

ABSTRACT

FOLLOW UP CONTACT CENTER 110 AS A FORM OF PUBLIC SERVICE POLICE

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Communications and information technology used by the police to provide public services optimally in order to continue growing crime prevention in the community. For the Police to provide contact center 110 as a media complaints of community results this study indicate: (1) follow up the Contact Center 110 in Bandar Lampung Police conducted by: a) Short-Term Strategy, namely placing personnel in Sitipol and recruit volunteers seconded / employed as receiver operator Contact Center b) Medium-Term Strategy, which sends information technology provider to participate in vocational education, bringing IT experts, bringing in experts c) Long-Term Strategy, which included members of the Standard Operating Procedures training on procedures for the processing and presentation of data by Police in collaboration with the Private Sector and the addition of personnel to get the unit operator controls the information technology has the ability to operationalize a standard computer and the internet. (2) Factors inhibiting follow up the Contact Center 110 are: a) the factor of human resources, namely personnel Sitipol not proportional to the complexity of the problem. b) Factors infrastructures, ie lack of information systems for the processing and presentation of data on line c) Budget factors, namely the limited budget available d) factor system and method, which is as yet no standard rules of software procurement and use of information technology tools.

Keywords: Contact Center, Public Services, Bandar Lampung.