable in the resettlement of the capital of

Probolinggo Regency simultaneously toward service quality of Police Record (SKCK) in Probolinggo Resort Police (Polres).

Starting from the dynamics of the resettlement the capital of regency that refers to the government's desire of Probolinggo Regency to bring closer service for the community, has encourage author to examined and review more about the influence of affordability aspect, recoverability and replicability in the resettlement the capital of Probolinggo Regency toward service quality in the Probolinggo Resort Police (Polres), particularly in handling of Police Record (SKCK) either partially or simultaneously by conducting study paper entitle "The Influence of Resettlement of the Capital of Probolinggo Regency toward Service Quality of Police Record (SKCK) (Study in Probolinggo Resort Police (Polres))."

#### **RESEARCH METHOD**

In the study, the author used quantitative research with explanatory approach to test the hypotheses that have been set. Research sites in the Probolinggo Resort Police (Polres) and unit of analysis were people's (individual) who making or handling SKCK in Probolinggo Resort Police (Polres).

#### **Data Collection Techniques**

In the study, the populations were 1929 people. It was total number of people that used Police Clearance Letters (SKCK) services in Probolinggo Resort Police (Polres) in 2012. Sample in this study was 95 respondent. Taking of a sample used in this study was Simple Random Sampling so the researchers spread a questioner on every person who handling of the SKCK in Probolinggo Resort Police (Polres).

Data collection techniques are the most strategic step in the research, because the main objective of the research is to get the data. Data collection techniques were used in this research from questionnaire, interview, documentation and observation.

Variables used in this study are independent and dependent variables. Independent variables consist of three variables, such as affordability, recoverability and replicability. While dependent variable in this study was service quality of Police Record (SKCK) (variable Y) bounded by the independent variable that the resettlement the capital of regency.

Public service is basically the provision of services performed by the government as organizers of the state to meet a public need

conforming to regulations that are being enacted [9]. Theoretically, the purpose of the public service is basically satisfying society. When people have an affair or purposes in an organization, whether public or private organizations, it will feel good and happy when served by the employee. If people happy, it can be said that the service quality provided can be well worth anyway. Then Parasuraman et al [10] stated that to know the real of perceived quality by the people (customers), there is a measure of service quality indicators are located on the 5 (five) principal dimensions according to what customers say, namely:

- a. Tangibles: Apperance of physical facilities, equipment, personnel, and communication materials.
- b. Reliability: Ability to perform the promised service dependably and accurately.
- c. Responsiveness:Willingness to help customers in provide the prompt services.
- d. Assurance:Knowledge and courtesy of employees and their ability to convey trust and confidence.
- e. Empathy: Caring, individualized attention the firm provides its customers.

The five kinds of dimensions mentioned above utilized the SERVQUAL method as well as a simplification of the ten dimensions of quality. And fifth dimension which is the benchmark as well as the theoretical basis in view of the performance of the Probolinggo Resort Police (Polres) in organizing public services, especially in Police Record (SKCK) services.

#### **Data Analysis Techniques**

Technic of analysis in this study use analysis techniques with the help of a computer program SPSS 16.0 for windows (Statistical Packages for the Social Science), which is a statistical computer program capable of processing statistical data appropriately into various desired output decision makers. The data analysis method used in this study is descriptive and inferential statistics analysis. Nazir [11] argued that the descriptive statistical analysis is a form of analysis used to examine the status of a group of people, an object, a state, a system of thought or a class of events in the present. Inferential analysis is an analytical method to test hypotheses, make predictions, observations or future regression model. Inferential analysis used in this study is a statistical analysis parametis using Multiple Linear Regression.

**RESULTS AND DISCUSSION**

**Validity and Reliability Test of Research Instrument**

**a. Validity Test**

Validity indicates the extent to which the accuracy of measuring devices. According Arikunto [12] argued that validity is a measure that shows the levels of validity of an instrument. The result of validity test can be seen in table 1 as follows.

**Table 1. Result of validity test of the questions Instrument**

Variable	Items	R	Sig	Information
Affordability (X <sub>1</sub> )	X <sub>1.1</sub>	0,868	0,000	Valid
	X <sub>1.2</sub>	0,836	0,000	Valid
	X <sub>1.3</sub>	0,676	0,000	Valid
	X <sub>1.4</sub>	0,695	0,000	Valid
	X <sub>1.5</sub>	0,722	0,000	Valid
	X <sub>1.6</sub>	0,622	0,000	Valid
Recoverability (X <sub>2</sub> )	X <sub>2.1</sub>	0,695	0,000	Valid
	X <sub>2.2</sub>	0,585	0,000	Valid
	X <sub>2.3</sub>	0,679	0,000	Valid
	X <sub>2.4</sub>	0,679	0,000	Valid
	X <sub>2.5</sub>	0,693	0,000	Valid
	X <sub>2.6</sub>	0,597	0,000	Valid
	X <sub>2.7</sub>	0,720	0,000	Valid
Replicability (X <sub>3</sub> )	X <sub>3.1</sub>	0,819	0,000	Valid
	X <sub>3.2</sub>	0,908	0,000	Valid
	X <sub>3.3</sub>	0,909	0,000	Valid
	X <sub>3.4</sub>	0,800	0,000	Valid
Service Quality of SKCK (Y)	Y <sub>1.1</sub>	0,747	0,000	Valid
	Y <sub>1.2</sub>	0,836	0,000	Valid
	Y <sub>1.3</sub>	0,369	0,000	Valid
	Y <sub>1.4</sub>	0,825	0,000	Valid
	Y <sub>2.1</sub>	0,797	0,000	Valid
	Y <sub>2.2</sub>	0,814	0,000	Valid
	Y <sub>2.3</sub>	0,891	0,000	Valid
	Y <sub>2.4</sub>	0,786	0,000	Valid
	Y <sub>2.5</sub>	0,698	0,000	Valid
	Y <sub>3.1</sub>	0,705	0,000	Valid
	Y <sub>3.2</sub>	0,821	0,000	Valid
	Y <sub>3.3</sub>	0,826	0,000	Valid
	Y <sub>3.4</sub>	0,632	0,000	Valid
	Y <sub>4.1</sub>	0,820	0,000	Valid
	Y <sub>4.2</sub>	0,820	0,000	Valid
	Y <sub>4.3</sub>	0,799	0,000	Valid
	Y <sub>4.4</sub>	0,785	0,000	Valid
	Y <sub>5.1</sub>	0,545	0,000	Valid
	Y <sub>5.2</sub>	0,541	0,000	Valid
	Y <sub>5.3</sub>	0,713	0,000	Valid
Y <sub>5.4</sub>	0,762	0,000	Valid	
Y <sub>5.5</sub>	0,769	0,000	Valid	

Sources: Primary Data Processing, 2013

Based on the test results of the validity of the instrument above question may note that all of the items for the question affordability (X<sub>1</sub>), recoverability (X<sub>2</sub>), and replicability variables (X<sub>3</sub>) and service quality of SKCK variable (Y) has a value of coefficient of correlation (r) ≥ 0,3 and the significance of less than 0.05. Thus means that affordability variables (X<sub>1</sub>), recoverability (X<sub>2</sub>), and replicability (X<sub>3</sub>) and service quality of

SKCK variable (Y) was declared valid and further analysis can be performed.

**b. Reliability Test**

According Arikunto [13] reliability refers to the notion that an instrument sufficiently reliable to be used as a data collection tool because it is a good instrument. Good instrument will not be tendentious directing respondents to choose certain answers. Reliability test results of all variables shown in table 2 as follows .

**Table 2. The Result of Reliability Test**

Variable	Coefficient Alpha	Information
Affordability (X <sub>1</sub> )	0,806	Reliabel
Recoverability (X <sub>2</sub> )	0,766	Reliabel
Replicability (X <sub>3</sub> )	0,874	Reliabel
Quality Service of SKCK (Y)	0,915	Reliabel

Sources: Primary Data Processing, 2013

Based on the results of reliability test above can be known that all variables have the value of Cronbach Alpha coefficient greater than 0.6 so that it can be said the question of instruments used in this study were reliable so that further analysis can be performed.

**Classical Assumptions Test**

**a. Normality Assumptions Test**

Normality test aims to testing whether in a regression, dependent variable, independent variable or both have the normal distribution or not [14]. Regression model stated good if have distribution data normal or approaching normal. The results of normality assumptions test could be seen in the table 3 as follows.

**Table 3. Result of Normality Assumptions Test**

Statistical Test	sig. value	Information
Kolmogorov-Smirnov Z	0,366	Normal Spread

Sources: Primary Data Processing, 2013

Based on the testing normality results in the table mentioned above known that the value of significance residual regression formed larger than real standard of 5 % so that it could be stated the assumed normality was fulfilled.

**b. Multicollinearity Assumption Test**

Multicollinearity test aims to test whether the regression model found a correlation among the independent variables. A good regression model that will show no correlation occurs between the independent variables. If there was strong correlation between an independent variable, it will be difficult to separate the effects of each, and to get a good estimator for the regression coefficients.

To find out whether or not there are symptoms of multicollinearity can be detected from the enormity of VIF (Variance Inflation Factor). When the value of the VIF is not more than 10 then multicollinearity does not occur. The results of multicollinearity assumptions test could be seen in the table 4 as follows.

**Table 4. The Result of Multicollinearity Assumptions Test**

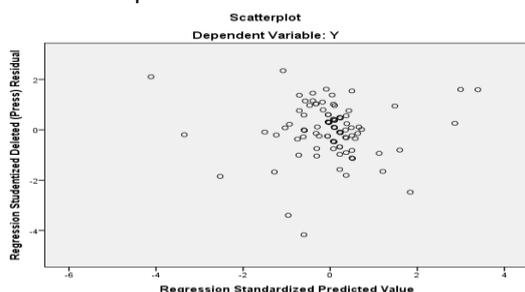
Independent Variable	VIF	Information
Affordability ( $X_1$ )	1,789	Non-multicollinearity
Recoverability ( $X_2$ )	2,451	Non-multicollinearity
Replicability ( $X_3$ )	1,897	Non-multicollinearity

Sources: Primary Data Processing, 2013

Based on the table mentioned above could be known that independent variables have the Variance Inflation Factor less than 10, so that it can be stated there was no multicollinearity symptom between independent variables.

**c. Heteroscedasticity Assumptions Test**

Heteroscedasticity test aims to test whether in a model of regression occurring dissimilitude variance of residual of a surveillance to observation another. To know done with see chart scatterplot.



**Figure 1. Scatter Plot of Heteroscedasticity Test**

Sources: Primary Data Processing, 2013

Based on chart scatter a plot mentioned above it appears that there was no apparent pattern on to scatter residual his so that it can be inferred that does not happen heteroscedasticity symptoms or in other words the assumption non-heteroscedasticity has been fulfilled.

**d. Autocorrelation Assumptions Test**

Autocorrelation test aimed at testing whether a linear regression model in there was correlation between the error of a bully in the period t with error at period t-1 (previous) [15]. To know the whereabouts of autocorrelation symptoms can be seen from Durbin Watson. Durbin Watson test calculation results (DW) by using the regression can be seen in table 5 as follows.

**Table 5. The Result of Non- Autocorrelation Assumptions Test**

DI	Du	4-du	4-dl	Dw	Interpretation
1,602	1,732	2,268	2,399	2,154	Do not happen autocorrelation

Sources: Primary Data Processing, 2013

Based on the Autocorrelation Assumptions test result mentioned above shown that  $du < dw < 4-du$  ( $1,732 < 2,154 < 2,268$ ), then it could be inferred that the autocorrelation was not happening.

**Multiple Linear Regression Analysis**

To know the influence of the relation the resettlement of the capital of regency variables (X) toward the service quality of Police Record (SKCK) variable (Y) used multiple linear regression analysis, where the multiple linear regression is a analysis of the influence of each independent variables jointly toward dependent variables. Testing result was using a technique analysis computer program SPSS 16.0 for windows it could be seen on the table 6 as follows.

**Table 6. Multiple Linear Regression Analysis**

Variable	B	$\beta$	t <sub>statistic</sub>	Sig.	R <sup>2</sup>	Information
(Constant)	20,036		4,140	0,000		Significant
Affordability ( $X_1$ )	0,695	0,328	4,304	0,000	22,9%	Significant
Recoverability ( $X_2$ )	0,768	0,264	2,967	0,004	19,6%	Significant
Replicability ( $X_3$ )	1,785	0,383	4,879	0,000	28,0%	Significant
R <sup>2</sup>	= 0,705					
F <sub>statistic</sub>	=72,517					
F <sub>table</sub>	= 2,705					
Sig. F	= 0,000					
t <sub>table</sub>	= 1,986					
$\alpha$	= 0,05					

Sources: Primary Data Processing, 2013

Based on the table regression mentioned above obtained the determination coefficient (R<sup>2</sup>) value was 0,705 or 70,5%. That means that the diversity of the service quality of Police Record (SKCK) affected by 70,5% independent variable such as affordability, recoverability, and replicability. While the remaining was as much as 29.5% influenced by other variables outside the variables that explored.

**Hypothesis Testing**

**a. Simultaneous Test (F-Test)**

F-test was used to indicate whether all independent variables i.e. Affordability ( $X_1$ ), Recoverability ( $X_2$ ) and Replicability ( $X_3$ ) simultaneously had significant influence toward the service quality of Police Record (SKCK) variable in the Probolinggo Resort Police (Polres).

Testing criteria:

1. If  $F_{\text{statistic}} > F_{\text{table}}$ , then  $H_0$  rejected and  $H_a$  accepted, its mean independent variables ( $X_1$ ,  $X_2$  and  $X_3$ ) simultaneously had significant influence toward dependent variable (Y).
2. If  $F_{\text{statistic}} < F_{\text{table}}$ , then  $H_0$  accepted and  $H_a$  rejected, its mean independent variables ( $X_1$ ,  $X_2$  and  $X_3$ ) simultaneously had not significant influence toward dependent variable (Y).

Based on the analysis results of the F-test found in the regression table mentioned above, obtained  $F_{\text{Statistic}}$  value was 72,517. This value was greater than  $F_{\text{Table}}$  ( $72,517 > 2,705$ ) and significance for F value was smaller than  $\alpha$  (0,05). This indicated that Affordability ( $X_1$ ), Recoverability ( $X_2$ ) and Replicability ( $X_3$ ) simultaneously influence significantly toward service quality of Police Record (SKCK).

#### **b. Partial Test (t-test)**

t-test was used to test the relationship partially to gauge the level of significance between the independent variable toward the dependent variable.

Testing criteria:

1. If  $t_{\text{statistic}} > t_{\text{table}}$ , then  $H_0$  rejected and  $H_a$  accepted, its mean independent variables ( $X_1$ ,  $X_2$  and  $X_3$ ) partially had significant influence toward dependent variable (Y).
2. If  $t_{\text{statistic}} < t_{\text{table}}$ , then  $H_0$  accepted and  $H_a$  rejected, its mean independent variables ( $X_1$ ,  $X_2$  and  $X_3$ ) partially had not significant influence toward dependent variable (Y).

Based on the results of the analysis of the t-test found in the regression table above, obtained value as follow:

- 1) Affordability Variables ( $X_1$ ) have the value  $t_{\text{Statistic}}$  was 4,304 with 0,000 significance and  $t_{\text{Table}}$  was 1,986. Since  $t_{\text{Statistic}} > t_{\text{Table}}$  ( $4,304 > 1,986$ ) or significance for t was  $< 5\%$  ( $0,000 < 0,05$ ), it can be concluded that partially, affordability variable ( $X_1$ ) influence significantly toward service quality of the Police Record (SKCK) variable (Y).
- 2) Recoverability Variables ( $X_2$ ) have the value  $t_{\text{Statistic}}$  was 2,967 with 0,004 significance and  $t_{\text{Table}}$  was 1,986. Since  $t_{\text{Statistic}} > t_{\text{Table}}$  ( $2,967 > 1,986$ ) or significance for t was  $< 5\%$  ( $0,004 < 0,05$ ), it can be concluded that partially Recoverability variable ( $X_2$ ) influence significantly toward service quality of Police Record (SKCK) variables (Y).
- 3) Replicability Variables ( $X_3$ ) have the value  $t_{\text{Statistic}}$  was 4,879 with 0,000 significance and  $t_{\text{Table}}$  was 1,986. Since  $t_{\text{Statistic}} > t_{\text{Table}}$  ( $4,879 > 1,986$ ) or significance for t was  $< 5\%$

( $0,000 < 0,05$ ), it can be concluded that partially replicability variable ( $X_3$ ) influence significantly toward service quality of Police Record (SKCK) (Y).

To determine the most dominant of independent variables in influencing the value of the dependent variable in a linear regression model, then the used value of the Beta coefficient. The coefficient is a standardized coefficient. Based on a regression analysis of the results table mentioned above seen that the replicability variable ( $X_3$ ) that have the highest beta coefficient on the variable with a value of beta coefficient of 0,383. So it could be concluded that the most dominant variables influencing of the service quality of Police Record (SKCK) variable is replicability variable.

Public administration existence was inevitable. Public administration should be maintained to serve people's interest because its existence was inherent in the nation and society. Therefore, public administration should be interact with other components within society such as cultural, social, economy, politic and others. Public administration itself is an ability to coordinate any social energy which mostly opposite to one another within an organism so that those energy could work as an united component [16]. With this definition, public administration is a configuration from any social energy since more advance of a society it demand to develop more sophisticated public administration.

Public administration has an important and vital role in a country. Public administration was held to delivered public service and its benefit could be perceived by society after government increase its professionalism, implement efficient and effective techniques, and it could be more beneficial if government could generate insight for the people to accept and take some parts of public administration responsibility". Therefore, it might be concluded that public administration has an important role to give high a service quality for the community.

Related with those mentioned above, to give high service quality and bring closer service for its community, government of Probolinggo Regency has started to resettled its center of government (capital) from Probolinggo City to Kraksaan district as the selected area for new capital city of Probolinggo Regency.

Selecting Kraksaan district as the capital of Probolinggo Regency was internally based on several consideration such as its economy ability,

regional potential, socio cultural, socio political, amount of its people, vastness of area, and other consideration, while externally, for changing name of capital and capital movement was already provide by government regulation. Thus, if both internal and external factor was combined, Kraksaan district would be more able and stand as new capital of Probolinggo Regency and it would also give a new hope for Kraksaan people in particular and Probolinggo Regency citizen in general, in its effort to developed this nation.

With the passage of Government Regulation Number 2 year 2010 concerning the resettlement of the capital of Probolinggo Regency From Probolinggo City to Kraksaan District, Probolinggo Regency, East Java Province, it bring hope for many parties either community people or regional bureaucracy, such as that government task and development would become better implemented and in accord with people's interest, also able to give adequate discretion to determine exact policy and in making development programs for regional advancement and public service that could brought welfare for its people.

Till date, not all offices or agencies has been moved to Kraksaan District, there were some who had been moved such as Education Department, Probolinggo Resort Police (Polres), Regional Representative Council (DPRD) of Probolinggo Regency, The Regional Secretariat and Health Department which was moved in late February 2013. However, the response of agencies of Probolinggo Regency was very positive in supporting the resettlement of the capital of Probolinggo Regency to Kraksaan District. Their support seen from community desire to make the service more qualified. The service to the community cannot be done optimally, because the place of service agencies still scattered so that with the resettlement of the capital and administrative center of then the public service can be performed optimally.

Probolinggo Resort Police (Polres) is one of government agencies that experiencing the resettlement of the capital of Probolinggo Regency to Kraksaan District. Up until this moment, not all service has been moved to the new headquarters such as service for SATLANTAS (SIM, STNK and LAKA) for citizen of Probolinggo Regency still should go to Probolinggo city if they wish for these services. By moving this Probolinggo Resort Police (Polres), it was

expected that public service could have better quality.

One theory explained about the city as service center would be Central Place Theory. In Central Place Theory, Christaller in Setiawan [17] explained that "governmental center is the heart of service activities and the center of regional development, while area surrounding that center and its hinterland is the area to serve." According to Christaller, a service center should able in providing goods and services for people surroundint it. Moreover, it is suggested that two residences center with exact same amount did not always become the same service center. The terms centrality was used to describe amount of people and its importance as central place.

The capital of regency is a central area or development control central which would encourage a balanced growth between city and village or between villages with synergy. The capital of Regency was also functioned as regional balance center in which its support capacity in area potential would depend on the balance of demographic spread carrying the same opportunity toward social economy demography and environment to realize whole potential to result an assurance in quality and fairness of public service. Hagget in Setiawan [18] explained that "Regional expansion focusing on governmental service aspect refers to central place theory which utilizes the following indicators: affordability, recoverability and replicability."

Thus, the capital of a regency or governmental center should be able in providing service in order to improve their people welfare. To do so, in public service provision should meet three principles that are affordability, recoverability and replicability. Those were variables within this study, how does affordability, recoverability and replicability aspect toward service quality, in particular for making or handling Police Record (SKCK) in Probolinggo Resort Police (Polres). Relationship of resettlement of the capital of Probolinggo Regency with quality of Police Record (SKCK) service would lies in influence of each aspect within the resettlement of the capital of regency toward service quality of Police Record (SKCK). It is expected that by the resettlement of the capital of Probolinggo Regency, there would be improvement in public service quality, particularly in the Police Record (SKCK) services.

In order to facilitate services for areas located far from the center of government, the

government of Probolinggo regency, primarily Probolinggo Resort Police began December 7, 2012 imposing special rules for certain areas. Tongas, Sumberasih, and Wonomerto were 3 areas in which administrative area in the area of Probolinggo regency while jurisdiction area in the area of Probolinggo City. Thus the expected the public services more quality.

Result of this study showed that the resettlement of the capital of Regency variables (X) consist of affordability, recoverability and replicability simultaneously and partially influence significantly toward dependent variable (Y) that is the service quality of Police Record (SKCK). Simultaneously it gain  $F_{Statistic}$  was 72,517. This figure is larger than  $F_{Table}$  (72,517 > 2,705) and significance for F value was smaller than  $\alpha$  (0,05). This indicated that Affordability ( $X_1$ ), Recoverability ( $X_2$ ) and Replicability ( $X_3$ ) simultaneously influence significantly toward service quality of Police Record (SKCK). In what follows, it would be explained effect of each variable in the concept of the resettlement of the Capital of Probolinggo Regency toward service quality of Police Record (SKCK) in Probolinggo Resort Police (Polres).

#### **1. Affordability variable ( $X_1$ )**

The capital of the district is an obligatory place that should be owned by regency. According to Soenkarno [19], each region either administrative region or development region would have large, medium and small city as its center. Administrative region such as province, regency and district would each have a capital city that normally the largest city in its area. The prevailed government system had create tendency toward decision to relocate center of government for Regency out of the city where it belong. As a new capital of regency it is expected to be able in meeting three principles based on central place theory consists of affordability, recoverability and replicability [20].

First and main principle would be affordability. Public service should be affordable for broad member of society. Affordability in this context was viewed from distance, accessibility and cost perspective. Good distance and accessibility would cause the people to gain service in easy manner, while inexpensive cost would make those services able to be enjoyed by all layer of community.

From distribution result of respondent answers for affordability variable ( $X_1$ ), it could be concluded that:

- 1) As many as 32,6% respondent agrees that distance toward the Office of Probolinggo Resort Police saying it close from home.
- 2) As many as 44,2% respondent neither agree/nor disagrees that road condition toward Probolinggo Resort Police saying it in good condition.
- 3) As many as 68,4% respondent agrees that Probolinggo Resort Police saying it passed by public transportation (easy to access using public transportation).
- 4) As many as 73,7% respondent agrees that transportation condition toward Probolinggo Resort Police saying it good.
- 5) As many as 86,3% respondent agrees that transportation toward Probolinggo Resort Police saying it fluent (traffic jam free).
- 6) As many as 85,3% respondent agrees that affordable cost for Police Record (SKCK) service.

In summary, it might be concluded that majority of respondents answer Agree (A) in 5 of 6 questions concerning affordability variable ( $X_1$ ), that is on item concerning closeness distance to the office of Probolinggo Resort Police, transportation affordability, good condition of transportation, smoothness of transportation and cost affordability in making or handling Police Record (SKCK) to the community. Around 42 (44,2%) respondent stated neither agree/nor disagree (NA) in good condition of the road to Probolinggo Resort Police.

Based on Multiple Linear Regression Analysis, affordability variable ( $X_1$ ), which consist of 6 indicators, that are distance to Polres Office Probolinggo, road condition, transportation condition, transportation smoothness, and cost affordability in maintaining of the Police Record (SKCK) to the community influence significantly toward service quality of Police Record (SKCK) variables (Y). Analysis result showed that  $t_{Statistic}$  was 4,304 with 0,000 significance and  $t_{Table}$  was 1,986. Since  $t_{Statistic} > t_{Table}$  (4,304 > 1,986) or significance for t was < 5% (0,000 < 0,05), it can be concluded that partially, affordability variable ( $X_1$ ) influence significantly toward service quality of the Police Record (SKCK) variable (Y).

Good governance would be desired by any parties, either bureaucrats or the community. Quality of service given by bureaucracy would highly determined public satisfaction which could directly impact on related organization. Some important components in effort to give good and optimum service for the people are accessibility, distance affordability toward the capital of the

regency and cost affordability in this case related with cost to request for maintaining of the Police Record (SKCK). All these would become one of important indicator in this study, in which majority respondent stated good score in assessing affordability variable.

## **2. Recoverability Variable ( $X_2$ )**

Second principle to be fulfilled as new capital is recoverability [21]. Meaning of recoverability in this context would regarding time and facilities. Timeliness and adequate facilities would brought higher quality service.

From distribution result of respondent answers for recoverability variable ( $X_2$ ), it could be conclude that:

- 1) As many as 68,4% respondent agrees that handling Police Record (SKCK) in Probolinggo Resort Police (Polres) was easy.
- 2) As many as 55,8% respondent agrees that service punctuality was in accord with prevailed norms.
- 3) As many as 94,7% respondent agrees that information given by Probolinggo Resort Police employee's in handling Police Record (SKCK) service was clear and understandable .
- 4) As many as 88,4% respondent agrees that employee's responsiveness was fast in serving each person that handling Police Record (SKCK) service
- 5) As many as 77,9% respondent agrees that physical condition of Probolinggo Resort Police building was good.
- 6) As many as 55,8% respondent agrees that facilities in Probolinggo Resort Police was fully equipped.
- 7) As many as 77,9% respondent agrees that environment in Probolinggo Resort Police was comfortable

In summary, it might be concluded that majority of respondents stating Agree (A) in 7 of 7 questions concerning recoverability variable ( $X_2$ ), that is on item concerning feasibility in making or handling of Police Record (SKCK) service, service punctuality, information clarity given by Probolinggo Resort Police employee's, fast responsiveness of employee's in serving each person who making or handling Police Record (SKCK) service, physical condition of Probolinggo Resort Police building, facilities completeness, and environmental comfortability. It proved that majority of respondent stated good in assessing recoverability variable.

Based on multiple linear regression analysis, recoverability variable ( $X_2$ ) which consist of 7 indicator that are feasibility in handling of Police

Record (SKCK) services, service punctuality, information clarity given by employee's of Probolinggo Resort Police, employee's responsiveness, physical condition of Probolinggo Resort Police's building, facility completeness, and environmental comfortability in Probolinggo Resort Police had significant influence toward service quality of Police Record (SKCK) variables (Y). Analysis result showed that  $t_{Statistic}$  was 2,967 with 0,004 significance and  $t_{Table}$  was 1,986. Since  $t_{Statistic} > t_{Table}$  ( $2,967 > 1,986$ ) or significance for t was  $<5\%$  ( $0,004 < 0,05$ ), it can be concluded that partially recoverability variable ( $X_2$ ) influence significantly toward service quality of Police Record (SKCK) variables (Y).

## **3. Variable Replicability ( $X_3$ )**

Third and last principle that should be met as new capital of regency is replicability [22]. Replicability is a plan to provide urban service facilities for the community in which only prevailed in certain location, thus not necessarily could be implemented in different place and time. It means that activity in providing urban service facilities for public is not a project but more like a program, pre-planned to be implemented in other places that needs it (replicable). Thus, in here it could be seen the appropriateness of procedural and real cost with actual reality occurs in public service and concerning disciplinary of service officer.

From distribution result of respondent answers for replicability variable ( $X_3$ ), it could be conclude that:

- 1) As many as 84,2% respondent agrees that existed procedural is in accord with prevailed norms.
- 2) As many as 88,4% respondent agrees that existed requirements is in accord with type of service.
- 3) As many as 85,3% respondent agrees that disciplinary rate of service officer in Probolinggo Resort Police was good.
- 4) As many as 84,2% respondent agrees that cost for making or handling Police Record (SKCK) service is in accord with prevailed norms.

In summary, it might be concluded that majority of respondents stating Agree (A) in 4 of 4 questions concerning replicability variable ( $X_3$ ), that is on item concerning procedural appropriateness with prevailed norms, requirement appropriateness with type of service, disciplinary level of the service employee in Probolinggo Resort Police, and appropriateness in cost of the handling Police

Record (SKCK) services with prevailed norms. It proved that majority of respondent stated good in assessing replicability variable.

Based on Multiple Linear Regression Analysis, replicability variable ( $X_3$ ) which consist of 4 indicators that are procedural appropriateness with prevailed norms, requirement appropriateness with type of service, disciplinary level of the service employee in Probolinggo Resort Police, and appropriateness in cost of the handling Police Record (SKCK) services with prevailed norms influence significantly toward service quality of Police Record (SKCK) (Y). Analysis showed that  $t_{Statistic}$  was 4,879 with 0,000 significance and  $t_{Table}$  was 1,986. Since  $t_{Statistic} > t_{Table}$  ( $4,879 > 1,986$ ) or significance for t was  $< 5\%$  ( $0,000 < 0,05$ ), it can be concluded that partially replicability variable ( $X_3$ ) influence significantly toward service quality of Police Record (SKCK) (Y).

Basically, the resettlement of the capital of regency wasn't just a resettlement of the center of government but also the resettlement of whole the center of government activity, whether it is the center of government, service centers, education, health, sports, trade and services. Kraksaan will be developed into as the Centre of Local Activities (PKL), which serves as the center of government and service center. According to Article 51 paragraph (2) Local Regulation of Probolinggo regency Number 3 year 2011 concerning spatial planning of Probolinggo regency from 2010 to 2024, explained that the development and consolidation of PKL, in the form of urban development of Kraksaan, including:

- a. The construction of center government
- b. The construction of education center district scale
- c. The construction of health center district scale
- d. The construction of the centre regional trade and service
- e. Development of Islamic centers
- f. The construction of terminal type b
- g. The development of fish processing industry

Thereby Kraksaan will be developed not only as center of government but the central of government activity which includes the central government, services, education, entertainment, industry, trade and services. It can be used as a reference or guidelines for other regions intending to resettle the capital of regency so that the area future not only develop as center of government, but also can develop as a advanced

area that can support economic growth and development of the region in the surrounding areas.

In addition, location determination of candidate for capital of regency is highly influential for development of related city even in its regency development. Therefore, in the resettlement of the capital of regency should reviewing several important aspect such as road condition, accessibility, and other aspect suggested by author so that objective of this resettlement could be achieved and public would experiencing real impact of resettlement. Hopefully the resettlement of the capital of Probolinggo Regency will be able to further improve the effectiveness and efficiency of governance and development, and facilitate services to the community in many aspects of life, so it can accelerate economic growth in order to improve the social welfare of Probolinggo regency.

## **CONCLUSION AND RECOMMENDATION**

### **Conclusion**

This study can be concluded that (1) affordability variable ( $X_1$ ) influence significantly toward service quality of Police Record (SKCK) in Probolinggo Resort Police (Polres), (2) variable recoverability ( $X_2$ ) influence significantly toward service quality of Police Record (SKCK) in Probolinggo Resort Police (Polres), (3) replicability variable ( $X_3$ ) influence significantly toward service quality of Police Record (SKCK) in Probolinggo Resort Police (Polres), (4) Simultaneously, the resettlement the capital of the regency variables that consist of three of variable that is affordability ( $X_1$ ), recoverability ( $X_2$ ), and replicability ( $X_3$ ) influence significantly toward service quality of Police Record (SKCK) in Probolinggo Resort Police (Polres) with  $F_{Statistic} > F_{table}$  ( $72,517 > 2,705$ ) or significance for F was  $< 5\%$  ( $0,000 < 0,05$ ).

### **Recommendation**

Basically, the purpose of the resettlement the capital of Probolinggo Regency is to facilitate the community as well as to improve the quality of public services. Therefore, to support these efforts needed some effort such as accelerating development process of of Kraksaan City as the capital and resettled the other governmental activities still left behind in Probolinggo City thus Kraksaan city could functioned as it should be, improvement effort in transportation access (roads) to Kraksaan District, equipped the new building (government agencies building) with

the adequate technology, and giving personal attention toward each member of society who seek the service, so the community would feel comfortable and content while communicating with government employee's.

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