



THE EFFECT OF THE POLRI PRESISI PROGRAM AND DIGITAL COMPETENCE ON FIELD SERVICE PERFORMANCE AT THE DIRECTORATE OF SAMAPTA, LAMPUNG REGIONAL POLICE

Eca Viktriani¹, Hendri Dunan²

¹ Master of Management Study Program, Universitas Bandar Lampung, Indonesia

² Master of Management Study Program, Universitas Bandar Lampung, Indonesia

Email: eca.viktriani11@gmail.com, hendri.dunan@ubl.ac.id

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Abstract:

Field service performance determines the quality of professional, responsive, and community-oriented policing. This study analyzes the partial and simultaneous effects of the Polri Presisi Program and digital competence on field service performance at the Directorate of Samapta, Lampung Regional Police. A quantitative survey was conducted using saturated sampling of 68 personnel. Data were collected through a five-point Likert questionnaire and analyzed with descriptive statistics and multiple linear regression using IBM SPSS. The Polri Presisi Program had a positive and significant effect on field service performance ($B = 0.328$; $t = 2.931$; $p = 0.005$). Digital competence also had a positive and significant effect ($B = 0.720$; $t = 6.974$; $p < 0.001$) and was the dominant predictor ($\beta = 0.679$). Both variables simultaneously affected performance ($F = 284.126$; $p < 0.001$) and explained 89.7% of its variance. Strengthening field services therefore requires consistent Presisi implementation integrated with continuous digital competence development.

Keywords: Polri Presisi Program, digital competence, field service performance

INTRODUCTION

High-quality public service is one of the main indicators of successful governance because it demonstrates the ability of state institutions to meet public needs effectively, efficiently, fairly, and accountably. In modern public administration, service is no longer viewed merely as an administrative activity, but as a form of state accountability and a means of building public satisfaction and trust. Dwiyanto (2018) regards service quality as a benchmark of bureaucratic performance, while Denhardt and Denhardt (2015) emphasize that public services must be oriented toward citizens' interests. Accordingly, the speed, accuracy, transparency, and responsiveness of public officials are key elements that determine the legitimacy of public institutions in the eyes of society.

Within the police institution, these demands are increasingly important because the Indonesian National Police (Polri) performs the functions of maintaining public security and order, enforcing the law, providing protection and assistance, and delivering services. Field services represent the most visible face of the police and involve the most frequent direct interaction with the public



through patrols, guard duties, security operations, report handling, and responses to public security and order disturbances. Slow, inconsistent, or poorly communicated field services may reduce public trust. Conversely, fast, professional, and accountable services strengthen the perception of the state's presence in ensuring public safety.

One of the transformation agendas developed by Polri is the Polri Presisi Program, an approach based on Predictive Policing, Responsibility, and Equitable Transparency. This framework directs police actions to become more data-driven, capable of anticipating risks, clearly accountable, and implemented transparently and fairly (Prabowo, 2021). In the context of field services, the predictive principle requires the use of information to map vulnerabilities; responsibility emphasizes the speed and accuracy of personnel actions; and equitable transparency concerns process openness and proportional treatment of the public. The implementation of these principles is expected to transform merely routine work patterns into services that are more adaptive and results-oriented.

The Polri Presisi transformation is also closely related to the use of digital technology. The digitalization of administration, reporting systems, operational communication, security information management, and application-based services can improve service efficiency and accuracy. However, the availability of devices and information systems does not automatically result in good performance. The success of digital transformation depends heavily on the competence of personnel as technology users. Digital competence includes the knowledge needed to understand digital information, the skills required to operate and use systems, and responsible and adaptive attitudes toward technology use (Bawden, 2008; Rumata & Nugraha, 2020). Personnel with adequate digital competence are better able to search for, evaluate, process, communicate, and use information to support operational decision-making.

Conditions at the Directorate of Samapta, Lampung Regional Police, indicate that the implementation of Polri Presisi and personnel's digital competence still need to be strengthened. The study identifies suboptimal application of the predictive and responsibility dimensions; consequently, some patrol activities and responses to security disturbances remain routine and are not yet fully based on analyses of local vulnerability. The speed and accuracy of responses to public reports are also not always consistent, particularly when personnel face limitations in facilities, infrastructure, and geographical coverage. At the same time, personnel's ability to use technology for reporting, communication, and data processing is uneven. These conditions may limit the benefits of digitally enabled service transformation.

Previous studies show that digital competence is positively associated with service quality, particularly service speed and accuracy (Rahman, 2024). Research on Presisi-based service transformation also emphasizes the importance of innovation and technology use in strengthening police services (Setiawan et al., 2024; Siregar, 2023). In addition, service quality and an organization's ability to manage relationships with service users are known to be

associated with increased satisfaction and organizational performance (Dunan, 2024). Nevertheless, the combined effects of the Polri Presisi Program and digital competence on field service performance in the operational unit of the Directorate of Samapta, Lampung Regional Police, have not been empirically explained in those studies. This gap provides an important basis for the present research.

This study aims to analyze the effect of the Polri Presisi Program on field service performance, analyze the effect of digital competence on field service performance, and examine the simultaneous effect of both variables at the Directorate of Samapta, Lampung Regional Police. The findings are expected to provide an empirical basis for strengthening policies, personnel development, and digital capacity so that field services become increasingly professional, responsive, transparent, effective, and accountable.

RESEARCH METHOD

This study employed a quantitative approach using a survey method. The research was conducted at the Directorate of Samapta, Lampung Regional Police. The population comprised all personnel in the unit. Because the entire population was accessible, saturated sampling was used, and all 68 personnel were included as respondents. This design was selected to obtain a measurable overview of the implementation of the Polri Presisi Program, digital competence, and field service performance in the unit under study.

The first independent variable was the Polri Presisi Program (X_1), represented by the dimensions of predictive policing, responsibility, and equitable transparency. The second independent variable was digital competence (X_2), which included digital insight or knowledge, digital skills, and digital behavior or attitudes. The dependent variable was field service performance (Y), assessed through quality, speed, initiative, capability, and communication. Data were collected using a five-point Likert-scale questionnaire to measure respondents' level of agreement with each statement.

The analysis was conducted in two stages. First, descriptive statistics were used to present the frequency and percentage distributions of each variable. Second, inferential statistics using multiple linear regression with IBM SPSS were employed to test partial and simultaneous effects. The t-test was used to assess the effect of each independent variable, while the F-test was used to evaluate model feasibility and the joint effect of the independent variables. The coefficient of determination was used to identify the proportion of variation in field service performance explained by the Polri Presisi Program and digital competence. Hypothesis-testing decisions were based on a 5% significance level.

FINDINGS AND DISCUSSION

Descriptive Results

The score classifications show that respondents' assessments of the three variables were concentrated in the moderate to very good categories. No respondents rated the Polri Presisi Program, digital competence, or field service

performance as poor or very poor. Nevertheless, the predominance of the moderate category for the Polri Presisi Program and digital competence indicates that there remains room for improvement so that policy implementation and personnel capacity become more consistent.

Table 1. Descriptive Distribution of Research Variables

Variable	Category	Frequency	Percentage (%)
Polri Presisi Program	Very good	10	14.71
Polri Presisi Program	Good	26	38.24
Polri Presisi Program	Moderate	32	47.06
Digital competence	Very good	28	41.18
Digital competence	Good	6	8.82
Digital competence	Moderate	34	50.00
Field service performance	Very good	30	44.12
Field service performance	Good	8	11.76
Field service performance	Moderate	30	44.12

Source: Primary data, processed in 2026.

The Polri Presisi Program was most frequently rated in the moderate category, with 32 respondents or 47.06%, followed by the good category with 26 respondents or 38.24%, and the very good category with 10 respondents or 14.71%. These findings indicate that the principles of predictive policing, responsibility, and equitable transparency have been implemented, although not yet at an optimal level across all personnel. For digital competence, the moderate category was also the largest group, comprising 34 respondents or 50.00%. A total of 28 respondents or 41.18% were in the very good category, and 6 respondents or 8.82% were in the good category. This distribution indicates the presence of personnel with strong digital capabilities, although the equitable distribution of these capabilities still requires attention.

Field service performance showed a relatively balanced distribution between the moderate and very good categories, each comprising 30 respondents or 44.12%, while the good category included 8 respondents or 11.76%. These findings show that most personnel were able to deliver services effectively, although performance consistency was not yet fully uniform. Strengthening the implementation of Polri Presisi and improving digital competence are necessary so that personnel who remain in the moderate category can progress toward higher performance levels.

Regression Analysis and Hypothesis Testing

Multiple linear regression was used to determine the direction and magnitude of the relationship between the Polri Presisi Program and digital competence, on the one hand, and field service performance, on the other. The regression coefficients are presented in Table 2.

Table 2. Multiple Linear Regression Coefficients

Variable	B	SE	Beta	t	p
Constant	-1.199	1.648	—	-0.728	0.470
Polri Presisi Program (X ₁)	0.328	0.112	0.286	2.931	0.005
Digital competence (X ₂)	0.720	0.103	0.679	6.974	<0.001

Source: Primary data, processed in 2026.

Based on the unstandardized coefficients, the regression equation was $Y = -1.199 + 0.328X_1 + 0.720X_2$. The coefficient of the Polri Presisi Program was positive at 0.328. This means that, with digital competence held constant, a one-unit increase in the implementation of the Polri Presisi Program was associated with a 0.328-unit increase in field service performance. The digital competence coefficient of 0.720 also indicated a positive relationship; with the Polri Presisi Program held constant, a one-unit increase in digital competence was associated with a 0.720-unit increase in field service performance.

The partial test showed that the Polri Presisi Program had a positive and significant effect on field service performance, with $t = 2.931$ and $p = 0.005$. Therefore, the first hypothesis was accepted. Digital competence also had a positive and significant effect, with $t = 6.974$ and $p < 0.001$; therefore, the second hypothesis was accepted. The standardized beta value for digital competence was 0.679, higher than the beta value of 0.286 for the Polri Presisi Program. These findings confirm that digital competence was the more dominant predictor in the research model.

Table 3. Simultaneous Test and Model Contribution

Source	Sum of squares	df	Mean square	F	p
Regression	2,546.483	2	1,273.242	284.126	<0.001
Residual	291.282	65	4.481	—	—
Total	2,837.765	67	—	—	—

Source: Primary data, processed in 2026. $R^2 = 0.897$.

The simultaneous test produced $F = 284.126$ with $p < 0.001$. This result indicates that the Polri Presisi Program and digital competence jointly had a significant effect on field service performance; therefore, the third hypothesis was accepted. The coefficient of determination of 0.897 means that 89.7% of the variation in field service performance was explained by the two variables in the model, while the remaining 10.3% was associated with other factors outside the research model.

Discussion of the Effect of the Polri Presisi Program on Field Service Performance

The positive effect of the Polri Presisi Program indicates that strengthening the principles of predictive policing, responsibility, and equitable transparency is accompanied by improved field service performance. The predictive dimension encourages personnel to use data and information to identify potential disturbances before they develop into more serious problems. Responsibility clarifies personnel accountability for providing fast and accurate

responses, while equitable transparency strengthens the accountability of police actions and proportional treatment of the public. These three dimensions are directly related to the measured performance dimensions: quality, speed, initiative, capability, and communication.

These findings support the concept of the Polri Presisi transformation, which places data, accountability, and fairness at the foundation of police services (Prabowo, 2021). The findings are also consistent with Siregar (2023), who emphasized that Presisi-based public service transformation requires changes in work processes to make them more responsive and transparent. Digital system-based police service innovations, as discussed by Setiawan et al. (2024), demonstrate that Presisi principles can be translated into service mechanisms that are easier to access and monitor. At the Directorate of Samapta, Lampung Regional Police, improving Presisi implementation should focus not only on administrative compliance but also on the use of vulnerability analysis, clear response standards, evaluation of task implementation, and openness of service information.

Discussion of the Effect of Digital Competence on Field Service Performance

Digital competence was shown to be the most dominant variable. This finding indicates that personnel's ability to understand digital information, operate devices and applications, manage data, communicate through digital media, and adapt to technological change is strongly associated with the quality of field task performance. In services that increasingly depend on information systems, digital competence accelerates information flow, reduces reporting errors, strengthens coordination, and assists personnel in making decisions based on available data.

These findings are consistent with the concept of digital literacy, which is not limited to technical skills but also includes the ability to evaluate information and use technology responsibly (Bawden, 2008). Rumata and Nugraha (2020) also identify employee digital literacy as an important capacity in organizational transformation. Rahman (2024) demonstrated a positive effect of digital competence on public service quality, particularly on service speed and accuracy. Accordingly, the digital competence of Directorate of Samapta personnel should be improved in a structured manner through education and training, technical guidance, workshops, system-use simulations, mentoring for personnel with limited capabilities, and regular evaluation of the technology proficiency required for their duties.

Synergy between Polri Presisi and Digital Competence

The magnitude of the simultaneous contribution indicates that organizational policy and individual capability cannot be separated. The Polri Presisi Program provides direction, principles, and standards of service behavior, while digital competence provides the operational capacity to apply those principles through information and technology management. Presisi implementation without digitally competent personnel risks remaining only at the policy level. Conversely, digital capability without a predictive, responsible,

transparent, and equitable orientation may result in technology use that is not directed toward public service needs.

The synergy between the two variables is consistent with the view that technology-based service transformation requires the integration of systems, processes, and human resources (Indrajit, 2020). Syafruddin and Sari (2026) also emphasize the relationship between personnel competence, technological adaptation, internal communication, and the success of Polri's transformation. Therefore, strategies to improve field service performance should include strengthening Presisi governance, providing adequate digital facilities, developing an adaptive work culture, and enhancing competencies relevant to operational needs. Evaluation should not merely measure system availability, but should also assess the consistency of technology use and its effects on service speed, quality, and accountability.

CONCLUSION

This study demonstrates that the Polri Presisi Program had a positive and significant effect on field service performance at the Directorate of Samapta, Lampung Regional Police. Digital competence also had a positive and significant effect and was the most dominant predictor. Jointly, the two variables explained 89.7% of the variation in field service performance. These findings confirm that professional, fast, responsive, transparent, and accountable police services require the integration of Predictive Policing, Responsibility, and Equitable Transparency with personnel's ability to use technology effectively and responsibly. The Directorate of Samapta, Lampung Regional Police, should strengthen the development, supervision, and evaluation of Polri Presisi implementation while simultaneously enhancing digital competence through education and training, technical guidance, workshops, mentoring, and relevant certification. The development of an adaptive work culture and the provision of adequate digital facilities are also necessary to ensure that increased personnel capacity produces a tangible impact on field services. Future studies may examine other organizational factors outside the model and expand the unit of analysis to provide a more comprehensive understanding.

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