

A Study of Police Service Behavior in Minahasa Regency

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Abstract— The research problem is about the behavior of police services in the Minahasa Regency. The Study of Police Service Behavior in the Minahasa District Region, in carrying out its essential functions namely: (1) How to prevent law violations from happening? (2) How is community development, and (3) How to Act against various violations of the law? The method used in this research is the descriptive qualitative method. The qualitative descriptive approach referred to by the researcher is a form of research that reveals facts, circumstances, phenomena, and conditions that occur when the research is ongoing and presents it as it is. In the area of prevention, police behavior in conducting public services is carried out openly both directly down to the community and schools by providing enlightenment to prevent various violations of law from occurring. Also prevention is indirectly through the written media and electronic media, although the implementation has not been intensive, not yet effective and has not given satisfaction to the community.

Keywords - Police Behavior and Public Service

I. INTRODUCTION

Wherever the place in this world, the police are always drawn in two different directions, namely the formal procedural direction and the substantial sociological direction. Such basic conditions encourage us to understand the work of the police as it is "rooted in rules" and at the same time "rooted in behavior".

Law enforcement, safeguarding security and order as well as service and community protection are the main tasks of the police as a noble profession. Its implementation must result in the principles of legality, applicable laws, and human rights. In other words, the police must act professionally and uphold the code of ethics strictly, so that it does not fall into deviant behavior and is hated by the public.

The phenomenon observed today is that the police are better known to the public as legal entities of government organs whose work is to hunt down and deal with crime. Hearing the word police, immediately the public's mind was

focused on criminal behavior such as theft, robbery, murder, and various violations of laws and norms that apply in society.

Society and police are two inseparable elements. Without society, there will be no police and without the police, the processes in the community will not run easily and productively. It is very difficult to find loopholes where police are not needed. Even the grass has become a friend of the police. This can be witnessed on a field that has a sign that says "No Walking in the Grass". The banning replicates the work of policing because it also invites the police to secure it. Without the presence of the police, no one will secure the ban.

When we approach and examine it sociologically bureaucratic, quite a lot of "mystery" in the work of the police, that is, the figure of the police is not only marked by legal measures alone. Prof. Satjipto Rahardjo stated that "police behavior is the face of everyday law".

To recognize that the police are the spearhead of law enforcement, so it means that the police are directly dealing with the public, and in particular, lawbreakers in upholding the law.

The growth and development of the police today has changed its doctrine, becoming "friends partners and defenders of citizens". This means that the police as an inseparable part of the community in matters of state power. Regarding the spotlight in the form of criticism and even blasphemy against the behavior of the police, in general, the community of police officers is very ready to face it. Partly, because the Indonesian National Police is suffering from various weaknesses that deserve criticism, and due to the obvious understanding that all criticism and even blasphemy from the community is another form of community love for the Police and its institutions.

As a consequence of reforms in various fields including the role of the police to change the paradigm based on three basic principles that must be played, namely: (1) Police as a protector of the community, (2) As a patron of the community at the same time (3) As a public servant. However, the developing phenomena show that the three principles and functions have

not been acted well. Therefore, it is not surprising to invite public criticism of various behaviors in the field that have not fully acted out their basic duties and functions. Police behavior tends to be more repressive than to prevent, foster, protect and serve the public. In other words, the behavior of the police in carrying out the three basic functions was not as expected by the people who should be served.

Based on the description of the above problems, the research problem was formulated as follows: Study of Police Service Behavior in the Minahasa Regency.

A. *Statement of the Problem*

The Study of Police Service Behavior in the Minahasa Regency, in carrying out its essential functions namely:

- 1) How to prevent law violations from happening,
- 2) How is community development, and
- 3) How to act against various violations of the law.

B. *Research Objectives*

This study aims to describe, analyze, and interpret the behavior of Police Services in the Minahasa Regency, in carrying out its essential functions in the form of:

- 1) *Prevention to avoid violations;*
- 2) *Community development; and*
- 3) *Prosecution of various violations*

II. RESEARCH METHODS

The method used in this research is the descriptive qualitative method. The qualitative descriptive approach referred to by the researcher is a form of research that reveals facts, circumstances, phenomena, and conditions that occur when the research is ongoing and presents it as it is (1). Descriptive qualitative research interprets and tells the data concerned with the situation that is happening, attitudes and views that occur in the community, conflicting two conditions / more, relationships between variables, differences between facts, influence on a condition and others (2).

III. RESULTS AND DISCUSSION

Police Concept

In Indonesia, the term police were used in terms of "security organization" in the 19th century in the British Interregnum from 1811-1817. Indonesian territory was part of the territory led by the "district head" each assigned to the task of securing order and the police were responsible for local regent. Then the Indonesian Police scholars concluded that there were 3 meanings, namely: 1) Police as a function; 2) Police as a state agency, and 3) Police as positions or security officers.

Police as Servants of Community

Service quality is a dynamic condition related to products, services, people, processes, and the environment that meets or exceeds expectations. Tjiptono F (2000: 45), argues that in developing service quality there are eight dimensions of

quality that need to be developed and can be used as a strategic planning and analysis framework (3).

Minister of Administrative Reforms Decree No. 81 of 1993 stipulated that in providing public services must contain the following elements:

- 1) Rights and Obligations for public service providers and recipients must be clear and known by each party.
- 2) The regulation of each form of public service must be adjusted to the conditions of the needs and ability of the community to pay, based on the provisions of the prevailing laws and regulations while still adhering to the supervision and effectiveness.
- 3) The quality of the process and the results of public services must be strived to provide security, convenience, smoothness, and legal certainty that can be accounted for.
- 4) If public services provided by government agencies are forced to be expensive, then the relevant government agencies are obliged to provide opportunities for the community to carry out by applicable laws and regulations (4).

In public services, the characteristics that must be considered are **Intangibility**, intended that the service is a performance of the results of experience rather than objects. **Heterogeneity**, it is meant that service users or customers have the same heterogeneous needs. Customers with the same service may have different priorities. Similarly, performance often varies from one procedure to another, even from time to time; **Inseparability**, it is intended that the production and consumption of a service are inseparable. Consequently, quality service organizations are engineered into the factory sector production and then delivered to customers. Quality occurs during interactions between providers and customers.

Minister of Administrative Reforms Decree No. 25 of 2004, stipulated 14 elements of measuring the Community satisfaction index (IKM), namely:

- 1) Service Procedure, namely the simplicity of the steps of service provided to the community in terms of simplicity of service flow,
- 2) Service requirements, namely technical and administrative requirements needed to obtain services based on the type of service,
- 3) Clarity of service officers, i.e. the existence and certainty of officers who provide services (name, position and authority and responsibility),
- 4) The discipline of service officers, namely the seriousness of officers in providing services, especially for the consistency of working time by applicable regulations,
- 5) Responsibilities of service personnel, namely clarity of authority and responsibility in the administration and completion of services,
- 6) The ability of service officers, namely the level of expertise and skills that officers have in providing/completing them to the community,

- 7) The pace of service, i.e. target service time can be completed within the time specified by the service delivery unit,
- 8) Justice to receive services, that is implementing services by not distinguishing the groups/status of the community served,
- 9) Courtesy and friendliness of officers, namely the attitude and behavior of officers in providing services to the community in a polite and friendly manner as well as mutual respect,
- 10) Reasonable service costs, i.e., affordability of the community to the costs set by services.
- 11) The certainty of service costs, i.e. conformity between costs paid and fees that are determined,
- 12) Certainty in the service schedule, namely the implementation of service time, according to the conditions determined,
- 13) Environmental Comfort, namely the condition of facilities and infrastructure of services that are clean, neat and orderly so that it can provide comfort to the receiver of services,
- 14) Service equality, i.e. guaranteed the level of equality in the environment of the service delivery unit or the means used, so that the public feels calm to receive services against the risk resulting from the service provider.

Likewise, the decision of Minister of Administrative Reforms No. 58 of 2002, concerning the dimensions which form the basis for measuring the performance of public services:

- 1) The simplicity of service procedures,
- 2) Information service disclosure,
- 3) Certainty the implementation of services,
- 4) Product service quality,
- 5) Professional level of officers,
- 6) Orderly administration and management
- 7) Service facilities and infrastructure,

To know the quality of service received by customers, there are satisfaction indicators in 5 dimensions of service quality, namely:

- 1) Tangibles, service quality in the form of physical facilities of office, digital administration, waiting rooms and information places,
- 2) Reliability, ability, and reliability to provide trusted services,
- 3) Responsiveness, the ability to help and provide services quickly and accurately and be responsive to consumer desires,

- 4) Assurance, ability and friendliness and employee courtesy in convincing consumer trust,
- 5) Empathy, simplicity in establishing relationships, good communication with professional attention, understanding of the individual needs of consumers.

IV. CONCLUSION

In the prevention sector, police behavior in conducting public services is carried out openly both directly down to the community and schools by providing understanding to prevent various violations of law to occur. Also, prevention is indirectly through the written media and electronic media, although the implementation has not been intensive, not yet effective and has not given satisfaction to the community.

In the supervision sector, police behavior in public services has been done in terms of mass development as well as personal training of individuals, especially for those who violate the law, not yet carried out intensively and continuously. Therefore, the meaning has not been fully felt by the community.

The police's behavior in law enforcement has been carried out with a more violent approach such as arrest, and not in the form of persuasive.

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