

Public Satisfaction in Issuing Police Record Certificates Reviewed by the Quality of Service at the Sukoharjo Police

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ABSTRACT.

This study aims to determine and analyze the influence of service quality on public satisfaction in making SKCK at Sukoharjo Police. Service quality has 5 dimensions that are assessed, namely Tangibles (real evidence), Reliability (reliability), Responsiveness (responsiveness), Assurance (certainty), Empathy (empathy). The sampling technique used Convenience Sampling as stated by Malhotra is a non-probability sampling method where researchers choose the most easily accessible respondents and the number of samples is 75 respondents, namely public residents who are looking for SKCK at Sukoharjo Police. The instrument used is distributing questionnaires to respondents with a Likert scale. The results of the study show that all research variables including: tangibles (X1), reliability (X2), responsiveness (X3), assurance (X4), empathy (X5) both simultaneously and partially have a positive effect on the variable of public satisfaction in making SKCK at Sukoharjo Police (Y).

Keywords: *service quality, community satisfaction in making SKCK*

INTRODUCTION

Public perception of government services is influenced by positive experiences and public perception, making service crucial in shaping public opinion. Utilization of a government agency's services will increase in line with the quality of the services it offers (Budiasa, 2016). Customer satisfaction is crucial for maintaining customer loyalty and sustaining a business. The services provided to consumers will determine whether or not they are satisfied with the service. Service aims to satisfy customers. Good service can foster trust in service users. According to research conducted by Kompas Research and Development (2025), public trust in the Indonesian National Police (Polri) increased by 76.2% based on a survey of 1,200 respondents in 38 provinces.

According to Arianto (2018), service quality is defined as "a focus on meeting customer needs and requirements, as well as the timeliness of meeting their expectations." Meanwhile, Cesariana (2022) argues that "Service quality is a company's ability to meet customer expectations. If the service received meets expectations, then the quality is considered good and can satisfy customers." This shows that service quality influences customer satisfaction.

The police force is one of the sectors providing public services to the community. According to National Police Regulation (Perpol) Number 6 of 2023, which came into effect on October 13, 2023, replacing National Police Chief Regulation Number 18 of 2014, it serves as the latest reference for issuing Police Clearance Certificates (SKCK). Police Regulation (Perpol) Number 6 of 2023

stipulates requirements such as JKN/BPJS membership and permits printing of SKCKs at any police station.

Registration can be done through the Super App Polri Presisi, and printing can be done at any police station after payment is complete and a registration number is obtained.

In response to the above, the Indonesian National Police (Polri) has provided an innovative breakthrough in the form of an online Police Clearance Certificate (SKCK) based on the Super App Polri Presisi application. This online SKCK was created to provide easy, fast, and precise public services. This online SKCK system provides fast service because the system is used online and is directly connected to the server. Applicants do not need to bring the required documents to the Police, simply register online from anywhere through the Super App Polri Presisi application. Payment is also made online using a Virtual Account Number and SKCK printing can be done at the nearest Police. The online SKCK can be downloaded from the Play Store for Android-based phones or the App Store for iOS-based phones under the name Super App Polri Presisi.

In reality, the breakthrough innovation of the online Police Record Certificate (SKCK) was able to run effectively and efficiently as expected, but in the implementation of the application still encountered obstacles, especially for elderly applicants and people with disabilities. In addition to the obstacles faced, the Indonesian National Police was able to provide a solution to elderly and disabled applicants by manually issuing Police Record Certificates (SKCK) by collecting the applicant's identity such as a photocopy of KTP, birth certificate / latest diploma, KK along with a 4x6 photo with a red background with a cash payment system in accordance with PNBP (Non-Tax State Revenue) SKCK is regulated in Government Regulation (PP) Number 76 of 2020 concerning the types and rates of types of Non-Tax State Revenue applicable to the Republic of Indonesia National Police of IDR 30,000,-

Police institutions must understand how to provide more effective service than in previous eras and prioritize service quality, leading to greater public satisfaction. Satisfied citizens with the services provided by the National Police automatically build a positive image and enhance public trust.

A case faced by the Sukoharjo Police regarding the Police Clearance Certificate (SKCK) service occurred in September 2025, when the number of applicants increased significantly to complete the administrative requirements for part-time teachers (PPP). The tight deadline for file submission and limited staffing led to several complaints from the public, including underserved residents due to the limited number of applicants, long service times, and crowds of applicants seeking service.

The standard service for issuing a Police Clearance Certificate (SKCK) is 5 minutes for online and 10 minutes for manual. However, in a case that occurred in September 2025, the service standard could not be met due to a significant surge in

the number of applicants. Instead of serving 60 applicants per day, the number of applicants was increased to 200.

Service quality can be measured through five main dimensions: tangibles, reliability, responsiveness, assurance, and empathy. Because so many citizens apply for Police Clearance Certificates (SKCKs), which can be considered customers, officers must be able to perform competently in providing quality service, compared to SKCK issuance services at other police institutions. However, the extent to which the quality of SKCK issuance services provided by the Sukoharjo Police to citizens can provide optimal satisfaction is interesting to investigate.

RESEARCH METHODS

The type of research used is quantitative descriptive. The research activities were carried out at the Sukoharjo Police Station (Jl. Wandoyo Pranoto, Mandan, Sukoharjo). The research will be carried out for 2 months, namely November - December 2025. The number of samples in this study is 75 respondents. The sampling technique in this study is the convenience sampling technique, a non-probability sampling method in which researchers select respondents who are most easily accessible or convenient for researchers. In this study, the data collection techniques used included observation, questionnaires, documentation, and literature review. After the data was collected, analysis was conducted using multiple linear regression analysis tools using SPSS 25 software.

RESULTS AND DISCUSSION

Table 1 Multiple Linear Regression Results

No	Variables	Unstandardized B	Information
1	(Constant)	4,389	Positive
2	Tangibles	.388	Positive
3	Reliability	.211	Positive
4	Responsiveness	.045	Positive
5	Assurance	.192	Positive

Source: Data processing

Based on the results of the regression analysis in the table above, the following results were obtained:

- 1) The Tangibles variable has a positive and significant effect on public satisfaction with a calculated t value of 4.312, sig. = 0.000, and a regression coefficient of 0.388. This means that the better the tangibles, the higher public satisfaction will be.
- 2) The Reliability variable has a positive and significant effect on public satisfaction with a calculated t value of 2.420, sig. = 0.018, and a regression coefficient of 0.211. This shows that the better the reliability of service, the higher public satisfaction will be;
- 3) The Responsiveness variable does not significantly influence public satisfaction with a calculated t value of 0.528, sig. = 0.599, and a regression coefficient of

0.045. This means that responsiveness has not been proven to have a real influence on public satisfaction;

- 4) The Assurance variable has a positive and significant effect on public satisfaction with a calculated t value of 2.099, sig. = 0.039, and a regression coefficient of 0.192. This means that the better the assurance provided, the greater public satisfaction will be;
- 5) The Empathy variable has a positive and significant effect on public satisfaction with a calculated t value of 5.675, sig. = 0.000, and a regression coefficient of 0.492. This indicates that the higher the empathy in service, the higher the public satisfaction. The empathy variable is the most dominant variable influencing public satisfaction because it has the largest regression coefficient and calculated t value compared to other variables.

Regression Equation

The regression equation formed:

$$Y = -4.374 + 0.388(X1) + 0.211(X2) + 0.045(X3) + 0.192(X4) + 0.492(X5)$$

Information :

- X1 = *Tangibles*(conclusive evidence);
X2 = *Reliability*(reliability);
X3 = *Responsiveness*(responsiveness);
X4 = *Assurance*(certainty);
X5 = *Empathy*(empathy);
Y = Public satisfaction.

Interpretation:

- 1) The constant value of -4.374 indicates that if Tangibles, Reliability, Responsiveness, Assurance, and Empathy are all 0, then customer satisfaction is at -4.374. This constant value describes customer satisfaction without the influence of all independent variables;
- 2) The Tangibles coefficient (X1) of 0.388 means that every 1 unit increase in Tangibles will increase public satisfaction by 0.388, assuming other variables are constant;
- 3) The Reliability Coefficient (X2) of 0.211 means that every 1 unit increase in Reliability will increase public satisfaction by 0.211, assuming other variables are constant;
- 4) The Responsiveness coefficient (X3) of 0.045 means that every 1 unit increase in Responsiveness will increase public satisfaction by 0.045, but based on the t-test the effect is not significant;
- 5) The Assurance coefficient (X4) of 0.192 means that every 1 unit increase in Assurance will increase public satisfaction by 0.192, assuming other variables are constant;
- 6) The Empathy coefficient (X5) of 0.492 means that every 1 unit increase in Empathy will increase public satisfaction by 0.492. This coefficient is the

largest, thus indicating that empathy is the factor that has the strongest influence on public satisfaction;

- 7) Overall, the variables Tangibles, Reliability, Assurance, and Empathy were shown to have a significant positive effect on customer satisfaction, while Responsiveness was insignificant. Empathy was the most dominant variable influencing customer satisfaction.

Model Feasibility Test

Table 2 Model Testing

Model	F count	Ftable	Sig.	Standard	Information
Regression	13,298	2.79	0,000	0.05	Eligible Model

Source: Data processing

The results of the simultaneous test (F test) show a calculated F value of 13.268 with a significance value of 0.000. Since the sig value is <0.05, it can be concluded that Tangibles, Reliability, Responsiveness, Assurance, and Empathy simultaneously have a significant effect on public satisfaction. This indicates that the regression model used is significant, so that all independent variables together are able to explain variations in the public satisfaction variable. Thus, Tangibles, Reliability, Responsiveness, Assurance, and Empathy are proven to have an important contribution in increasing public satisfaction.

Hypothesis Testing

Table 3 Hypothesis Testing Results

Hypothesis	thitung	Sig.	Standard	Information
H1	4,312	0,000	0.05	Ha Accepted
H2	2,420	0.018	0.05	Ha Accepted
H3	0.528	0.599	0.05	Ha Rejected
H4	2,099	0.039	0.05	Ha Accepted
H5	5,675	0,000	0.05	Ha Accepted

Source: Data processing

- a. The Influence of Tangibles on Citizen Satisfaction

The first research hypothesis (H1) tested provides the conclusion "There is a positive and significant influence of tangible variables (physical evidence) on public satisfaction in making SKCK at Sukoharjo Police Station", the results of which are t-value = 4.312, sig. = 0.000, and regression coefficient = 0.388. Thus, the results of the hypothesis testing show that there is a direct positive and significant influence of tangible variables (physical evidence) on public satisfaction in SKCK making services at Sukoharjo Police Station. Based on the regression analysis where the regression coefficient of the tangible variable (physical evidence) is 0.394 or 39.4 percent.

b. The Influence of Reliability on Community Satisfaction

The second research hypothesis (H2) tested provides the conclusion "There is a positive and significant influence of the reliability variable on public satisfaction in making SKCK at the Sukoharjo Police" with a calculated t value = 2.420, sig. = 0.018, and a regression coefficient = 0.211. Thus, the results of the hypothesis testing show that there is a direct positive and significant influence of the reliability variable on public satisfaction in the SKCK making service at the Sukoharjo Police. Based on the regression analysis where the regression coefficient of the reliability variable is 0.215 or 21.5 percent.

c. Influence *Responsiveness* towards Community Satisfaction

The third research hypothesis (H3) that was tested provided the conclusion "There is a positive and significant influence of the variable *responsiveness* (responsiveness) on public satisfaction in making SKCK at Sukoharjo Police" with a calculated t value = 0.528, sig. = 0.599, and regression coefficient = 0.045. Thus, the results of the hypothesis testing show that there is no direct positive and significant influence of the variable *responsiveness* (responsiveness) on the satisfaction of local residents in the SKCK service at the Sukoharjo Police. Based on the regression analysis, the regression coefficient of the variable *responsiveness* (responsiveness) of 0.046 or 4.6 percent.

d. Influence *Assurance* towards Community Satisfaction

The third research hypothesis (H4) that was tested provided the conclusion "There is a positive and significant influence of the variable *assurance* (guarantee) on public satisfaction in making SKCK at Sukoharjo Police" with a calculated t value = 2.099, sig. = 0.039, and regression coefficient = 0.192. Thus, the results of the hypothesis testing show that there is a direct positive and significant influence of the variable *assurance* (guarantee) on the satisfaction of local residents in the SKCK service at the Sukoharjo Police. Based on the regression analysis, the regression coefficient of the variable *assurance* (guarantee) of 0.195 or 19.5 percent.

e. Influence *Empathy* towards Community Satisfaction

The third research hypothesis (H5) that was tested provided the conclusion "There is a positive and significant influence of the variable *assurance* (guarantee) on public satisfaction in making SKCK at Sukoharjo Police" with a calculated t value = 5.675, sig. = 0.000, and regression coefficient = 0.492. Thus, the results of the hypothesis testing show that there is a positive and significant direct influence of the variable *empathy* (empathy) on the satisfaction of local residents in the SKCK service at the Sukoharjo Police. Based on the regression analysis, the regression coefficient of the variable *empathy* (empathy) of 0.500 or 50 percent.

Coefficient of Determination Test (R²)

Table 5 Results of the Determination Coefficient

<i>Model</i>	<i>R</i>	<i>R Square</i>	<i>Adjusted R Square</i>	<i>Information</i>
1	.700a	.490	.453	Eligible Model

Source: Data processing

Based on the calculation results, the adjusted R square value was 0.805. This means that the variables of Job Transfer, Leadership, Motivation, and Discipline contributed 80.5% to Performance, while the remaining 19.5% was explained by other variables not proposed in this study.

Discussion

1 The Influence of Tangibles on Citizen Satisfaction

The first research hypothesis (H1) tested provides the conclusion "There is a positive and significant influence of tangible variables (physical evidence) on public satisfaction in making SKCK at Sukoharjo Police Station", the results of which are t-value = 4.312, sig. = 0.000, and regression coefficient = 0.388. Thus, the results of the hypothesis testing show that there is a direct positive and significant influence of tangible variables (physical evidence) on public satisfaction in SKCK making services at Sukoharjo Police Station. Based on the regression analysis where the regression coefficient of the tangible variable (physical evidence) is 0.394 or 39.4 percent.

As one of the dimensions of service quality, tangible (physical evidence) is a crucial dimension because it provides real evidence that can be seen, felt, and assessed directly by the public's senses, which significantly influences public perception and satisfaction. Physical facilities, staff appearance, and clean, modern equipment create a positive first impression, build trust, and enhance comfort. Based on previous research conducted by Noris et al. (2022) and Setiani et al. (2022) demonstrated that tangible (physical evidence) positively influences customer satisfaction. The influence of these tangible variables, according to previous research, applies both simultaneously and partially.

2. The Influence of Reliability on Community Satisfaction

The second research hypothesis (H2) tested provides the conclusion "There is a positive and significant influence of the reliability variable on public satisfaction in making SKCK at the Sukoharjo Police" with a calculated t value = 2.420, sig. = 0.018, and a regression coefficient = 0.211. Thus, the results of the hypothesis testing show that there is a direct positive and significant influence of the reliability variable on public satisfaction in the SKCK making service at the Sukoharjo Police. Based on the regression analysis where the regression coefficient of the reliability variable is 0.215 or 21.5 percent.

Reliability(reliability) is a critical dimension in service quality because reflects the company's ability to provide promised services accurately,

consistently and on time from the first time. Reliability is crucial for building public trust, satisfaction, and loyalty because it minimizes errors and meets public expectations. High reliability means zero errors from the outset, thus reducing costs for repairs or complaint handling. In short, reliability is the foundation of service quality; without it, other dimensions (such as responsiveness or assurance) are less meaningful to the public.

From the results of previous research conducted by Majduddin & Sutabri (2023); Setiani et al. (2022); and Puspita & Fajriana (2024) demonstrated that reliability positively influences customer satisfaction. The influence of this reliability variable, according to previous research, applies both simultaneously and partially.

3. Influence of Responsiveness towards Community Satisfaction

The third research hypothesis (H3) that was tested provided the conclusion "There is a positive and significant influence of the variable *responsiveness* (responsiveness) on public satisfaction in making SKCK at Sukoharjo Police" with a calculated t value = 0.528, sig. = 0.599, and regression coefficient = 0.045. Thus, the results of the hypothesis testing show that there is no direct positive and significant influence of the variable *responsiveness* (responsiveness) on the satisfaction of local residents in the SKCK service at the Sukoharjo Police. Based on the regression analysis, the regression coefficient of the variable *responsiveness* (responsiveness) of 0.046 or 4.6 percent.

Referring to the research conducted that the variable *responsiveness* (responsiveness) it turns out that it does not have a significant effect on public satisfaction in SKCK services, because SKCK services are procedural and standard, so that the public places more emphasis on the certainty of the process, accuracy of data and validity of documents compared to the speed or alertness of officers. *Responsiveness* (responsiveness) is considered a basic service that should be provided, so it is no longer a differentiating factor in assessing service quality. As a result, even though officers are responsive, this does not significantly improve the perception of SKCK service quality compared to other dimensions such as reliability and assurance.

The results of the research above are very inconsistent with previous research studies from Rulando et al (2022); Majduddin & Sutabri (2023) who found that the variable responsiveness (responsiveness) has a significant positive effect on public satisfaction. The existence of the disparity above provides direction that the factor responsiveness (responsiveness) is an anomalous factor where its contribution and role towards customer satisfaction must be linked to the contribution or support of other related factors which also influence customer satisfaction, particularly those related to the quality of the service product in question. The influence of the variable responsiveness (responsiveness) The results of previous researchers apply to both simultaneous and partial influences.

4. Influence *Assurance* towards Community Satisfaction

The third research hypothesis (H4) that was tested provided the conclusion "There is a positive and significant influence of the variable *assurance* (guarantee) on public satisfaction in making SKCK at Sukoharjo Police" with a calculated t value = 2.099, sig. = 0.039, and regression coefficient = 0.192. Thus, the results of the hypothesis testing show that there is a direct positive and significant influence of the variable *assurance* (guarantee) on the satisfaction of local residents in the SKCK service at the Sukoharjo Police. Based on the regression analysis, the regression coefficient of the variable *assurance* (guarantee) of 0.195 or 19.5 percent.

Assurance (assurance) is a crucial dimension in service quality because it builds customer trust and a sense of security through the competence, politeness and credibility of the staff. This dimension ensures risk-free and accurate service, significantly increasing customer satisfaction and loyalty. Assurance ensures that services are delivered accurately and minimizes customer risk or uncertainty.

From the results of previous research conducted by Setiani et al (2022) and Rulando et al (2022) proved that *assurance* (guarantee) positive influence on public satisfaction. The influence of the variable *assurance*. The results of previous researchers apply to both simultaneous and partial influences.

5. Influence *Empathy* towards Community Satisfaction

The third research hypothesis (H5) that was tested provided the conclusion "There is a positive and significant influence of the variable *assurance* (guarantee) on public satisfaction in making SKCK at Sukoharjo Police" with a calculated t value = 5.675, sig. = 0.000, and regression coefficient = 0.492. Thus, the results of the hypothesis testing show that there is a positive and significant direct influence of the variable *empathy* (empathy) on the satisfaction of local residents in the SKCK service at the Sukoharjo Police. Based on the regression analysis, the regression coefficient of the variable *empathy* (empathy) of 0.500 or 50 percent.

Based on the research conducted, the empathy variable is the most dominant variable influencing public satisfaction because it has the largest regression coefficient value and t-count value compared to other variables. *Empathy* (empathy) Empathy is a very important dimension in police SKCK services because this service deals directly with people with various backgrounds and different levels of needs. ensuring that officers not only process documents technically, but also provide humane, friendly service and understand the community's needs. Empathy Breaking down the impression of rigid bureaucratic service. Empathetic officers will help the public understand procedures, especially those who are unfamiliar with or have difficulty with online processes. This allows officers to respond quickly to special situations, such as serving applicants with disabilities, the elderly, or those with limited time. Overall, empathy transforms the SKCK service interaction from a mere

administrative transaction to a humane, professional, and customer-focused service experience.

From the results of previous research conducted by Setiani et al (2022) and Rulando et al (2022) proved that *empathy* (empathy) positive influence on public satisfaction. The influence of the variable *empathy* The results of previous researchers apply to both simultaneous and partial influences.

CONCLUSION AND SUGGESTIONS

This study aims to determine and analyze public satisfaction in the issuance of SKCK at the Sukoharjo Police Station which is reviewed from the quality of service provided. The independent variables used in this study include: tangibles, reliability, responsiveness, assurance and empathy with the dependent variable being public satisfaction. Based on the research that has been conducted, it can be concluded that the five independent variables which include tangibles (X1), reliability (X2); responsiveness (X3), assurance (X4) and empathy (X5), simultaneously have a positive effect on the public satisfaction variable in the SKCK issuance service at the Sukoharjo Police Station (Y). This is evidenced by the calculated F value > F table value which means that the quality of service through the 5 dimensions measured has a positive effect on public satisfaction in the SKCK issuance service at the Sukoharjo Police Station.

Based on the research conclusions, several suggestions are proposed as a complement to the research results, including: Simplifying access to requirements to help people understand the procedures, especially for those who do not understand or have difficulty in the online process, especially the elderly; Accompanying people who have difficulty with the SKCK procedure from the time they arrive, helping them fill out the documents, until the process is complete; Providing brochures or banners with a very simple and easy-to-read infographic flow; Providing a WhatsApp number or a special telephone number that can be contacted to guide the filling process verbally; Providing a special counter for the elderly and disabled so that the process is not mixed with the fast general queue; Taking a patient and proactive approach to people who are less familiar with technology.

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