

## Realizing Excellent and Quality Public Policy through Emergency Call 112 Service in Probolinggo City

Siti Marwiyah<sup>1</sup>, Ach. Noor Busthomi<sup>2</sup>, Nurul Jannah Lailatul Fitria<sup>3</sup>

<sup>1,2,3</sup>Public Administration, Panca Marga University, Probolinggo City, Indonesia

---

### ABSTRACT

---

#### *Corresponding Author:*

Nurul Jannah Lailatul Fitria,  
Public Administration,  
Panca Marga University,  
Probolinggo City, Indonesia.  
Email:  
nuruljannahlailatulfitria@gmail  
.com

Policy challenges include conflicts with other regulations, inconsistencies, multiple interpretations, and inoperability, along with lack of evidence. Public policy is related to decisions in allocating resources in order to utilize and provide benefits to society with the intervention of leaders and policy analysis. The policy that needs to be considered is the government's readiness policy in assisting and saving the community in urgency and emergency conditions. It is applied to NTPD 112 in Probolinggo City. This attracts the author to conduct research related to NTPD 112 which is aligned with the principles of public policy. This research is a descriptive qualitative research to examine the concept of excellent and quality public policy with a pilot call 112 service in Probolinggo City. Data and information were collected through interviews, observations, and literature studies. The Probolinggo City Government has formulated public policies on 112 emergency call services with the main principles of excellent policies, including policies for the public; irrevocable policies; great and good policies; policies with management; policies with moral values; policies with systems; policies are a gift to the community; policies are an honor; policies to glorify the community; and policies as learning.

**Keywords:** Policy, Quality, Excellence, Service, 112

---

### 1. INTRODUCTION

Public policy in a democracy has new challenges. The perception of plutocracy, which is a new form of oligarchy related to political parties and capital owners (Nugroho, 2018). Public policy is formulated with the aim of solving problems and improving conditions in a country and even to improve public welfare. However, sometimes public policies cause new problems. The reason is that there are still impulsive policies created by the government (Nugroho, 2018). In addition, there is a lack of data evidence in public policy making (Ramadanti, 2020).

This leads to low policy quality. It will automatically affect citizens with negative reactions (Arifudin *et al.*, 2021). The lack of evidence in the formulation and determination of public policies tends to make policies with imitation techniques and not aligned with the interests of citizens (Lembaga Administrasi Negara, 2018). There are even public policies formulated and determined without accurate rational analysis (Puslatbang KMP Makassar, 2018). Policy challenges in Indonesia are, first, conflicts with regulations that conflict with other regulations. Second, inconsistencies with legislation and derivative regulations. Third, multi-interpretation with unclear objects and subjects that are regulated, resulting in multi-interpretive formulations and systematics. Fourth, not operational with regulations that are useless and do not have implementing regulations.

Public policy is a tool of political power related to political decisions in institutions. Public policy is related to decisions in allocating resources in order to direct in the use and provide benefits to society in a country. Thus, the formulation of public policy contains management strategies in achieving the goals of national life. In essence, public policy is the government's effort to change conditions in society in an area towards conditions that are the target of change or achievement targets.

There are two actors who play a role in the formulation of public policy, commonly known as internal government actors and external government actors (Alexandra, 2020). Actors include leaders and

policy analysts (Nugroho, 2018). Leaders are crucial as policy makers. Leaders need to formulate excellent policies that aim for the public interest. Meanwhile, policy analysts are supporting parties in policy formulation. Policy analysts come from intellectuals, research institutions, consultants in the field of public policy, and others. And policy analysis is also internal and external to the government (Nugroho, 2018).

This actor directs the policies that are made to be good and right. Strived for in policy formulation must be zero defect. This basis is needed by public policy formulation actors to make public policies beneficial to the community by not creating bigger problems. So that the two actors mentioned above can create excellent public policies.

One policy that needs to be considered is a policy related to the government's readiness to assist and save the community in conditions of urgency and emergency. This relates to the government in public services and citizen protection. Emergency handling policy does not mean a form of insecurity and discomfort in an area. However, it is a form of public service and protection in anticipation of emergency conditions. The goal is to minimize casualties and large material losses.

The Indonesian government innovates in emergency response with the Single Emergency Call Number 112 (Kementerian Komunikasi Dan Informatika RI, 2020). This concept is like the emergency call 911 in America, which is a call that the public can use to request assistance (Neusteter *et al.*, 2019) (Tapia and Nicklaus, 2015). Indonesia implemented NTPD 112, previously emergency calls were addressed to each agency. This is considered less effective, the reason is that an emergency incident does not only require one agency. If you have to contact one by one, it will take time. NTPD 112 is managed by local governments, both cities and districts. Except in DKI Jakarta Province, the 112 emergency call is managed by the Provincial Government. Meanwhile, in East Java Province, the management is handed over to each city and district, such as Surabaya City, Probolinggo City, and other regions.

Specifically in Probolinggo City, the emergency call 112 is outlined in Peraturan Walikota Number 175 of 2019 concerning Amendments to Peraturan Walikota Number 155 of 2018 concerning the Implementation of the Emergency Call Number 112 Service of Probolinggo City. This regulation is intended as a legal basis for the implementation of the Probolinggo Siaga 112 Service for Probolinggo residents. The Probolinggo Siaga 112 Service implementer is mandated to the Probolinggo City Civil Service Police Unit. The integration of the 112 Emergency Call Single Number Service includes OPD/UKPD, Government Agencies, and other related Agencies. Type of service Emergency Single Number 112 in Probolinggo City or called Probolinggo Siaga 112.

The urgency in this research is the importance of having a superior and quality policy to handle emergency conditions. The reasons for the potential existence of disasters or emergency problems include preparedness, warning, rapid response, and disaster mitigation. One form of preparedness is the contingency plan formulated by stakeholders. So as to anticipate emergencies, prevent accidents, handle rapid response, design to minimize high risks, casualties, and large material losses, and prepare the necessary resources. Even under stressful and urgent conditions, emergency operations must still be carried out in a directed, coordinated and comprehensive manner. Emergency management efforts must be comprehensive, integrated and systemized. However, the implementation of emergency handling is constrained by the lack of optimal performance of officers in handling emergencies, sometimes in one emergency event requires several officers and institutions. The next obstacle is the technique of asking for help, when people need help they cannot contact several agencies and must be connected to one contact to handle emergencies.

In accordance with the explanation above, researchers are interested in conducting research related to making superior policies through the Single Emergency Call Number 112. Especially in Probolinggo City, the Single Emergency Call Number 112 has been prepared with the principle of excellent policy. This research is entitled "Realizing Excellent and Quality Public Policy through 112 Emergency Call Services in Probolinggo City".

## **2. LITERATUR REVIEW**

### **Emergency Single Number**

The Emergency Single Number or call center 112 is a service formulated by the Ministry of Communication and Information Technology that is used as a connection in emergency conditions by the public or community to receive help and assistance by authorities including police, fire fighting, medical assistance and disaster relief. Call centers are one hundred percent customer contact using the telephone. The digital era has made technological advances so rapid that intelligent network applications have emerged that can use toll-free numbers. The 112 Emergency Single Number Service as a center serves complaints from the public with a 112 telephone connection in order to request help or share information on emergency conditions for free. Various emergency services at the 112 Emergency Single Number Service connection include handling medical assistance vehicles, handling fires, handling traffic incidents, and handling natural

---

disaster incidents. Call center or contact center means contact center, as a connection (Fariq Maulana and Sofiah, 2015). The initial existence of the contact center only utilized agents and telephones. Increasingly in the era of modernization, there is a marked development with contact centers utilizing interaction media that can reach a wider range such as telephone, electronic mail (email), online interaction, individual service assistance, and collaboration (Martin & Andy 2006 in Fariq Maulana and Sofiah (2015)).

Call center is a centralized service in managing incoming and outgoing calls from the public and providing responses via fax, email, and SMS (Short Message Service). This opinion shows that the call center is a two-way interaction traffic: from and to customers (Fariq Maulana and Sofiah, 2015). Central contact marks an opportunity to increase the efficiency of informants on integrated process lines (Heny, 2013). The central contact becomes a connective network to provide access to information in the work community. The existence of central contacts in Indonesia as a means of supporting communication infrastructure and access for organizations to consumers. As well as organizing public sector service programs and Public Information Disclosure. In the scope of government, the contact center has a role in conveying information for transparency and supporting the implementation of good corporate governance (Heny, 2013). So the contact center as a liaison channel must be applied to government agencies. It is used as an information zone in receiving and sending a number of information.

#### Public Policy

Policy is a deliberate action step taken by a person, group or government in a certain environment with regard to certain problems or issues that are being faced to achieve goals (Nugroho, 2017). Every policy is not immediately decided. Public policy requires testing, research, experimentation and repetition of policy stages, so that obstacles and shortcomings of the policy can be avoided. Testing the impact of policies is also an indicator of the success of public policy, which has a positive impact that is used as a policy choice. The constraints and benefits aspects of the policy must be put forward as a consequence of the policy to be implemented. Public policy should not just be decided, because every policy has a big impact on society at large (Nugroho, 2018) (Nugroho, 2017).

### 3. RESEARCH METHOD

This research is a descriptive qualitative research to have detailed information and understanding related to phenomena, practices, and the whole process. This research explains the concept of superior and quality public policy with the 112 call service pilot. The data in this article was collected through interviews, observations, and literature studies. Interview data was obtained through direct interviews with the call center office of NTPD 112 Probolinggo City. The data obtained were then analyzed in several stages. First, the data collection stage is applied by analyzing answers from interviews and observations supported by literature study. Second, the data reduction stage by summarizing the data to be grouped on important things and relevant data related to the scope of research. Third, data presentation with a brief form after which conclusions are drawn. Fourth, data conclusion with analysis and discussion so that conclusions can be drawn. This research is a descriptive qualitative research to have detailed information and understanding related to phenomena, practices, and the whole process. This research explains the concept of superior and quality public policy with the 112 call service pilot. Data sources in this research include primary data, which is the main data in this research. Primary data is collected from interviews and direct observation. Primary data sources in research with data models and written information on notes and recordings. Data derived from interviews with the Probolinggo City Pamong Praja Police Unit as the implementer of the 112 emergency call single number service policy in Probolinggo City and from direct observation. Secondary data is supporting data in this research. Secondary data is collected from reports, archives, and documentation. In addition, there are supporting data from books, scientific articles, documentation, and others related to the scope of research.

Assessment of the research data that has been collected through data validity testing or conclusions. Research results need to be checked again on the data that has been collected. Techniques to measure the level of credibility of this research, the researcher applies: Intense, systematic, and structured observations, namely by focusing on the scope of research. Consistent observation to produce a detailed and complete understanding of the scope of the research. In addition, it is used to minimize manipulation and fabrication of data and information by the subject. Triangulation is defined as checking data and information from sources with a variety of techniques and time variations. So that we get source triangulation, triangulation of data collection techniques and time. Testing the validity of the data in this research applies the Credibility Test. The data credibility test is applied in source triangulation and technique triangulation.

The data obtained was then analyzed in several stages. First, the data collection stage is applied by analyzing answers from interviews and observations supported by literature studies. Second, the data reduction stage by summarizing the data to be grouped on important things and relevant data related to the

scope of research. Third, data presentation with a brief form after which conclusions are drawn. Fourth, data conclusion with analysis and discussion so that conclusions can be drawn.

#### **4. RESULTS AND ANALYSIS**

Public policy is a form of obligation of every state administration. The existence of policy is in line with 3 premises (Nugroho, 2017) (Nugroho, 2018). The first premise is that the country is getting better and excellent based on the government's ability to formulate excellent public policies. The second premise is that a government that can form public policies that strengthen the country will not be inferior to other countries. The third premise is that the government has two main roles, including formulating superior public policies and providing high-quality public services.

A successful government indicates a successful country. A successful country will indicate a successful nation. Thus, a successful government is obliged to formulate excellent policies. The government is required to understand the scope of public policy and the public interest. The formulation of public policy must be in line with the main principles of public policy, including (Nugroho, 2018):

1. Public Principle

Public policy is a policy aimed at the public interest. The orientation of public policy is the public interest above other interests. So that public policy involves participation and empathy for the community. Starting from the formal, cognitive, and value dimension processes. The 112 emergency telephone service policy in Probolinggo City has implemented public principles. The 112 emergency telephone service policy in Probolinggo City is oriented towards the public interest or the needs of the community. Public policies related to 112 emergency telephone services in Probolinggo City are intended for government services in handling and helping people in emergency, urgent, and urgent conditions. The central government and local governments including the Probolinggo City government have OPDs, government agencies, and other agencies that are ready to be available in every condition and need of the community. In emergency, urgent, and urgent conditions, each OPD, government agency, and other agencies have provided their respective call centers. This makes it easier for people to ask for help. However, it is less effective and efficient. The reason is that an emergency does not only require one OPD, government agency, and other agencies. If you have to contact one by one, it will take time, besides that the community also does not understand which parties need to be involved in handling emergencies. Through the 112 emergency call, the public only contacts 112. The recipient of the call will forward emergency information to each OPD, government agency, and other agencies. This will make it easier to handle emergencies more efficiently and effectively and minimize casualties and material losses. The community will be helped by fast and easy emergency handling. The advantage of the 112 call center is the concept of e-participation. This means that the government manages relationships and communication with the community through receiving information and complaints that are urgent or emergency in nature.

2. Irrevocable Policy Principle

Public policy is a form of policy decided by the government that should be irrevocable. The orientation of public policy is to be formulated seriously, precisely, in detail, and accurately. So that public policy is formulated not carelessly and is not easily withdrawn or abolished. Public policy will be good if there is continuous improvement rather than abolition. The 112 emergency telephone service policy in Probolinggo City has applied the principle of irrevocable policy. The 112 emergency telephone service policy in Probolinggo City is oriented towards public policies that are not perfunctory. The policy is formulated based on policies and regulations derived from the Minister of Communication and Information Regulation Number 10 of 2016 concerning Emergency Call Single Number Services and Decree of the Director General of PPI Number 112 of 2019 concerning Technical Guidelines for the Provision of Emergency Call Number Services 112. The policy contains the Implementation of Call Center 112 which involves the Central Government (Kemkominfo), Local Government and Telecommunication Operators. This policy is oriented towards sector public service innovation as a form of e-government. Probolinggo City also issued a policy in Mayor's Regulation Number 175 of 2019 concerning Amendments to Mayor's Regulation Number 155 of 2018 concerning the Implementation of Emergency Call Number Services 112 of Probolinggo City. The 112 Emergency Call Service policy in Probolinggo City was not abolished but underwent improvements to improve quality and harmonize with community needs and developments in the environment. Changes in Regulations related to the Implementation of Emergency Call 112 Single Number Services in Probolinggo City from Probolinggo Mayor Regulation Number 155 of 2018 to Probolinggo Mayor Regulation Number 175 of 2019. This regulatory change is a natural thing in policy implementation.

---

Regulatory changes in a policy are a form of policy quality improvement. Amendments to the Provisions in the Probolinggo Mayor Regulation Number 155 of 2018 concerning the Implementation of Emergency Call Single Number 112 of Probolinggo City (Berita Daerah Kota Probolinggo Tahun 2018 Number 155), Including: First amendment, the provisions in Article 1 between number 10 and number 11 are inserted 2 (two) numbers namely number 10a and number 10b, number 11 is amended, and between number 12 and number 13 is inserted 1 (one) number namely number 14a. The second amendment, the provisions of article 3, there are changes related to the types of protection and services to the people of Probolinggo City as well as ease of access and services in emergency conditions which are added with disturbances of peace, public order and community protection. The third amendment, the provisions of Article 6 paragraph 1 and paragraph 2, there are additions to the integration of Probolinggo Siaga 112 services by OPD/UKPD and agencies. Fourth amendment, the provisions of Article 7 between letter h and letter i are inserted 1 (one) letter, namely letter h1, and between letter j and letter k are inserted 1 (one) letter, namely letter j1, namely the addition of the types of services provided. Fifth Amendment, Provisions of Article 10 paragraph (2) between letter c and letter d, 1 (one) letter is inserted, namely letter c1, namely additional competencies that must be possessed by the 112 Standby Probolinggo Service officer. Sixth amendment, Provisions of Article 11 letter a after number 3, 2 (two) numbers are added, namely number 4 and number 5, namely the division of tasks and responsibilities by OPD/UKPD and agencies. Seventh amendment, the provisions of Article 14 paragraph (1) are deleted. Eighth amendment, Provisions of the Appendix are amended as stated in the Appendix which is an inseparable part of this Mayor Regulation.

3. Great and Good Principle

Public policy is a policy that is decided in the best possible way. Not just showing greatness, but also good. The orientation of public policy is to be formulated with greatness as well as good in implementation. So that public policy is formulated well and has a good impact in accordance with the needs of the community. Great and good public policies in the application in society will provide extraordinary outcomes in dealing with public problems. Public policies are formulated by the best professionals and with the best formulation techniques. The application of best people and best methods in policy formulation will be very appropriate. The 112 emergency telephone service policy in Probolinggo City has applied great and good principles with the best parties and the best techniques. The 112 emergency telephone service policy in Probolinggo City is oriented towards the involvement of OPDs, government agencies, and other agencies. The party sends officers to the field with officers who have high ability and professionalism. In addition, the parties involved will handle emergency conditions with the best techniques and the best facilities. The integration of 112 emergency call services in Probolinggo City involves OPDs such as Dinas Komunikasi dan Informatika, Satuan Polisi Pamong Praja, Badan Penanggulangan Bencana Daerah, Dinas Pekerjaan Umum, Penataan Ruang, Perumahan dan Kawasan Permukiman, Unit Pemadam Kebakaran, Dinas Lingkungan Hidup, Dinas Koperasi, Perindustrian dan Energi, dan Dinas Perhubungan, Dinas Sosial, Badan Penanggulangan Bencana Daerah, Satuan Polisi Pamong Praja, dan Ambulans Gawat Darurat. Furthermore, it involves government agencies such as Kepolisian Resort Probolinggo Kota, Komando Distrik Militer 0820 Probolinggo, Badan Koservasi Sumber Daya Alam Kota Probolinggo, Perusahaan Listrik Negara Wilayah Kota Probolinggo, dan PT. Telkom, Tbk in Probolinggo. Finally, it involves other agencies such as Palang Merah Indonesia (PMI) dan Badan hukum. These parties assign officers who have competence and skills in the field of communication and public services. Competencies and skills in the field of communication and public services such as knowledge and skills in the fields of communication, technology and information, public services, Peace, Public Order and Community Protection, emergency, and disaster.

4. Principle of Management Activities

Public policy is a form of policy that is decided by management activities. Policies are not for political interests. The orientation of public policy is the collaboration of the roles of each party. The involvement of related parties is management in public policy, especially those related to services to the community. Management activities are intended to coordinate all actions and assets in policy implementation. Public policy is a management action that starts from policy planning, policy formulation, policy implementation, and policy evaluation. The 112 emergency telephone service policy in Probolinggo City has implemented the principle of management activities. The 112 emergency telephone service policy in Probolinggo City is oriented towards the flow of emergency handling actions with the management of the involvement of OPDs, government agencies, and other agencies. The management is applied starting from policy planning, policy formulation, policy implementation, and policy evaluation. Policy planning by applying the concept of meetings and group discussions involving related parties. This FGD activity is carried out when starting policy formulation, followed by policy formulation. Policy implementation forms the flow of emergency call services by the public who

make emergency calls by dialing 112 to get help from several agencies at once. The public can contact NTPD 112 via landline or cellphone. All call charges are free by the government, and calls can even be made with the cell phone in a locked position. People who call NTPD 112 will be received by a call taker who will ask a series of questions to get detailed information so that it will become data and information for coordination with each OPD and agency. Furthermore, each OPD and agency will send officers and be equipped with the necessary handling equipment. Meanwhile, during the evaluation, the government conducts meetings and checking apples gradually and periodically.

5. Moral Principles

Public policy is a form of government morality. All government actions and decisions involve moral values not only technical activities. The orientation of this policy is the implementation of policies by considering moral values. Public policy is not only to fulfill government duties. However, public policy for the community takes into account moral values and is in line with previous rules and higher rules. The 112 emergency telephone service policy in Probolinggo City has applied moral principles. The 112 emergency telephone service policy in Probolinggo City is oriented towards the moral values of humanity and human rights. The moral value of humanity means that this service policy values and respects human life by preparing alert actions and handling rapid response to emergency conditions. This policy is implemented without discrimination and without charge. All people can feel this form of service properly and wisely. All people who see or experience directly can contact and receive assistance quickly.

6. Systemized Principle

Public policy is a system of previous public policies and higher policies. The orientation of public policy is the implementation of a structured system. The system in policy is classified as superior if there is success in public policy entities at the national level, sectoral public policies and regional policies that are superior, complementary, mutually supportive, and mutually reinforcing. public policy must synergize and not clash or not overlap. So that the public as recipients of policy impacts are not confused and multiple interpretations do not arise. The 112 emergency telephone service policy in Probolinggo City has implemented the system principle. The 112 emergency telephone service policy in Probolinggo City is oriented towards the policy system. The policy system is intended to minimize overlaps or collisions between policies. Especially not contradicting higher policies such as Pancasila and Legislation in Indonesia. The implementation of 112 emergency services in Probolinggo City is derived from the Minister of Communication and Information Regulation Number 10 of 2016 concerning Emergency Call Single Number Services and Decree of the Director General of PPI Number 112 of 2019 concerning Technical Guidelines for the Provision of 112 Emergency Call Number Services. The policy contains the Implementation of Call Center 112 which involves the Central Government (Kemkominfo), Local Government and Telecommunication Operators. This policy is oriented towards sector public service innovation as a form of e-government. Probolinggo City also issued a policy in Mayor Regulation Number 175 of 2019 concerning Amendments to Mayor Regulation Number 155 of 2018 concerning the Implementation of Emergency Call Number Services 112 of Probolinggo City.

7. Principle of Gifts to the Community

Public policy is a form of caring gift from the Government for the needs of society. The orientation of public policy is as a form of gift that solves the problems of society. The form of gift must be in the form of happiness and convenience. Policies that torment the community are considered bad policies. Policies are good news for the community to overcome the problems faced by the community. Policies as gifts to overcome problems and not cause other problems. The 112 emergency telephone service policy in Probolinggo City has applied the principle of reward. The 112 emergency telephone service policy in Probolinggo City is oriented towards a form of happiness and convenience for the community. Especially to make people happy and make it easier to get access to protection and handling of emergency conditions. The community considers that the 112 emergency call will protect and be able to receive assistance in emergency conditions. So that there will be a sense of security, comfort, and peace. In addition, the ease of access by every community adds good value to a policy. Good news for people who see or experience emergency incidents firsthand can contact the 112 call free of charge. So as not to burden the community.

8. Principle of Honor Government

Public policy is part of the honor for the Government, not just a formality of completing tasks. The orientation of public policy is respectful implementation. So that public policy is carried out in an honorable manner and strategy. As well as creating an honorable practice or implementation. Public policies made by the government are also a form of pride, especially if the formulation of policies gets

---

the best awards and good assessments from the public. The 112 emergency telephone service policy in Probolinggo City has applied the principle of honor. The 112 emergency telephone service policy in Probolinggo City is oriented towards community service to save human lives and minimize material losses. The emergency call policy provides respect and good value from the community. The reason is that people can feel safe and comfortable with the government's preparedness and quick response in emergency conditions. The successful handling of the 112 emergency call service in Probolinggo City is an honor for the Probolinggo City government.

9. The Principle of Glorify

Public policy is intended to ennoble society. Public policy orientation is a form of glorifying or respecting society. Public policy is formulated in giving glory to society, not to give punishment to society. Public policy is oriented towards the welfare of the community. The 112 emergency telephone service policy in Probolinggo City has applied the principle of ennobling. The 112 emergency telephone service policy in Probolinggo City is oriented towards ennobling the community. Not only preventing material losses, but also a form of community service to save human lives. The 112 call service in Probolinggo City is implemented to ennoble the community by making it easier for people to contact assistance in handling emergencies. Without any distinction, without any discrimination, and without the imposition of illegal fees. This call will facilitate the coordination of each OPD, government agency, and other agencies to help the community when there is an emergency incident.

10. Principles of Learning

Public policy is a form and part of the right learning for the nation's life to be better. The orientation of public policy is that there is learning related to previous implementation to be carried out better in the future and current implementation can be used as an example of learning in the future. Public policy is not only a lesson in a scope but can be an example for other regions and communities. The 112 emergency telephone service policy in Probolinggo City has implemented the learning principle. The 112 emergency telephone service policy in Probolinggo City is oriented towards learning as an example for the future and as an example for other regions. The 112 call service in Probolinggo City is applied to be a lesson for the next period. The 112 call service in Probolinggo City is the best learning in handling emergencies. There are several innovations in the use of technology, coordination, and other forms. So that the 112 call service in Probolinggo City continues to be developed with innovation and harmonized with regional conditions. Learning will be used as a reference in policy evaluation. In addition, best practices will become examples in other cities.

This research has novelty and is different from previous research. Previous research discussed the effectiveness of the 112 emergency call single number service. In addition, there is also a discussion related to the dimensions of the quality of service of the 112 command center. As well as discussing innovation in the form of a single 112 emergency call service. There is research discussing the quality index of the 112 emergency call single number policy of Probolinggo City, but the discussion discusses starting from evidence-based urgency in service. Specifically, the current research discusses the single number 112 emergency call with a public policy point of view through 10 public policy formulations.

## 5. CONCLUSION

Public policy must be in line with 3 premises, including the state getting better and superior based on the government's ability to formulate superior public policies; governments that can form public policies that strengthen the state will not be inferior to other countries; and the government has 2 main roles including formulating superior public policies and providing high-quality public services. The Probolinggo City Government has formulated public policies on 112 emergency call services by formulating superior policies by applying the main principles of public policy, including policies for the public; irrevocable policies; great and good policies; policies with management; policies with moral values; policies with systems; policies are a gift to the community; policies are an honor; policies to glorify the community; and policies as learning.

## ACKNOWLEDGEMENTS

The author would like to thank Panca Marga University for supporting the author to conduct research and write scientific papers. Panca Marga University supports writers in implementing the Tri Dharma of Higher Education.

## REFERENCES

- Alexandra, A. A. (2020) *Analisis Peran Aktor Dalam Penetapan Agenda Kebijakan*. Universitas Airlangga.
- Arifudin, N. et al. (2021) *Kajian Akademisi Pengukuran Kualitas Kebijakan Di Kota Samarinda*, Universitas Mulawarman Repository "REPO-MAN. Universitas Mulawarman. Samarinda.
- Fariq Maulana, I. and Sofiah (2015) 'Komunikasi Interaktif Bank Indonesia dan Masyarakat Melalui Call

- Center Bicara 500-131 Tentang E-Money', *UPT Perpustakaan Universitas Sebelas Maret*, 1(1), pp. 1–20.
- Henry, G. (2013) *Best Practice Government Call Center*. Yogyakarta: Pohon Cahaya.
- Kementerian Komunikasi Dan Informatika RI (2020) *Program Layanan Nomor Panggilan Darurat 112, Kementerian Komunikasi Dan Informatika RI*. Available at: <https://layanan112.kominfo.go.id/tentang> (Accessed: 18 October 2022).
- Lembaga Administrasi Negara (2018) 'Indeks Kualitas Kebijakan', in *Checklist Toolkit: Instrumen Penilaian Kualitas Kebijakan Pada Instansi Pemerintah*. Jakarta: Lembaga Administrasi Negara Republik Indonesia. Available at: [www.ikk-pusaka.lan.go.id](http://www.ikk-pusaka.lan.go.id).
- Neusteter, S. R. *et al.* (2019) *The 911 Call Processing System: A Review of the Literature as it Relates to Policing*. Amerika Serikat: Vera Institute Of Justice.
- Nugroho, R. (2017) *Policy Making*. Jakarta: Elex/Gramedia.
- Nugroho, R. (2018) 'Membangun Kebijakan Publik Unggul Di Era Demokrasi', *Jurnal Academia Praja*, 1(02), pp. 21–36. doi: 10.36859/jap.v1i02.63.
- Puslatbang KMP Makassar (2018) *Kualitas Kebijakan Tolok Ukur Keberhasilan Pemerintah, Pusat Pelatihan dan Pengembangan dan Kajian Manajemen Pemerintahan LAN RI*. Available at: <https://makassar.lan.go.id/kualitas-kebijakan-tolok-ukur-keberhasilan-pemerintah/> (Accessed: 21 October 2022).
- Ramadanti, V. (2020) 'KEBIJAKAN BERBASIS BUKTI (BASED POLICY EVIDENCE) DALAM PERENCANAAN PEMBANGUNAN DI KOTA MAKASSAR (Studi Kasus Pada BAPPEDA Kota Makassar)', *E-prints (Universitas Negeri Makassar)*, 1(1).
- Tapia, A. H. and Nicklaus, A. G. (2015) 'Scalling 911 Mesagging for Emergency Operation Centers during Large Events', *Proceedings of the ISCRAM 2015 Conferences-Kristiansands*, 1(1).