

## Quality of Visitation Services for Inmates at Amuntai Class IIB Correctional Institution, North Hulu Sungai Regency

Gusti Muhammad Hidayatullah<sup>1</sup>, Puteri Anggraini Oktaviany<sup>2</sup>, Normiyati Salamah<sup>3</sup>

<sup>1,2,3</sup>Public Administration Study Program, Amuntai College of Administrative Sciences, Indonesia

Email: [gustimh95@gmail.com](mailto:gustimh95@gmail.com), [puterianggrainioktaviany@gmail.com](mailto:puterianggrainioktaviany@gmail.com), [Salamah@gmail.com](mailto:Salamah@gmail.com)

### Abstract

Indonesia as a rule of law highly upholds the enforcement of human rights. Efforts to uphold human rights can also be carried out in prisons. One of the rights of convicts who are in prison is the right to receive visits from their families. In the service must meet service standards in order to facilitate the community. However, Class IIB Amuntai Prison is inadequate in terms of incomplete infrastructure, lack of employee empathy in service and employees who are still not thorough in providing services. Based on this, this study aims to determine the quality of services for visiting Correctional Families (WBP) in Class IIB Amuntai Penitentiary, Hulu Sungai Utara District. This research uses qualitative research methods and qualitative descriptive types. Data collection techniques used are interviews, observation and documentation. The data source was taken by means of purposive sampling, amounting to 15 people. After the data is collected, it is then analyzed using techniques including data reduction, data presentation and verification or drawing conclusions. The results of this study indicate that the quality of services for visits to the Class IIB Amuntai Prison in Hulu Sungai Utara is not good. The quality of visiting services is not good in terms of the completeness of the facilities in serving WBP and visitors, the visiting WBP room, the empathy and attention of employees, the responsiveness to visitor complaints, the thoroughness of employees in the service process, in compliance with applicable regulations. As for which is quite good from the aspect of providing fast service. As for what has been good seen from the aspects of friendliness and courtesy, the ability of employees to provide services according to service time and provide information on the certainty of visitor visits. Apart from that, the factors that affect the quality of services for Class IIB Amuntai Prison visits are the driving factors, namely clear, timely information and no fees for the service process. While the inhibiting factors are insufficient budget funds and the lack of number of employees. The suggestions put forward by the researchers were for the Head of Amuntai Prison to evaluate the making of a dividing partition between visitors and WBP, for Amuntai Lapas employees to add office infrastructure to support ease of service, for visitors to always comply with the rules in Amuntai Lapas.

**Keywords:** Service Quality, Inmate Visitation, Correctional Institution, Human Rights, Public Service

\*Corresponding author  
Article history

: [ustimh95@gmail.com](mailto:ustimh95@gmail.com)

: **submitted;** 2025/11/15 **revised;** 2025/11/30 **accepted;** 2025/12/10 **published;** 2025/12/23

## 1. Introduction

As a state of law, highly upholds the enforcement of human rights. These human rights enforcement efforts can also be carried out in correctional institutions. One of the rights of inmates in correctional facilities is the right to receive visits from their families.

The number of Inmates at the Class IIB Correctional Institution in Amuntai is 523, consisting of 519 male inmates and 4 female inmates. Every correctional institution wants to provide maximum service, but there are obstacles or problems experienced by the Class IIB Amuntai Correctional Institution. In this study, the researcher observed the existence of public service obstacles at the Class IIB Amuntai Correctional Institution, including:

1. There are no x-ray facilities, which are used to detect carried items, so currently, body and checked baggage inspections must be conducted one by one with thoroughness and a considerable amount of time. (Government Agency Performance Accountability Report (LAKIP) Amuntai Prison and Amuntai Prison Office Equipment Inventory Data).
2. The lack of empathy and responsiveness of officers in responding to complaints from visitors. (Government Agency Performance Accountability Report (LAKIP) Amuntai Prison).
3. The lack of accuracy and security among employees in searching visitors' belongings, leading to violations by visitors and inmates who bring prohibited items and drugs into the prison. (Government Agency Performance Accountability Report (LAKIP) Amuntai Prison). Based on the observations described above, this is a concern for the author to conduct a more in-depth study. This is the background for conducting research titled "The Quality of Inmate Visitation Services at the Class IIB Amuntai Correctional Institution, North Hulu Sungai Regency".

B. Research Focus This research is focused based on the theory according to Zeithaml et al. in Hardiyansyah in 2018, namely:

1. Tangible
2. Empathy
3. Responsiveness
4. Reliability
5. Assurance

C. Problem Formulation

1. How is the quality of inmate visitation services at the Class IIB Amuntai Correctional Institution?
2. What factors affect the quality of visits by Inmates at the Class IIB Correctional Institution in Amuntai?

D. Research Objectives

1. To determine the quality of visitation services for Inmates at the Class IIB Correctional Institution in Amuntai.
2. To identify the factors influencing the quality of visitation services for Inmates at the Class IIB Correctional Institution in Amuntai.

## Theoretical Basis

**A. Definition of Public Service:** In [1], [2], [3], [4], [5], [6] based on Law Number 25 of 2009, it is stated that public service is a series of activities aimed at fulfilling community needs based on laws and regulations for every citizen and resident regarding goods and services provided by public service providers.

**B. Quality of Public Service:** In [7], [8], [9], [10], [11] service is considered high-quality or satisfactory if it can meet the needs and expectations of the community. If the community is

dissatisfied with a service provided, then that service can be considered low-quality or inefficient.

**C. Inmates:** An inmate is a person serving a prison sentence. According to Article 1 paragraph (6) of Law Number 12 of 1995 concerning Corrections, an inmate is a person sentenced based on a court decision that has obtained permanent legal force. Thus, the definition of an inmate is someone who commits a criminal act, has been found guilty by a judge in court, and has been sentenced to prison.

**D. Correctional Institutions:** Correctional institutions, or prisons, are places for the rehabilitation of prisoners and correctional trainees, as regulated in Article 1, paragraph 3 of Law Number 12 of 1995 concerning Corrections.

## 2. Research Method

**A. Research Location:** This research was conducted at the Class IIB Correctional Institution in Amuntai, located at Jalan Sukmaraga No. 324, Postal Code 71471, Sungai Malang Village, North Hulu Sungai Regency.

**B. Research Approach:** The approach used by the researcher is qualitative, which is an approach that reveals research findings obtained from interviews and direct observation, resulting in a descriptive output.

**C. Research Type:** The research type used in this study is descriptive qualitative research, where the author aims to describe or write about the state of the research object at the time of the study, based on the existing facts in the field.

### D. Data and Data Sources

#### 1. Data

- a. Primary data, which is data collected directly by the researcher from its primary source thru observation and interviews with research informants about the Quality of Visitation Services for Inmates at the Class IIB Correctional Institution in Amuntai.
- b. Secondary data, which is data collected to support and supplement the primary data related to the research.

#### 3. Data Source

In this study, there were 15 informants, and the technique used was purposive sampling, which is a technique for selecting data source samples based on specific considerations, as these sources are considered to be the most knowledgeable about what is expected.

**E. Operational Research Design:** The operational design for the Quality of Inmate Visits at the Class IIB Correctional Institution in Amuntai, according to the research focus based on Zeithaml et al.'s theory in [7], [12], [13], [14], [15] is as follows:

1. Tangible.
2. Empathy.
3. Responsiveness.
4. Reliability.
5. Assurance.

### F. Data Collection Techniques

1. Observation
2. Interview
3. Documentation

### G. Data Analysis Techniques

1. Data Reduction

2. Data Presentation
3. Drawing Conclusions

#### H. Data Credibility Testing

1. Prolonged Observation
2. Increased Persistence
3. Triangulation
4. Negative Case Analysis
5. Use of Reference Materials
6. Use of Member Checking

### 3. Results and Discussion

This research uses the theory according to Zeithaml et al. in [7], which proposes several indicators used to measure service quality, namely tangibility, empathy, responsiveness, reliability, and assurance.

Regarding the infrastructure indicators for serving visitors, which are not yet fully developed in the area of visitor services, there is still no body scanner such as an X-ray, so people have to be searched one by one, which takes a considerable amount of time. Then, the service unit indicator is good, as evidenced by employees always trying to take turns providing visitation services according to the Amuntai Prison schedule.

Regarding the empathy and attentiveness indicator, employees are not yet good toward visitors, as evidenced by the fact that many visitors still have to queue standing up without any solutions from the employees. However, the friendliness and courtesy indicator is already good, as seen in the employees always adhering to a friendly and polite attitude toward visitors.

Regarding the indicator of providing services quickly, it is quite good considering that the staff always strive to provide services according to SOPs. However, due to an insufficient number of staff, they are less responsive. Regarding the indicator of responding to visitor complaints, it is not yet good, as the staff are too busy serving a large number of visitors, making them less responsive and attentive. Regarding the indicator of accuracy in the service process, it is not yet good, as there is still drug smuggling in the prison carried out by visitors and inmates. Regarding the indicator of staff's ability to provide services according to service time, it is good, as the staff always strive to provide timely visitation services. Regarding the indicator of service ease for inmates, it is not yet good, as it is constrained by a shortage of staff, so services are assisted by inmates who should be receiving services, not providing them to visitors. Then, regarding the indicator providing information about visiting visitors, it was found to be good, as employees provided information well thru banners and announcements on social media about the service regulations at the Class IIB Amuntai Correctional Institution. Factors affecting the quality of service at the Class IIB Amuntai Correctional Institution include hindering factors such as insufficient office facilities and infrastructure, which causes the service process to be slow and visitors to have to wait and queue for a very long time. There is also a shortage of staff, so WBP are still assisting during the service process. Additionally, a lack of funds makes office facilities and infrastructure incomplete. Meanwhile, supporting factors include clear information for visitors, punctual service, and no fees during the service process, making it easier for visitors.

#### 4. Conclusion

The quality of visits for Inmates at the Class IIB Correctional Institution in Amuntai, Hulu Sungai Utara Regency, is not yet good. This is evident from indicators that are not yet good, including incomplete facilities and infrastructure for serving visitors in the area of visitor services, a lack of empathy and attention from staff toward visitors, insufficient responsiveness of staff to visitor complaints, staff inaccuracy in the service process due to ongoing drug smuggling in the prison, and poor service accessibility for inmates, as evidenced by the continued involvement of inmates in the service process. As for what is quite good, it is providing service quickly, as seen by the staff always striving to provide service according to SOP. However, due to an insufficient number of staff, they become less responsive. As for what is already good, this includes the service work unit, as seen by the staff always trying to take turns providing visitation services according to the Amuntai Penitentiary schedule, the friendliness and politeness of the staff, as seen by the staff always adhering to a friendly and polite attitude toward visitors, the staff's ability to provide service according to service time, and the staff providing visitors with information about the certainty of their visit.

Factors affecting the quality of visits by correctional inmates at Amuntai Prison: The main obstacles to the implementation of public services at the Class IIB Correctional Institution in Amuntai are the inadequate facilities and infrastructure, including the lack of a special visiting room for inmates and insufficient office facilities for the service process. Additionally, the insufficient number of staff for service duties requires assistance from inmates/tampings nearing release, which sometimes disrupts service and leads to slow responses to a large number of visitors. Furthermore, insufficient funding results in inadequate physical office facilities, which can cause problems with user satisfaction. The second supporting factors are clear information, meaning that officers always provide good and clear information to the public, making it easier for people to visit inmates, and that there are no fees charged during the service process, as observed from the prison officers.

#### Suggestions

1. To the Class IIB Correctional Institution, there is a need for evaluation by seeking direct guidance from the Regional Office Division of the Ministry of Law and Human Rights regarding the creation of a partition between adult and child visitors to minimize negative effects on the psychological development of children who visit with their parents.
2. To the Head of the Class IIB Correctional Institution in Amuntai, it is recommended to add facilities and infrastructure such as the number of computers to make it easier to store data on inmates, and body scanners such as X-rays so that service users feel more comfortable with the addition of these facilities and infrastructure.
3. To the employees at the Class IIB Correctional Institution in Amuntai, it is recommended to conduct training on the operation of the available assistive devices in the service process to lighten and facilitate administrative and other procedures.
4. To the visiting public or service users at the Class IIB Correctional Institution in Amuntai, it is recommended to always comply with the rules in place at the prison for visiting and depositing goods, as well as visitation regulations such as wearing modest and closed clothing during visits and not wearing excessive jewelry to avoid unwanted incidents.

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