

## The Effect of Digitalization of Quick Reaction Team (TRC) Reporting in Improving Performance and Public Service in the Police Unit of Sumbawa Regency

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### Abstract

*This study aims to test and analyze the influence of the Development of Rapid Response Team (TRC) Reporting (X1), Improvement of ASN Performance (X2), on Public Service/Public Satisfaction (Y1) at the Sumbawa Regency Civil Service Police Unit. Mixed methods were used in this study with a sequential explanatory research design that combines quantitative and qualitative approaches. Then the data analysis method through Structural Equation Modeling - Partial Least Squares (SEM-PLS). The study population consisted of 168 people, consisting of 37 internal and 131 external populations. The total sample used was 118 respondents, consisting of 26 respondents from internal ASN/TRC and 92 respondents from locations that had received TRC services, with the sampling technique using purposive sampling and accidental sampling. Primary data were collected through questionnaires that had been tested for validity and reliability, so that the instruments used were feasible and reliable. The results of the study indicate that the development of TRC reporting has a positive effect on improving ASN performance with a coefficient value of (path coefficient = 0.639; t-statistic = 8.970;  $p < 0.001$ ). Development of TRC Reporting (X1) Has a Significant Effect on Public Service (Y2). A positive and significant effect was also found between the development of TRC reporting and the quality of public service, with a path coefficient of 0.731 (t-statistic = 13.282;  $p < 0.001$ ). The Y2 variable, which includes public satisfaction, perceived effectiveness, accessibility, and quality of solutions, has an R-square of 0.534, indicating that 53.4% of the variation in public service can be explained by the development of TRC reporting. Thus, this study concludes that the Development of Rapid Response Team (TRC) Reporting (X1) and Improvement of ASN Performance (X2) simultaneously have a positive and significant effect on Public Service/Public Satisfaction (Y1) in the Sumbawa Regency Civil Service Police Unit.*

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### 1. INTRODUCTION

Improving the quality of public services is fundamentally linked to the bureaucracy's ability to navigate increasingly complex societal dynamics. Citizens now demand a service system that is fast, transparent, participatory, and results-oriented. This requires the government to shift its service paradigm from being primarily administration-oriented to a more user-centric (citizen-oriented) service. Furthermore, advances in information technology have fostered the emergence of digital-based service innovations, such as integrated online licensing systems, public complaint applications, and various interactive

communication platforms that narrow the gap between government and the public (Dwiyanto, 2011).

One of the main problems in the Indonesian bureaucracy is the delay in responding to and handling public complaints in the public service sector. Although legal instruments such as the Public Service Law and various online complaint systems, such as the LAPOR! application and the Electronic-Based Government System (SPBE), have been implemented, the bureaucracy at various levels of government, including the Public Order Agency (Satpol PP), still often relies on slow manual procedures and conventional reporting. This administrative barrier is reflected in the findings of the Ministry of Administrative and Bureaucratic Reform (PANRB) and the Indonesian Ombudsman (2023), which stated that more than 40% of regions have not optimally utilized digital systems to process and follow up on public complaints promptly, and there is still overlapping duties between agencies, which slows down the service process (Ombudsman RI, 2023; Ministry of Administrative and Bureaucratic Reform (PANRB), 2023).

In line with the aforementioned bureaucratic and public service challenges, local government agencies, as the direct implementers of public service functions, are experiencing increasingly high public expectations of their role. Local governments are legally and socially empowered and responsible for providing a safe, comfortable, and conducive environment for community activities (Putra, 2022). In this context, public order services are a crucial element of the local government system, given that various social issues, such as violations of local regulations, horizontal conflicts, anarchic behavior, and disaster management, are closely linked to regional resilience and government stability (Ministry of Home Affairs, 2011).

Given the complexity of the problems, societal developments, and the pressures for innovation, the need to develop a Rapid Response Team (TRC) reporting system as part of the Public Order Agency (Satpol PP) bureaucratic reform is essential. The TRC was created as an innovative solution to shorten the bureaucratic chain, accelerate the flow of information, and adapt case handling models based on time priorities and public urgency. Without a transformation of the reporting system and the adoption of digital technology, Satpol PP and local governments could potentially fall behind in providing excellent public services (Yusriadi & Misnawati, 2020).

The complexity of public order issues in Sumbawa Regency requires a systematic and coordinated approach. Geographical factors, including its archipelago, diverse economic activities, and diverse socio-cultural dynamics, present unique challenges for the Public Order Agency (Satpol PP) in providing optimal service. These conditions necessitate a reporting system that can accommodate the needs of communities across multiple locations, with a rapid and accurate response time. Sumbawa Regency, with its unique geographic and demographic characteristics, faces numerous challenges in maintaining public order and security.

The demands of the Sumbawa Regency community for more responsive security and public order services are increasing, along with increasing public awareness of their rights to obtain quality public services. This is evident in the increasing number of public reports and complaints received by the Public Order Agency (Satpol PP), both through conventional channels and through social media and other digital platforms. The Sumbawa Regency Civil Service Police Unit, as one of the Regional Work Units, has a strategic responsibility in supporting the smooth medium-term development of Sumbawa Regency by enforcing public order and security. Based on the Sumbawa Regency Satpol PP Work Plan (RENJA) for 2024, this organization has redesigned its activities by introducing new activities,

simplifying activities, and sharpening activity benchmarks in accordance with the Minister of Home Affairs Regulation Number 90 of 2019.

The legal basis for establishing the TRC is very strong. Normatively, the TRC's existence aligns with the mandate of Government Regulation No. 16 of 2018 concerning the Civil Service Police Unit, which emphasizes the importance of innovation, effectiveness, and improving public order governance. Similarly, Minister of Home Affairs Regulation No. 40 of 2011 concerning the Organizational Guidelines and Work Procedures of the Civil Service Police Unit emphasizes the need for organizational development that is relevant to community needs, flexible, and responsive in enforcing regional regulations and regional heads (Ministry of Home Affairs, 2011).

In its implementation, the TRC integrates various resource aspects: trained personnel, adequate operational equipment, and a state-of-the-art reporting and monitoring system based on information technology. TRC officers are provided with specific training on conflict management, public communication, the use of complaint monitoring applications, and collaboration with stakeholders such as the police, relevant agencies, and civil society (Wardiah et al., 2021). With a shift work pattern and 24-hour standby system, the TRC is positioned as the spearhead of the Public Order Agency (Satpol PP) response to all cases of public order violations, including public complaints via digital channels, call centers, and direct reporting (Sari, 2020).

Previous research on the development of Rapid Response Team (TRC) reporting within local government, related to improving performance and service to the public, particularly within the Civil Service Police Unit, still has several gaps that require further investigation. Several studies that correlate with the research reviewed by the researcher include: Wulandari (2018) and Rahman and Hidayat (2020), Yusuf et al. (2021) and Nugraha et al. (2023), Rahmawati (2020) and Syahrudin (2021), Prasetyo and Adi (2022) and Hamzah (2023), Nurdin (2019) and Fauzan (2020). Some of these studies only examine the effectiveness of work procedures or rapid response to disturbances of order separately, without integrating the dimensions of electronic reporting and internal coordination systems as a whole. Furthermore, research conducted by several previous researchers has also focused only on increasing the human resource capacity of the Civil Service Police Unit through training or coaching, but has not explored how optimizing the reporting system can directly accelerate decision-making and improve the quality of public service.

Previous research has also focused more on the effectiveness of public services in general without comprehensively examining the internal reporting mechanisms that influence the speed and accuracy of the TRC's response in handling incidents in the field. Furthermore, previous research has focused only on aspects of apparatus performance through work discipline or human resource capacity, but has not directly linked these to digital reporting systems or inter-unit coordination mechanisms within the context of the Public Order Agency (Satpol PP). However, in the operational conditions of an agency like the Sumbawa Regency Satpol PP, fast and accurate reporting is a crucial factor influencing the quality of service to the public and the effectiveness of actions in the field.

The majority of previous research still uses qualitative, descriptive evaluative approaches, or simple statistical analyses such as correlation tests and cross-tabulations, which are inadequate for mapping the complex relationships between reporting systems, personnel performance, and public satisfaction. For example, research using a qualitative descriptive approach is limited to manual evaluation of work processes, without integrating information systems analysis or data-driven managerial approaches. Studies such as those by Nurdin (2019) and Fauzan (2020) demonstrate the importance of organizational communication in improving apparatus performance, but have not specifically examined

how the design and development of digital reporting systems can contribute to increased responsiveness and effectiveness of rapid response teams.

Furthermore, research using a descriptive evaluative approach or simple statistical analysis, such as correlation tests and cross-tabulations, conducted by Wulandari (2018) and Yusuf et al. (2021), used conventional survey methods without multivariate analysis capable of simultaneously revealing the dynamic relationships between these variables. This research aims to fill this gap by applying a more comprehensive analytical approach, combining quantitative methods based on Partial *Least Squares* (PLS) and qualitative field findings to explore in depth the impact of TRC reporting development on performance and public service at the Sumbawa Regency Public Order Agency (Satpol PP). This approach not only analyzes the relationships between latent variables but also considers the actual operational context in the field.

In terms of contextual and practical gaps, or research gaps, most previous studies have only been conducted in areas with large Satpol PP organizational structures and comprehensive resources. While this study focuses on Sumbawa Regency, which has limited personnel, limited equipment, and a wide area. This demands innovation in the TRC reporting system that is not only fast but also adaptive to geographical conditions and infrastructure. Furthermore, the findings of previous studies are often conceptual and have not yet produced technical recommendations that can be directly implemented by local governments. Therefore, this study is very important in filling the gaps or gaps in previous research as a form of development and refinement as a form of practical and theoretical contribution. This research not only contributes theoretically in developing an optimal TRC reporting model to improve performance and public services to the community, but also provides practical solutions in the form of a system prototype and operational guidelines that can help the Satpol PP of Sumbawa Regency improve the performance and quality of services to the community in a tangible way.

Operationally, the development of TRC reporting in Sumbawa has the potential to improve the internal performance of the Public Order Agency (Satpol PP) in various aspects. Field officers can receive mobile instructions via a WhatsApp-based complaint service application, submit complaints directly to the relevant unit, and access case data without having to return to headquarters—an efficiency that cuts time, costs, and potential risks of *human error* (Wardiah et al., 2021). The Head of the Public Order Agency (Satpol PP) can periodically monitor all reports and case follow-ups, evaluate team performance, and develop strategies for handling public order disturbances based on digital data evidence.

The series of descriptions in this background emphasizes that the challenges of public service in the era of globalization and digitalization can no longer be addressed with outdated methods that rely solely on manual mechanisms and bureaucratic procedures. Sumbawa Regency, as a region with high socio-economic dynamics, faces pressure from the need for effective, transparent, and adaptive public order services (Rahman, 2022). Manual reporting models have proven to be a significant obstacle to accelerating response times, maintaining data quality, and building public trust in the local government and the Public Order Agency (Satpol PP).

The transformation and modernization of public services, particularly through the development of digital-based Rapid Response Team (TRC) reporting, is a highly relevant and crucial innovative solution. This system not only addresses technical bureaucratic issues such as delays, data duplication, miscommunication, and weak cross-sector coordination but also brings about cultural change in local governance. Through digitalization, the Public Order Agency (Satpol PP) not only enhances the organization's internal capacity but also

builds a much stronger and more inclusive ecosystem of community participation and oversight (Setiawan, 2021).

Against this backdrop, research on the development of TRC reporting in Sumbawa Regency is crucial and essential. This study is expected to become a milestone in public service reforms oriented toward speed, accuracy, responsiveness, and transparency. In addition to strategically contributing to improving the performance of the Public Order Agency (Satpol PP) and public services in Sumbawa Regency, this research is also expected to serve as an important reference for other regions seeking similar innovations to achieve superior public services based on technology and community participation. Therefore, researchers are interested in conducting research entitled "The Influence of Digitalization of Rapid Reaction Team (TRC) Reporting in Improving Performance and Public Services at the Sumbawa Regency Civil Service Police Unit". Furthermore, the contribution of this research can be a trigger for effective and efficient public service bureaucratic reform and a stimulus for improving the performance of ASN/TRC Satpol PP Sumbawa in providing more excellent, professional, responsive, and fast services related to the Enforcement of Regional Regulations or Regional Head Regulations, disturbances to peace, public order and community protection.

## 2. METHOD

This research uses a mixed methods approach. Mixed methods is research with philosophical assumptions that guide the direction and methods of inquiry. As a methodology, it involves philosophical assumptions that guide the direction of collection and analysis, as well as a mixture of qualitative and quantitative approaches in many phases of the research process. As a method, it focuses on the collection, analysis, and blending of quantitative and qualitative data within a single study or series of studies. Its central premise is that the use of quantitative and qualitative approaches, in combination, provides a better understanding of the research problem than either approach alone (Creswell, 2023).

Mixed methods is an approach that combines or connects quantitative and qualitative methods in a single study to obtain more comprehensive, valid, and objective data (Sugiyono, 2020). Mixed methods research focuses on three stages: collecting and analyzing data, identifying and integrating findings, and drawing conclusions, using two methods in parallel within a single study or research. This approach involves data collection, data analysis, and a blend of quantitative and qualitative methods.

Meanwhile, the type of design used in this study is an explanatory sequential design or so-called explanatory *sequential*. This research design approach is considered more integrative and capable of exploring digital leadership issues using different data and methods, namely quantitative and qualitative. The benefits researchers gain from this *explanatory sequential mixed methods*, among others: (1) the validity and credibility of the research results are increased, because the approach is relevant and the results are reliable and valid; (2) they complement each other, because quantitative and qualitative each have different strengths and weaknesses, so that the results of the quantitative approach can be clarified and developed with a qualitative approach; and (3) the results of this research are more complete and provide more comprehensive knowledge about the phenomena being studied, while also studying various aspects of life being studied, and expanding the scope of the research.

Design an *explanatory sequential*. Starting with the first stage of quantitative data collection and analysis, it then continues with qualitative data collection and analysis to strengthen the quantitative research results conducted in the first stage. The general objective of this design is for quantitative data to help clarify and shape the initial qualitative

results. *Explanatory design* can also be used by researchers if they want to form groups based on quantitative results and will follow up on the group through qualitative research.

The *research* steps were carried out in stages by: (1) Socialization and field identification at the main location, (2) Preparation and testing of instruments, (3) Collection of questionnaire data, (4) Data input, processing, and analysis using SmartPLS, (5) Presentation and interpretation of results, and (6) Preparation of policy recommendations. Each process was controlled by systematic scheduling so that the research ran according to the time frame and could capture the entire dynamics of TRC reporting and public services of the Sumbawa Regency Satpol PP.

### 3. RESULTS AND DISCUSSION

#### 3.1 The Development of Rapid Response Team (TRC) Reporting (X1) Has a Positive and Significant Influence on Improving the Performance of ASN (Y1) of Sumbawa Regency Satpol PP

Based on the results of hypothesis testing, it can be concluded that the development of Rapid Response Team reporting has a positive and significant influence on improving the performance of ASN Satpol PP Kab. Sumbawa. This means that the greater the influence of the development of TRC reporting, the higher the increase in the performance of ASN Satpol PP Kab. Sumbawa. The development of TRC reporting that is increasingly responsive, alert, and fast tends to have a very significant influence on improving the performance of ASN Satpol PP Kab. Sumbawa. So that special training is needed to increase the capacity of TRC members as a form of improving the quality of ASN Satpol PP Kab. Sumbawa aims to improve professional competence and capacity to improve performance according to the results of the research in this thesis. As a real result and contribution of this research, the more developed the TRC reporting is, the more professional the performance of ASN Satpol PP Kab. Sumbawa. Conversely, the lower the development of the TRC reporting system, the level of professionalism of ASN Satpol PP Kab. Sumbawa, both in quantity and quality, tends to produce low performance. This is certainly caused by the inability of TRC personnel to adapt to changes in reporting patterns from manual to digital systems, and it is also clearly caused by competencies that are not directly proportional to the development of TRC HR capacity so that it tends to make performance decline and slow down the handling of public reports related to violations of regional regulations and regional regulations as well as disturbances to public order and peace and protection of the community which are the main duties and functions of Satpol PP. This can clearly hamper the performance of Satpol PP ASN if reporting development is still manual without being developed through digital-based TRC reporting.

The results of this study indicate that the development of TRC reporting has a positive and significant influence on the performance of ASN Satpol PP Kab. Sumbawa in line with the findings of various previous studies. This positive significance confirms the hypothesis that the higher the level of TRC reporting development, the higher the performance of ASN Satpol PP Kab. Sumbawa in carrying out its main duties and functions in accordance with the mandate of the Law and the Minister of Home Affairs Regulation Satpol PP professionally and with full integrity. This support strengthens the argument that the development of TRC reporting factors, both in terms of digital-based reporting integration, speed of access, and fast and responsive response to public reporting, plays a crucial role in the formation of improved performance of ASN Satpol PP Kab. Sumbawa is strong, superior, responsive, and professional in carrying out its main duties and functions to enforce local regulations and regulations as well as the

implementation of public order and peace and protection of the community in a complete and consistent manner. Based on the results of the hypothesis testing, it can be concluded that the development of Quick Reaction Team (TRC) reporting has a positive and significant influence on the performance of ASN Satpol PP Sumbawa Regency. This means that the more optimal the TRC reporting system implemented, the more effective the performance of civil servants, especially in terms of public order control and regional regulation enforcement. Civil servants accustomed to using the TRC reporting system tend to be more disciplined, responsive, and able to make decisions quickly thanks to a structured and integrated flow of information. Integrating TRC reporting with the Management Information System (MIS) reinforces the principle of *New Public Management* (NPM), which emphasizes efficiency, transparency, and accountability in public bureaucracy. With real-time digital reporting, supervision of work unit tasks becomes more visible, colleagues can take immediate action based on actual data, and leaders can conduct evaluations based on empirical evidence.

In particular, this finding is consistent with research conducted by Laudon (2020), Feradinata (2023), and Mulyan & Rifaldi (2019), all of whom found that the influence of a TRC-based reporting system is largely determined by HR skills, ongoing training, and the provision of digital tools (*devices and internet*). The literature above also consistently views digital reporting as essential for strengthening control, accelerating information flow, and mitigating the risk of miscommunication common in conventional bureaucracies, which is certainly in line with the results of this study. A study conducted by Sari (2024) consistently confirms that the development of TRC-based reporting significantly improves performance: reporting delays decreased by 60–80%, and complaint response times decreased from an average of >12 hours to <4 hours. In line with this, the empirical model at the Sumbawa Public Order Agency (Satpol PP) shows the same thing: after the TRC intervention, case handling increased from 68% to 93% within 6 months, resulting in measurable improvements in ASN discipline, report accuracy, and ASN work responsiveness. In the case of the Sumbawa Satpol PP, the challenges of limited vehicle facilities and uneven technological training can be minimized through routine training policies, incentive management, and the procurement of integrated reporting tools. The development of TRC reporting is not only a procedural transformation, but also an organizational culture. Civil service officers (ASN) at the Public Order Agency (Satpol PP) are shifting to a digital accountability mindset: every task, follow-up, and evaluation can be monitored openly and in real time. Results *outer loading* and *reliability* Strong SEMPLS results indicate that each indicator (e.g., reporting speed, data accuracy, case completion, field discipline) is increasingly "attached" to the activities and performance of Sumbawa Regency Civil Service Police Unit (Satpol PP). Studies at the Regional Disaster Management Agency (BPBD) and other regional Satpol PP units are also consistent with the results of this study, for example, in Ternate City, which showed similar effects: the presence of TRC and digitalization triggered the integration of functions between sections and across positions, shortened coordination time by 50-75%, and increased the value of the annual ASN performance audit. Furthermore, the results of this study are also in line with research conducted by Susanti (2024), which explained that the main limitations are the disparity in digital facilities and vehicles in several sub-district zones, as well as the quality of connectivity. However, the empirical model of Sumbawa Satpol PP fills the gap in research and shows mitigation efforts such as additional technology training, programs *sharing devices*, reward optimization-

*punishment* data-based reporting.

### **3.2 Development of Rapid Response Team (TRC) Reporting (X1) Has a Positive and Significant Influence on Public Services to the Community (Y2)**

Based on the results of the hypothesis testing, it can be concluded that the development of TRC reporting has a positive and significant impact on public services to the people of Sumbawa Regency. This means that the greater the influence of the development of TRC reporting, the higher the level of public service and public satisfaction with the performance of the Public Order Agency (Satpol PP).

TRC reporting has had a positive impact on public services provided to the people of Sumbawa Regency. The integrated reporting system makes it easier for the public to submit complaints, requests for handling, or reports of disturbances quickly and transparently. The response of Public Order Agency (Satpol PP) officers has also become more measurable and accountable, thereby improving public perception and satisfaction with local government services.

Public service theory states that rapid response, open access, and the ability to provide solutions to community problems are key indicators of modern service. With TRC, the public is assured of a system that accommodates urgent needs, and social problems can be promptly resolved by a responsive bureaucracy. Excellent public service requires not only technical capabilities but also a systemic approach that integrates community needs with bureaucratic capacity. Digital-based TRC can shift the paradigm of public service to be more responsive, transparent, and oriented towards public satisfaction. The digital concept governance. This mechanism underpins automated reporting, ensuring services are easily accessible and acted upon. TRC enables targeted complaint handling, thereby narrowing the gap between slow and ineffective service delivery.

Critically, the relationship between TRC reporting, SIM, and public services can be examined in terms of community empowerment, ease of access to services, and improved interaction between the bureaucracy and the public. With a digital reporting system, complaints are neatly stored, their handling status is easily monitored, and the public can receive notifications regarding the resolution process for their submitted issues.

TRC reporting also has a positive impact on public services provided to the people of Sumbawa Regency. The integrated reporting system makes it easier for the public to submit complaints, requests for assistance, or reports of disturbances quickly and transparently. The response of Public Order Agency (Satpol PP) officers has also become more measurable and accountable, thus improving public perception and satisfaction with local government services.

Empirical research consistently supports these findings, supported by research conducted by Abdullah (2020), Susanti (2024), and Feradinata (2023), as well as internal survey data from the Sumbawa Regency Public Order Agency (Satpol PP), which shows that TRC reporting significantly increases public trust and reduces the potential for conflict. Digital reporting mechanisms also strengthen public participation, enabling citizens to become more than just beneficiaries but also to actively participate in monitoring and improving services. Kasmir & Nasution (2022) also noted that the use of online reporting applications by regional government agencies shortens public waiting times and reduces repeat complaints. Research by Setiawan (2020) and Suharko (2021) demonstrates that digitalization of public services in the regions increases efficiency and expands service reach, clearly supporting these

research findings.

Critically, the relationship between TRC reporting, SIM, and public services can be examined in terms of community empowerment, ease of access to services, and improved quality of interaction between the bureaucracy and the public. With a digital reporting system, complaints are neatly stored, their handling status is easily monitored, and the public can receive notifications regarding the resolution process for their submitted problems. Support for these findings is evident in several studies. Satria et al. (2023) is also consistent and in line with the results of this study, where research conducted by Satria et al. (2023) reported increased public satisfaction with public services in East Java through the implementation of digital TRC reporting. Furthermore, research conducted by Hermanto et al. (2021), Mutiarin & Nugroho (2022), and Ismail et al. (2023) consistently found that digital reporting accelerated complaint resolution times, increased trust, and *satisfaction* community, and strengthened accountability.

Digitizing reporting makes it easier for the public to submit complaints, ensuring that every report is automatically recorded and can be followed up on without delay. A digital-based monitoring system ensures that no report is overlooked, and the entire process is trackable by the public (*transparency and traceability*). Strengthening the mechanism *feedback* and *tracking through* a digital reporting system produces a service culture that is increasingly oriented towards community needs and increases public trust.

Based on the findings of the thesis research at the Sumbawa Public Order Agency (Satpol PP), the digital-based TRC not only accelerates report handling but also facilitates service level evaluation through analytical data. This system creates a loop of service improvement, increases innovation and adaptation, and strengthens the bureaucracy's position as a modern technology-based public servant. Therefore, this study confirms that in Sumbawa Regency, every update to the TRC reporting feature has a real and systemic impact on public services, making this research result also a breakthrough and filling the gap in previous research.

#### 4. CONCLUSION

The development of digital-based Rapid Response Team (TRC) reporting has proven to have a positive and significant impact on improving the performance of State Civil Apparatus (ASN) within the Sumbawa Regency Civil Service Police Unit (Satpol PP). This empirical conclusion is based on organizational data that depicts Satpol PP as a strategic government institution, supported by a clear organizational structure, the distribution of trained human resources, and a work system that is starting to be automated. The digital TRC system is able to accelerate operational tasks, for example, aspects of enforcing Regional Regulations and Regional Head Regulations, maintaining public order, and coordination between work units that are monitored in real-time. The digital TRC provides a space for monitoring, evaluation, and reporting based on electronic data (dashboard), so that ASN can carry out their duties with an efficient, transparent, and accountable reporting scheme.

Based on the results of SEM-PLS analysis on data from 118 respondents (26 Civil Service Police Unit (Satpol PP) and 92 members of the public), the development of TRC reporting, measured by system ease, speed, data completeness, and digital technology, was proven to have a positive and significant effect on ASN performance (path coefficient = 0.639; t-statistic = 8.970;  $p < 0.001$ ). The R-square value for variable Y1 of 0.409 indicates that 40.9% of the variation in ASN performance can be explained by the development of

TRC reporting. The effect of variable X1 on Y1 is also quite large ( $f\text{-square} = 0.692$ ). This confirms that innovation in the TRC digital reporting system facilitates the effectiveness of internal ASN operations, accelerates responses, and improves the professionalism of units in enforcing regional regulations and regional head regulations. The construct validity and reliability of variables X1 and Y1 have been well tested through AVE values of 0.694 and 0.623, respectively, and a composite reliability above 0.8, guaranteeing the accuracy of the results of this study. With fast, accurate, and integrated reporting using information technology, ASN becomes more disciplined and responsive in following up on order reports.

The use of digital reporting shortens the bureaucratic chain, allowing for faster decision-making and more effective field operations. The performance of civil servants (ASN) supported by TRC reporting also enhances the professionalism and integrity of officers in carrying out their primary duties of enforcing local regulations and providing public services. Continuous training and human resource capacity development are key contributing factors to the success of TRC reporting in optimizing the internal performance of the Public Order Agency (Satpol PP). This improved performance is associated with reduced response times, increased reporting data accuracy, and increased responsiveness in handling cases of disturbances to public order and public order, as well as community protection. These findings are supported by various previous studies that support and are consistent with the findings of this study, which show that the development of TRC reporting has a positive and significant impact on the overall performance of the Sumbawa Regency Satpol PP ASN.

TRC Reporting Development (X1) Has a Significant Impact on Public Service (Y2)  
A positive and significant impact was also found between TRC reporting development and public service quality, with a path coefficient of 0.731 ( $t\text{-statistic} = 13.282$ ;  $p < 0.001$ ). Variable Y2, which includes public satisfaction, perceived effectiveness, accessibility, and solution quality, has an R-square of 0.534, indicating that 53.4% of the variation in public service can be explained by TRC reporting development. The effect from X1 to Y2 is very large ( $f\text{-square} = 1.147$ ), illustrating that an optimal, technology-based reporting system significantly improves the quality and accountability of public service. The measurement instrument has undergone discriminant validity and reliability testing (AVE 0.661, composite reliability  $> 0.8$ ), so these results are methodologically and empirically reliable. Digital TRC reporting creates new, more intense interactions between Satpol PP and the public, breaks down bureaucratic barriers, and accelerates complaint handling. This system not only provides an easily accessible, responsive, and transparent reporting channel but also allows for direct monitoring and rapid feedback from the public.

Empirical studies in Tangerang, Ternate, Jombang, Riau Islands, and Papua over the past five years have shown that public services with digital reporting have resulted in an average 50% increase in the speed of handling public complaints, an increase in the service satisfaction index from 70 to 87/100, and a decrease in unresolved complaints by more than 35%. The main advantages of digital TRC reporting lie in public participation, information transparency, and continuous service evaluation. Public services are transforming from a static model to a dynamic, digital-based model, where the public is not merely a user, but an active partner in monitoring, evaluating, and demanding accountability for local government services. Digital TRC reporting strengthens the position of the Public Order Agency (Satpol PP) as an innovative, responsive, and accountable public servant. Service quality monitoring can also be carried out systematically, so that service improvements are iterative and sustainable. Digital TRC also has a significant impact on the transformation process of the ASN work culture. ASN has a more proactive work pattern, is open to public

criticism and reporting, and adapts continuous learning to improve future services. This system is a key pillar in supporting the achievement of good governance indicators, including transparency, accountability, public participation, effectiveness, and efficiency of services. Developing TRC Reporting Improves the Quality of Public Services. Digital TRC reporting allows the public to report complaints in a transparent, accessible, and prompt manner. This has a positive impact on public perception and satisfaction with Satpol PP services.

The digital reporting system accommodates the public's need for transparency and accountability, allowing citizens to monitor the status of their reports in real time. Active public participation is also increased through responsive digital channels, which fosters trust and legitimacy in the eyes of citizens. This system provides a solution to the problem of slow and miscommunication-prone manual services, and reduces overlapping coordination between Satpol PP work units. Overall, the TRC reporting innovation delivers a more user-friendly public service and is oriented towards tangible results felt by the public. This is consistent and reinforced by research analyzing the significant results of reporting development and public satisfaction with services.

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## 6. BIBLIOGRAPHY

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