

UTILIZATION OF ANDROID BASED APPLICATIONS IN REALIZING QUALITY SERVICES FOR CORRECTIONAL CLIENTS BY THE CENTRAL JAKARTA CORRECTIONAL CENTER

^{*1}Markus Marselinus Soge,²Odi Jarodi

¹Study Program on Technical of Corrections, Correctional Science Polytechnic, Depok, Indonesia

²Study Program on Management of Corrections, Correctional Science Polytechnic, Depok, Indonesia

Author's email:

¹markusmarselinus@gmail.com, ²odi.30jarodi@gmail.com

*Corresponding author: markusmarselinus@gmail.com

Abstract. *Services to the community continue to develop in accordance with technological advances, including services to inmates who have almost completed their criminal period and are outside the penitentiary and are supervised by the correctional center. The research study aims to determine the utilization of android-based applications in realizing quality services for correctional clients by the Central Jakarta Correctional Center. Research methods using descriptive qualitative methods with secondary data sources in the form of android-based applications downloaded from google playstore called 'TemanPAS', which is analyzed descriptively qualitative. The first research results is that the Central Jakarta Correctional Center provides features of online guidance services by community supervisors to correctional clients, features of correctional client work guidance interest data collection services, and features of community research data search services by community supervisors. The second research result is the utilization of the android-based application 'TemanPAS' as a manifestation of two of the dimensions of service quality, namely reliability and responsiveness which are very necessary in the era of technological advances that continue to develop.*

Keywords: *Android Based Application; Responsive Services; Correctional Clients*

1. INTRODUCTION

The government has an important duty to provide public services to the community (Ismail Nurdin, 2019, p.17) so that the community can fulfill their rights as citizens. Service to the community or public is something that cannot be left behind by the government. The purpose of the existence of the government is very clear to serve its people or society and even seek its welfare. Public services according to applicable regulations are defined as activities to meet service needs under laws and regulations that apply to individual citizens and residents of goods, services, and/or administrative services provided by public service providers (Mohamad Syaiful Aris, Ezra Tambunan, Dita Elvia Kusuma Putri & Xavier Nugraha, 2022, p.255).

In society, there are various groups, one of which is people who are categorized as violators of the law and have been processed according to the provisions so that they are placed in prisons or what is now referred to as Lembaga Pemasyarakatan in the status of inmates. Offenders or inmates who are nearing completion of their sentence then carry out a stage before they can be fully released which is called the integration stage. At the integration stage, inmates will be released from prison to live and re-exist in the community and undergo a process of guidance and supervision by the Correctional Center with the status of Correctional clients (Ni Luh Putu Sri Pujastuti, 2017, p.ii).

As a government agency that provides services to inmates who are Correctional clients, the Correctional Center seeks to prepare clients to be able to reintegrate into community life by facilitating activities that provide job skills so that Correctional clients

can have provisions to find work or even start an independent business (Saradinda Salsabila, 2021, p.280). By paying attention to the rapid development of technological advances, guidance services to Correctional clients by the Correctional Center have utilized an android-based application that can be downloaded from a cell phone or smartphone. One of the Correctional Centers that utilize Android-based applications in realizing services to correctional clients is the Central Jakarta Correctional Center agency, which is located at Jalan Percetakan Negara VIII Number 54, Central Jakarta. The main task is to provide community and child alleviation under laws and regulations (Balai Pemasarakatan Kelas I Jakarta Pusat, 2017).

The research in this paper aims to explain the use of Android-based applications in realizing quality services for correctional clients by the Central Jakarta Correctional Center. This research is important considering that first, there is a government responsibility to serve the community, including prisoners who are correctional clients. And second, public services can be improved in quality by paying attention to the development of technological advances by utilizing Android-based applications. Similar research has not existed before because, from the results of the author's search, there has been no research that focuses on discussing the use of Android-based applications to realize quality services, especially for inmates, namely Correctional clients organized by the Central Jakarta Correctional Center.

2. LITERATURE REVIEW

The literature review conducted found several works related to the author's research, some of which are:

2.1 Delivering Quality Service

Public services, which are considered to be synonymous with public services, are defined as the process of meeting needs through the activities of others directly where the services needed are physical services and administrative services. While quality is a dynamic condition related to products, services, people, poses, and the environment that meet or exceed expectations. This means that quality contains elements such as a business that meet or exceed customer expectations that include products, services, people, processes, and the environment as well as ever-changing conditions. The quality of public services is a condition where services meet or meet or even exceed what is the expectation of consumers with the actual performance system of service providers, whose success depends largely on the bureaucracy as servants and the community served (Taufiqurokhman and Evi Satispi, 2018, p.166, 167).

Valarie A. Zeithaml, A. Parasuraman & Leonard L. Berry said that the key to ensuring good service quality is meeting or exceeding what customers expect from the service. Service quality, as perceived by customers, can be defined as the extent of discrepancy between customers' expectations or desires and their perceptions (Valarie A. Zeithaml, A. Parasuraman & Leonard L. Berry, 1990, p.18-19). Factors influencing customers' expectations, first is what customers hear from other customers is a potential determinant of expectations, second is personal needs of customers might moderate their expectations to a certain degree, the third is the extent of experience with using a service could also influence customers' expectation levels, fourth is external communications from service providers play a key role in shaping customers' expectations. These dimensions of service quality are exhaustive and appropriate for assessing quality in a broad variety of services (Valarie A. Zeithaml, A. Parasuraman & Leonard L. Berry, 1990, p.19).

Dimensions of service quality are labeled as tangibles, reliability, responsiveness, assurance, and empathy. Explanation of the five dimensions are as follows: Tangibles: the appearance of physical facilities, equipment, personnel, dan communication materials. Reliability: the ability to perform the promised service dependably and accurately. Responsiveness: willingness to help customers and provide prompt service. Assurance: knowledge and courtesy of employees and their ability to convey trust and

confidence. Empathy: caring, individualized attention the firm provides its customers. Those dimensions then become a measurement to assess service quality and are called as SERVQUAL dimensions (Valarie A. Zeithaml, A. Parasuraman & Leonard L. Berry, 1990, p.20-21, 24-26).

In a democratic country, the implementation of public services has at least three indicators, the first is the responsiveness of service provider elements, namely the responsiveness of service provider elements to the expectations, desires, aspirations, and demands of service users. The second indicator of responsibility is how much the process of providing public services is carried out following the principles and provisions of correct administration (general principles of good governance). The third indicator of accountability is the size of the implementation of public services following norms that develop in society. These three indicators become a benchmark for the implementation of quality public services when public services are carried out optimally under laws and regulations, general principles of good governance, the state's goal in realizing people's welfare in the Preamble to the 1945 Constitution will be realized (Mohamad Syaiful Aris, Ezra Tambunan, Dita Elvia Kusuma Putri & Xavier Nugraha, 2022, p.266-267).

2.2 The Use of Information Technology in Correctional Services

Deddy Eduar Eka Saputra, Anis Eliyana, Hamidah, Tuti Sariwulan, and Agung Dharmawan Buchdadi conducted research and poured it into an article entitled "The Use of Information Technology in Correctional Services to Improve Service Quality and Service Satisfaction: A Theory Approach" and published in 2020, where their research aims to see the use of information technology in correctional services to improve service quality and job satisfaction of employees at the Directorate General of Corrections, Ministry of Law and Human rights of the Republic of Indonesia. The results of the research are: the use of information technology is carried out to speed up service processes, transparency, and service accountability. To achieve quality services, the development of training for employees in the use of information technology has an important role, this is in addition to being able to encourage employees to improve service quality, and it also has an impact on the level of job satisfaction of these employees. This research adds to the limitation of the literature and provides empirical evidence related to the use of information technology in the correctional sector which contributes to the service quality and service satisfaction at the Directorate General of Corrections (Deddy Eduar Eka Saputra, Anis Eliyana, Hamidah, Tuti Sariwulan, & Agung Dharmawan Buchdadi, 2020, p.245).

2.3 Correctional Center Service Satisfaction Analysis

Muhammad Rahman Irawan Hadiningrat conducted research and poured it into a thesis entitled "Analysis of Service Satisfaction of the Correctional Center (Bapas) in Guidance of Correctional Clients in the City of Mataram" which was published in 2019, where this study aims to find out how the quality of service of Bapas in the city of Mataram in the guidance program to clients and find out what factors support and hinder the quality of service of Bapas in the city of Mataram guidance to clients. The results of his research are guidance programs provided by Bapas Mataram to clients with a religious approach, attitude and behavior guidance, legal awareness guidance, and work skills. There are indicators of Bapas Mataram service quality, namely the awareness of officers in service, rules, abilities, skills of employee performance, and service infrastructure. The supporting and inhibiting factors of Bapas Mataram in carrying out guidance to clients, supporters are human resources and transportation facilities, while obstacles are clients who rarely report and clients' homes that are far away (Muhammad Rahman Irawan Hadiningrat, 2019, p.vii).

3. RESEARCH METHODS

The research uses qualitative descriptive methods, which aim to present a detailed

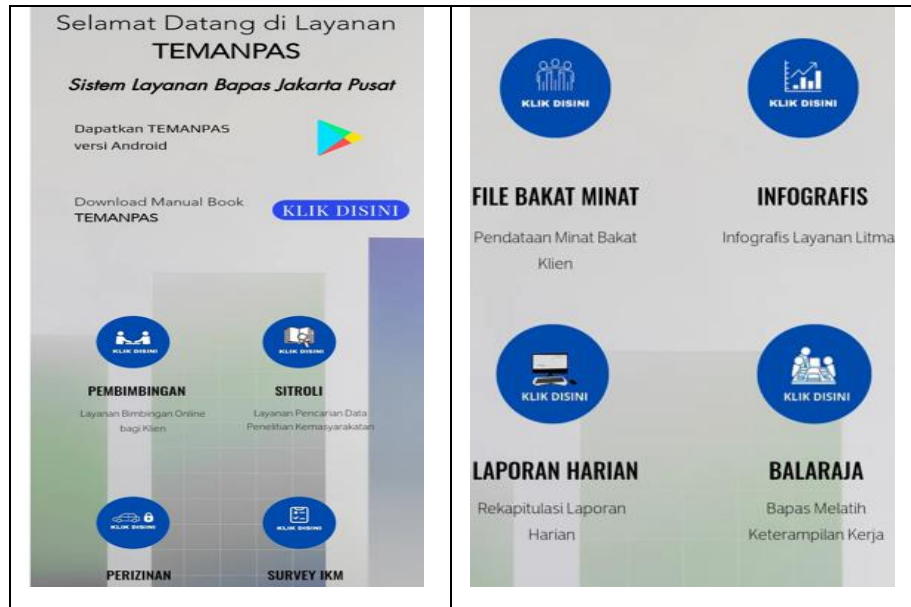
picture of the object of research. The strength of qualitative research lies in the flexibility to describe the research flow (Wiwin Yuliani, 2018, p.83). Secondary data in the study were collected by document study and observation techniques. The research was carried out in Jakarta in April and May 2023 by collecting documents related to the research topic and observing the TemanPAS android-based application downloaded from Google Play. The qualitative descriptive data analysis step includes data reduction, namely the occupancy of data to be taken by researchers, data display, namely the presentation of data in the form of a brief description of the relationship between categories, and concluding, namely answering the expected problem formulation of new findings. The analysis is preceded by triangulation, which is an effort to compare the data produced with observational data to understand and find out the problem so that it becomes accurate (Wiwin Yuliani, 2018, p.83, 87-88).

4. RESULTS AND DISCUSSION

4.1 TemanPAS Application Service Features

The first research result on the use of Android-based applications in realizing quality services for correctional clients by the Central Jakarta Correctional Center is that the Correctional Center has an Android-based application called 'TemanPAS' with several features including as described below.





Source: https://play.google.com/store/apps/details?id=appinventor.ai_dbapas.TemanPas_BapasJakpus&pli=1, dan <https://www.bapasjakpus.com/>

Figure 1. TemanPAS Android-Based Application and Its Features

4.1.1 Online Guidance Services

The Central Jakarta Correctional Center provides an online guidance service feature by Community Supervisors to Correctional clients by filling out a form regarding the "type of guidance" option provided, namely 'assimilation at home' or 'parole' or 'conditional leave' or 'leave before release', then filling out a form regarding the "type of client" option provided, namely 'adult client' or 'child client', then filling out a form regarding the "gender" of choice that provided i.e. 'male' or 'female', then fill out a form regarding "date of filling", then fill out a form regarding "client's name", then fill out a form regarding "contact phone number", then fill out a form regarding "residential address", then fill out a form regarding "employment", then fill out a form regarding "name of community supervisor officer", then fill out a form regarding "describe your living conditions and activities everyday", then fill out a form about "explain about the obstacles you are facing in living your daily life", then fill out a form about "your assessment of the Central Jakarta Correctional Center Guidance Application" which will be chosen which is 'very good' or 'good' or 'enough' or 'bad' or 'very bad'.


<div style="border: 1px solid #f08080; padding: 10px; margin-bottom: 10px;"> <h3 style="text-align: center;">LAYANAN PEMBIMBINGAN KLIEN</h3> <p style="text-align: center;">Balai Pemasyarakatan Kelas I Jakarta Pusat</p> <p style="text-align: center;">Sign in to Google to save your progress. Learn more</p> <p style="text-align: center; color: red;">* Indicates required question</p> <div style="border: 1px solid #f08080; padding: 5px; margin-top: 10px;"> <p>JENIS BIMBINGAN *</p> <p><input type="radio"/> ASIMILASI DI RUMAH</p> <p><input type="radio"/> PEMEBASAN BERSYARAT (PB)</p> <p><input type="radio"/> CUTI BERSYARAT (CB)</p> <p><input type="radio"/> CUTI MENJELANG BEBAS (CMB)</p> <p><input type="radio"/> Other: _____</p> </div> </div>	<div style="border: 1px solid #f08080; padding: 10px; margin-bottom: 10px;"> <p>JENIS KLIEN *</p> <p><input type="radio"/> DEWASA</p> <p><input type="radio"/> ANAK</p> </div> <div style="border: 1px solid #f08080; padding: 10px; margin-bottom: 10px;"> <p>JENIS KELAMIN KLIEN *</p> <p><input type="radio"/> LAKI-LAKI</p> <p><input type="radio"/> PEREMPUAN</p> </div> <div style="border: 1px solid #f08080; padding: 10px; margin-bottom: 10px;"> <p>TANGGAL PENGISIAN *</p> <p>Date <input type="text"/></p> </div> <div style="border: 1px solid #f08080; padding: 10px;"> <p>NAMA KLIEN *</p> <p>Your answer <input type="text"/></p> </div>
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Source: https://play.google.com/store/apps/details?id=appinventor.ai_dbbapas.TemanPas_BapasJakpus&pli=1, dan <https://www.bapasjakpus.com/>

Figure 2. Features of Online Client Guidance Services









4.1.2 Work Guidance Interest Data Collection Services

Central Jakarta Correctional Center provides a feature of work guidance interest data collection services to Correctional clients so that they can choose the job guidance to be followed by filling out interest data through a form regarding "client identity" the options provided are 'full name' and 'age of the client' and 'client's mobile number' and 'name of the community supervisor' and 'last education (did not finish elementary school, elementary, junior high, high school, D1/D3, D4/S1, S2/more' and 'are you working'. Then fill out the form regarding "work guidance options" The options provided are 'driving training' or 'baking training' or 'international culinary training' or 'coffee brewing training (barista)' or 'security training' or 'entrepreneurial development (must have a business)' or 'cooling technique training (air conditioner, refrigerator, dispenser)' or 'computer training' or 'sewing training' or 'dress screen printing training' or 'barbershop training' or 'steam training motor' or 'cosmetology training'.

 <h3 style="text-align: center;">FITAMIN (File Data Bakat dan Minat) Klien Bapas Kelas I Jakarta Pusat</h3> <p>Bimbingan Kerja merupakan salah satu layanan yang diberikan Bapas Kelas I Jakarta Pusat kepada klien masyarakat. Klien Masyarakat dapat memilih bimbingan kerja yang hendak diikuti dengan mengisi pendataan minat berikut ini</p> <p style="text-align: center;">Sign in to Google to save your progress. Learn more</p> <div style="display: flex; justify-content: space-between; margin-top: 10px;"> Next Clear form </div>	<div style="margin-bottom: 10px;"> <p>Nama Lengkap *</p> <p>Your answer</p> </div> <div style="margin-bottom: 10px;"> <p>Umur Klien *</p> <p>Your answer</p> </div> <div style="margin-bottom: 10px;"> <p>No HP Klien *</p> <p>Your answer</p> </div> <div> <p>Nama Pembimbing Masyarakat * TULISLAH NAMA PK-NYA SAJA TANPA BAPAK/IBU DAN DENGAN HURUF KAPITAL</p> <p>Your answer</p> </div>
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Source: https://play.google.com/store/apps/details?id=appinventor.ai_dbbapas.TemanPas_BapasJakpus&pli=1, dan <https://www.bapasjakpus.com/>


Figure 3a. Features of Work Guidance Interest Data Collection Services

<p>Pilihan Bimbingan Kerja *</p> <div style="border: 1px solid #ccc; padding: 5px; margin: 5px 0; text-align: center;">  </div> <p><input type="checkbox"/> Pelatihan Mengemudi</p> <div style="border: 1px solid #ccc; padding: 5px; margin: 5px 0; text-align: center;">  </div> <p><input type="checkbox"/> Pelatihan Pembuatan Kue</p>	<div style="border: 1px solid #ccc; padding: 5px; margin: 5px 0; text-align: center;">  </div> <p><input type="checkbox"/> Pelatihan Kuliner Internasional</p> <div style="border: 1px solid #ccc; padding: 5px; margin: 5px 0; text-align: center;">  </div> <p><input type="checkbox"/> Pelatihan Peracikan Kopi (Barista)</p>
<div style="border: 1px solid #ccc; padding: 5px; margin: 5px 0; text-align: center;">  </div> <p><input type="checkbox"/> Pelatihan Security/ Satpam</p> <div style="border: 1px solid #ccc; padding: 5px; margin: 5px 0; text-align: center;">  </div> <p><input type="checkbox"/> Pengembangan Wirausaha (Harus mempunyai usaha)</p>	<div style="border: 1px solid #ccc; padding: 5px; margin: 5px 0; text-align: center;">  </div> <p><input type="checkbox"/> Pelatihan Teknik Pendingin (AC, Kulkas, Dispenser)</p> <div style="border: 1px solid #ccc; padding: 5px; margin: 5px 0; text-align: center;">  </div> <p><input type="checkbox"/> Pelatihan Komputer</p>

Source: https://play.google.com/store/apps/details?id=appinventor.ai_dbbapas.TemanPas_BapasJakpus&pli=1, dan <https://www.bapasjakpus.com/>

Figure 3b. Features of Work Guidance Interest Data Collection Services

<div style="text-align: center; margin-bottom: 10px;">  </div> <div style="text-align: center;"> <input type="checkbox"/> Pelatihan Menjahit </div> <div style="text-align: center; margin-top: 10px;">  </div> <div style="text-align: center;"> <input type="checkbox"/> Pelatihan Sablon Baju </div>	<div style="text-align: center; margin-bottom: 10px;">  </div> <div style="text-align: center;"> <input type="checkbox"/> Pelatihan Barbershop </div> <div style="text-align: center; margin-top: 10px;">  </div> <div style="text-align: center;"> <input type="checkbox"/> Pelatihan Steam Motor </div>
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☐ Pelatihan Tata Rias

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Clear form

Never submit passwords through Google Forms.

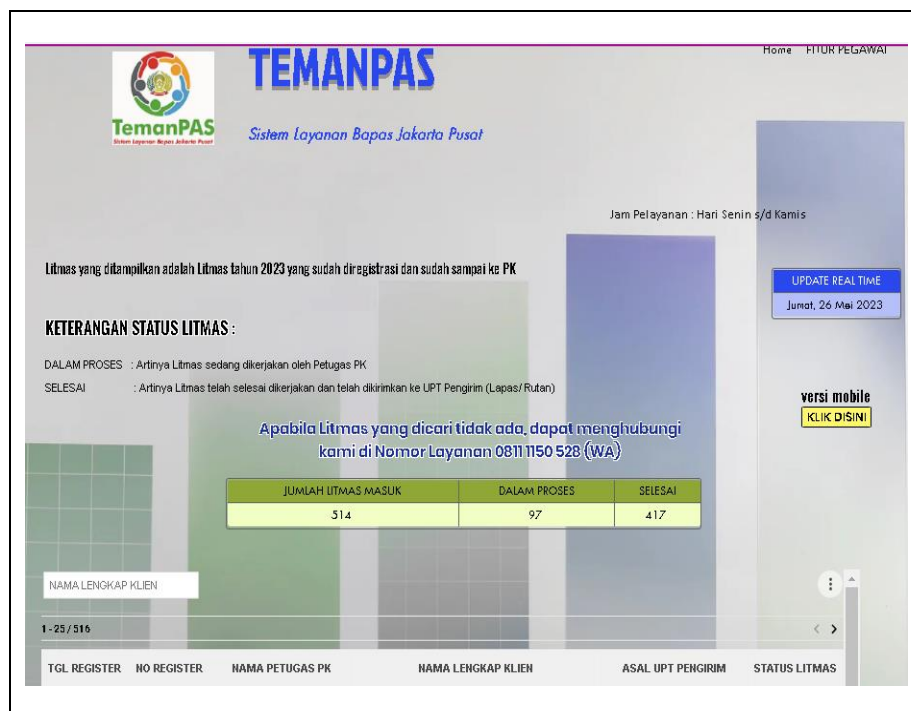
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Source: https://play.google.com/store/apps/details?id=appinventor.ai_dbbapas.TemanPas_BapasJakpus&pli=1, dan <https://www.bapasjakpus.com/>

Figure 3c. Features of Work Guidance Interest Data Collection Services

4.1.3 Community Research Data Search Services

The Central Jakarta Correctional Center provides a community research data search service feature as a control system by pressing the update button according to the last date to display data related to 'register date' and 'register number' and 'name of community supervisor officer' and 'client's full name' and 'origin of technical implementation unit' and 'community research status'.



Source: <https://www.bapasjakpus.com/>

Figure 4. Features of Community Research Data Search Services

4.2 Reliability and Responsiveness of TemanPAS Application

The second research result regarding the use of android-based applications in realizing quality services for Correctional clients by the Central Jakarta Correctional Center is the realization of dimensions of service quality which include dimensions of tangibles, reliability, responsiveness, assurance, and empathy. Of the five dimensions, two dimensions have been precisely fulfilled by the Central Jakarta Correctional Center, namely the dimensions of reliability and responsiveness.

4.2.1 Reliability

Ismail Nurdin said that reliability is the ability to fulfill promised services reliably, with indicators of officer accuracy in providing services, clarity of service standards, and the ability and expertise of officers to use tools in the service process (2019, p.58). Reliability is also defined as the ability of service units to create the promised services appropriately. This dimension relates to the promise of completing something as desired, handling consumer complaints, proper service performance, and providing services according to the promised time and demands for recording errors (Taufiqurokhman and Evi Satispi, 2018, p.181, 186). The TemanPAS application which contains features of Online Guidance Services, Work Guidance Interest Data Collection Services, and Community Research Data Search Services is a manifestation of the promise of appropriate and trustworthy services by Correctional clients because of the clarity of service standards, the ability and expertise of Central Jakarta Correctional Center officers to use tools in service to the public to Correctional clients who take advantage of developments technological advances, and the suitability of the types of services that can be provided following the filling in the application to avoid complaints or demands due to inaccuracy of services provided by the Correctional Center.

4.2.2 Responsiveness

Ismail Nurdin said that responsiveness is the willingness to help customers and provide the right service, with the indicator of responsiveness being to respond to every applicant who wants to get service, officers perform fast, precise, careful, and timely

service, and officers respond to all complaints from customers (Ismail Nurdin, 2019, P.58). Responsiveness is also defined as the willingness to help consumers be responsible for the quality of service provided. This dimension relates to the officer's notification to consumers about the services provided, providing services quickly, the willingness of officers to assist consumers, and officers never feel busy to serve consumer requests (Taufiqurokhman and Evi Satispi, 2018, p.181, 187). Responsiveness expects government officials to be responsible, sensitive, and have high responsiveness to the problems, needs, complaints, and aspirations of the community (Nashuddin, 2016, p.133). The TemanPAS application which contains features of Online Guidance Services, Work Guidance Interest Data Collection Services, and Community Research Data Search Services is a manifestation of the will of the public service government apparatus, namely the Central Jakarta Correctional Center to help Correctional clients with a fast, precise, careful and timely response because it is based on an information technology system that is measurable and easily accessible from cellular phones or smartphones of the correctional clients. With the existence of Android-based applications, there is no reason for public servants at the Central Jakarta Correctional Center not to do their jobs so that they have sensitivity and responsibility in serving service requests from clients.

CONCLUSION

The first research result is that the Central Jakarta Correctional Center provides features of online guidance services by community supervisors to Correctional clients, features of Correctional client work guidance interest data collection services, and features of community research data search services by community supervisors. The second research result is the utilization of the android-based application 'TemanPAS' as a manifestation of two of the dimensions of service quality, namely reliability and responsiveness which are very necessary in the era of technological advances that continue to develop.

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