Analysis of Factors that Influence the Perception of Tourists of the Tourism Police in the Tourist Area of Jakarta National Monument

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Abstract. The purpose of this study is to determine the perception of tourists towards the existence of the tourism police in the Monas Jakarta tourist area and to find out the function of the tourism police in the Monas Jakarta tourist area. Sampling using *a simple random sampling* technique and a sample of 100 respondents was obtained. Data collection techniques include observation, documentation, and questionnaires. The research method used is s quantitative analysis techniques using frequency distribution. Based on the results of the data analysis, it can be concluded that most learned about the presence of tourism police standing guard in the Monas tourist area. Through the internal and external perceptions of respondents, the presence of tourism police makes tourists feel safe and protected when traveling.

Keywords: Perception · Tourists · Tourism Police

1 Introduction

Tourism has become one of the largest industrial sectors that had continued to grow from year to year before the pandemic [1]. The process of developing globalization in a high-speed world is influenced by several factors, one of which is the development of technology and information, followed by maturation in various fields such as entertainment and tourism. [2] defined tourism as the tour of travel activities carried out by a group or individual to visit a particular place with the aim of recreation, personal activities, or learning about the attractions of tourist attractions called, including natural attractions, recreational amusement parks, culinary, education, and much more. Tourism is done in open places such as beaches and mountains and enclosed spaces such as museums, monuments, etc. Indonesia has a variety of tourist destinations that are attractive to domestic and foreign tourists.

One of Indonesia's most critical family attractions and areas are used as a place and symbol of the capital city of Jakarta, namely the National Monument. It is located on West Merdeka Street Number. 12 Centre Jakarta. It started from the firm will and determination of the first President of Indonesia, Ir. Soekarno built a national monument

project in early 1960, intended as a manifestation of memories of the struggle of the Indonesian nation during the Indonesian independence revolution in 1945. The national monument was built as a source of inspiration for the rise of the Indonesian government. In addition, this major project was planned to be a mainspring instead of hosting the 4th Asian Games in 1962. The National Monument began construction on 17 August 1961 and was inaugurated on 12 July 1975 [3].

In introducing a tourist attraction and finding out how to attract tourists, there must be a strategy from the manager to retain tourists. In addition to cultural factors, another important thing that can attract tourists to visit is the level of uniqueness. Because the more unique the tourist attractions, the more attractive consumers will stay; this is by the content of the Law no. 10 of 2009, tourist attractions are described as everything that has uniqueness, convenience, and value in the form of a diversity of natural wealth, culture, and artificial products targeted or visited by tourists. In addition, the safety and comfort factors of tourists are also the main attractions of a tourist attraction. Tourism safety and security are essential elements in tourism. The success of tourist attractions comes not only from the beauty of the place but also depends on the ability of the tourist attraction to provide a sense of security to tourists. So a particular police unit was formed to guard vital tourism objects, which stands for Ditpamobvit (Directorate of strong object security), or the community refers to it as the Tourism Police [4]. The tourism police have the main task of carrying out and regulating security in the main tourism area in the context of prevention, deterrence, countermeasures, and law enforcement against any threats and disturbances directed at tourists. In addition, the tourism police also play an essential role in each tourist area to maintain order and discipline of tourists who visit and provide direction to tourists in the tourist zone or area. The National Monument is a vital object area located in the capital city of Jakarta. At the same time, the capital of Jakarta is closely guarded by the tourism police.

The existence of the tourism police is essential for tourists to know. However, some tourists do not know, and it is still a new thing for them to know the existence and primary function of the tourism police. This study was conducted to determine tourists' internal and external perceptions of the presence of tourism police in the Monas Jakarta tourist area.

2   Objectives

The objective point of this article is how tourists' internal exteroceptors of the existence of the tourism police in the Monas Jakarta tourist area. The existence of the tourism police is a virtual tour for tourists to know. However, some tourists do not know a new thing to know the existence of the tourism police.

3   Theoretical Review

This article uses four theoretical reviews classified into two main subjects, perception and tourism policy. The first subject explained about perception by [5] is "A method of organizing, interpreting, of a stimulus received by an organism or individual so that it becomes something meaningful, and is an activity that integrates into the individual."

In addition, perception is also interpreted as a reflection impression or assumption that a person has after the person accepts to know some things (objects) using the five senses. [6]. In perception, there is also a fundamental process in learning and evaluating the extent to which the person recognizes others around him. In this process, a person's sensitivity to the surrounding environment begins to be seen. The perspective will also determine the impression obtained from the process of perception. [7].

Dzul Fahmi [8] explains several types of perception, (a) visual perception is a form of an image of a person's thinking that comes from the sense of vision. In this case, visual perception is the earliest image from within the human mind when judging, describing, or describing something. (b) auditory or auditory perception is a perception that arises and is derived from the human sense of hearing. A person can judge or perceive a thing by what he hears. (c) perception of touch is the perception felt by man through the sense of touch or touch. A person can judge or describe something from what he touches and then process it into an image, something that can affect a person's perception.

Sudarsono and Suharsono [9] state that two aspects are the background for a perception to occur, (a) cognitive includes how to think, identify, interpret, and provide a stimulus for the meaning of individual thoughts contained in the source of something that is felt by the five senses, an experience, or that is lived during everyday life. (b) affection through how a person perceives a thing and describes his sense of emotion towards stimuli derived from the value of value towards himself, which can influence his perception. According to Suci [10] conditions that influence the occurrence of perception such as (a) the existence of an object in perception, (b) the presence of a most critical concern in the preparation of perception formation, (c) the presence of five senses/receptors that function as a stimulus receiving device, (d) sensory nerves as a tool to provide stimulus to the brain as a tool to hold a response. So, it can be concluded that perception results from a person's efforts in explaining or describing something that is perceived and can assess what is captured by human receptors. Hadi [11] explains that the factors that influence a person's perception are as follows: (a) internal factors, including feelings, are statements of the soul, which are more or less subjective, to feel pleasure or displeasure and that do not depend on stimulating and sensory tools on the individual. Attitude is a form of individual behavior to respond to situations or conditions so that individuals are willing to do or not do something based on understanding their perceptions and feelings. Prejudice is a person's presumption against another person or group. Prejudice arises from negative views or is accompanied by a separation between in-group and out-group feelings. Hope is a desire and belief in an individual's life that is infused with a stimulus and can improve an individual. Attention is a direct awareness of the information (excitatory) received to decide an action/behavior (response) at an event or a particular atmosphere on the object at its reception. (b) External factors, including the information obtained, is a,n object or presentation that is real knowledge. As a real object, information is viewed from a series of symbols and can be captured by the five senses of humans and exchanged with each other. Information is considered a natural raw material beyond human beings that requires further processing. The needs of the surrounding community or its surroundings for objects or services that can provide satisfaction and prosperity to man or a place, both physical and spiritual. Size Is the intensity in which the larger or smaller the size of a physical object, the more perceived it will be in the individual. Repetition of motion

is the transfer of place or position performed by an individual once or many times at a given time.

Tourist perception is a process of stimulation from within humans to know something that is felt when a person is in a tourist attraction and assess how the area or things are in the tourist area visited. Suci [10] said that: "tourist perception is an impression that is interpreted in the form and attitude towards tourism attractions, tourism facilities, public facilities, tourism information, and services provided to tourists while within the tourist attraction area." The WTO (World Tourist Organization) explains, "A tourist is any person residing in a State regardless of nationality, visiting somewhere in the same State for more than 24 h to make his or her journey" [12].

The second subject explains the tourism police [13]. Establishing the tourism police is an effort by the police to keep up with the development of the world of tourism. The primary mission of the National Police of the Republic of Indonesia is to protect, serve and protect the community, which is the main foundation for forming the Tourism Police. Monica [14] The tourism police is a police unit that has a particular task, namely, to secure and facilitate tourist activities carried out by tourists in certain tourist areas. In addition, the duties of the tourism police, as follows [15] (a) create a sense of security, order, and smoothness towards tourists, tourist attractions, and mobility of tourist visits. (b) pay attention to the protection, protection, and service of tourists, residences, and property of tourists. (c) carry out investigations and investigations into cases related to tourism. (d) carry out enforcement of violations committed by tourists, tourist transport, and travel agencies. (e) Check personal identity and completeness of tourist documents suspected of criminal acts or violations.

With the explanation above, the task of the tourism police focuses on vital objects to maintain the safety of visitors, order, and the attraction's location. Moreover, establishing a tourism police that cooperates directly with the tourism department is essential to strict security to protect against threats and disturbances to tourists, both verbal and non-verbal. Soehardi [16] states that security in tourist destinations also positively and negatively influences foreign and domestic tourist visits. Some security and safety issues can affect the increase or decrease in tourist destination visits. Soehardi also explained, "Tourists' risk perceptions of personal security and safety have a major impact on tourism demand patterns, and unsafe tourist destinations will have difficulty attracting tourists. Thus, tourist destinations must address safety concerns as travelers have a personal perception to base their decisions on".

4 Methods

This research was conducted in the Monas tourist area. The population of this study was visitors to the Monas tourist area in the last four years (2018–2022), amounting to 14,529,784 people. The research sample was calculated using *a probability* sampling technique using *simple random sampling* and obtained a total sample of 100 respondents. The variables in this study consist of internal and external factors that affect tourist perceptions of the tourism police in the Jakarta National Monument tourist area. The data types in this study are primary and secondary, with data collection methods using observation, interviews, documentation, and questionnaires to respondents. The

Table 1. Percentage of Respondents by Gender

Gender	Frequency	Percentage
Man	30	30%
Woman	70	70%
Sum	**100**	**100%**

Source: Author's processed data 2022

Table 2. Percentage of Respondents Based on age

Age (years)	Frequency	Percentage
<20	4	4%
20–30	65	65%
31–40	15	15%
41–50	11	11%
>50	5	5%
Sum	**100**	**100%**

Source: Author's processed data 2022

data analysis method used is a descriptive method of quantitative statistics, where data analysis techniques use frequency distribution. In a frequency distribution, there are three frequency distribution tables n: relative frequency distribution tables, cumulative frequency distribution tables, and relative frequency distribution tables.

5   Findings and Discussion

5.1   Findings

5.1.1   Respondents by Gender

The Table 1 shows that most of the respondents to the National Monument tourists are female, 70%, and the remaining 30% are respondents of the female gender. Man.

5.1.2   Respondents by Age

Based on Table 2, it can be seen that most respondents have an age range of 20–30 years, with a total of 65 respondents (65%) and the lowest rate in the age range of <50 years. This is because young people prefer to take tourist visits to old age.

5.1.3   Respondents by Domicile

Based on Table 3, it can be seen that the majority of respondents have domiciled in Depok, as much as 40% percent. Several factors, including the ease of access to the National Monument, can influence this.3.4 Respondents by number of visits to monas.

Table 3. Percentage of Respondents Based on City

Domicile	Frequency	Percentage
Jakarta	12	12%
Bogor	13	13%
Depok	40	40%
Tangerang	27	27%
Bekasi	3	3%
Outside Jabodetabek	5	5%
Sum	**100**	**100%**

Source: Author's processed data 2022

Table 4. Percentage of Respondents Based on Number of Visiting Monas

Number of visits to Monas	Frequency	Percentage
One time	24	24%
>1 time	76	76%
Sum	100	100%

Source: Author's processed data 2022

It can be seen from Table 4 that the majority of respondents have visited monas more than one time. This can be because respondents make national monuments the most popular tourist destinations, especially on weekends when families have free time to vacation together with a total of 76 respondents with a percentage (76%).

5.2 Discussion

Tourists' knowledge of the existence of tourism policy in the National Monument area is presented in Table 5.

Table 5. Percentage of Respondents Based on Knowledge of the Existence of Police Tourism

Knowledge of the Tourism Police	Frequency	Percentage
Yes	56	56%
Not	44	44%
Sum	100	100%

Source: Author's processed data 2022

Based on Table 5, it can be seen that most respondents of tourism police guarding the Jakarta monas tourist area with a percentage of 56% of the total respondents. Meanwhile, 44% of respondents still knew she represented the tourism police standing guard at the National Monument. This can be because the tourism policy needs to be known, and only a few visitors learn about the police at the National Monument.

5.2.1 Internal Factors – External Tourists Towards Tourism Police in Jakarta National Monument Tourism Area

5.2.1.1 Based on the Indicators of Feelings

The existence of the tourism police in the monas area makes tourists feel safe, so it can be concluded that the respondents' feelings regarding the presence of tourism police in the one's Jakarta tourism are (Table 6).

Based on the assessment, 29 respondents expressed strong approval (52%), followed by 25 who agreed (45%) and two who decided (4%). It can conclude that the tourists feel safe with the presence of tourism police on duty in the monas Jakarta tourist area.

5.2.1.2 Based on Attitude Indicators

Based on the assessment given, 19 respondents strongly agreed (34%), followed by 29 respondents who agreed (52%), and four respondents who disagreed (7%). It can be concluded that every traveler who travels within the tourist area agrees by seeing the presence of police Tourism can change its int to not act to the detriment of the general public (Table 7).

5.2.1.3 Based on Prejudice Indicators

Based on the assessment given, 21 respondents expressed strong approval (38%), followed by 30 respondents who agreed (54%), three neutral respondents (5%), and two respondents who disagreed (4%). It can be concluded that most respondents agreed with having a good prejudice against the performance of the tourism police in the monas tourist area (Table 8).

Table 6. Percentage of Statement "The presence of tourism police in the Monas area makes tourists feel safe."

Feeling	Frequency	Percentage	Number of Scales
Strongly agree	29	52%	145
Agree	25	45%	100
Neutral	0	0%	0
Disagree	2	4%	4
Strongly disagreed	0	0%	0
Sum	56	100%	249

Source: Author's processed data 2022

Table 7. Percentage of Statement "The Existence of Tourism Police Makes Tourists Reluctant to Commit an Offense While In Monas Tourist Area"

Attitude	Frequency	Percentage	Number of Scales
Strongly agree	19	34%	95
Agree	29	52%	116
Neutral	4	7%	12
Disagree	4	7%	8
Strongly disagree	0	0%	0
Sum	**56**	**100%**	**231**

Source: Author's processed data 2022

Table 8. Percentage of Statement "Tourism Police Work Very Well"

Prejudice	Frequency	Percentage	Number of Scales
Strongly agree	21	38%	105
Agree	30	54%	120
Neutral	3	5%	6
Disagree	2	4%	4
Strongly disagree	0	0%	0
Sum	56	100%	235

Source: Author's processed data 2022

5.2.1.4 Based on Expectations Indicators

Based on the assessment given, 26 respondents stated that they strongly agreed (46%), followed by 27 respondents who agreed (48%), and two respondents who disagreed (4%). One response was neutral (2%), so it can be concluded that every tourist expects and agrees that the existence of a tourism pole can make the travel atmosphere organized and conducive so that when tourists travel in the tourist area it is more comfortable and Tranquil (Table 9).

5.2.1.5 Based on Focus Indicators

Based on the assessment given, 11 respondents strongly agreed (20%), followed by 38 respondents who agreed (68%), four respondents who were neutral (7%), and three respondents who disagreed (5%). It can be concluded that most tourists agree with judging the uniform worn by the tourism police to be different from the police uniform in general so that it becomes an attraction for tourists to know and know about the existence of tourism police in the tourist area (Table 10).

Table 9. Percentage of Statement "The Existence of Tourism Police Is Expected to Make the Travel Atmosphere More Conducive"

Hope	Frequency	Percentage	Number of Scales
Strongly agree	26	46%	130
Agree	27	48%	108
Neutral	1	2%	6
Disagree	2	4%	4
Strongly disagree	0	0%	0
Sum	56	100%	248

Source: Author's processed data 2022

Table 10. Percentage of Statement "Tourism Police Uniforms Are Unique as Well as Different from Police Uniform in General"

Focus	Frequency	Percentage	Number of Scales
Strongly agree	11	20%	55
Agree	38	68%	152
Neutral	4	7%	9
Disagree	3	5%	6
Strongly disagree	0	0%	0
Sum	56	100%	222

Source: Author's processed data 2022

5.2.1.6 Based on the Indicators of the Information Obtained

Based on the assessment obtained, 23 respondents expressed strong approval (41%), followed by 29 respondents (52%) who agreed, and two respondents neutral (4%). Two respondents disagreed (4%), which can be concluded that most of the respondents agree with knowing about the existence of tourism police on duty in the monas tourist area of Jakarta. Based on indicators of ambient needs (Table 11).

Based on the assessment obtained, 30 respondents expressed strong approval (54%), followed by 24 respondents (43%) and two respondents who agreed (4%). It can be concluded that tourists strongly agree with the need for a tourism policy in the Jakarta national monument tourist area as the most critical course of tourism (Table 12).

5.2.1.7 Based on Size Indicators

Based on the assessment obtained, 25 respondents expressed strong approval (45%), followed by 28 respondents (50%), one responding neutral (1%), and two responding disagree (4%). It can be concluded that most of the respondents agree that the more tourism police in the Monas area (Table 13).

Table 11. Based on the statement, "There are Tourism Police standing guard in the Monas Tourist Area."

Information obtained	Frequency	Percentage	Number of Scales
Strongly agree	23	41%	115
Agree	29	52%	116
Neutral	2	4%	6
Disagree	2	4%	4
Strongly disagree	0	0%	0
Sum	56	100%	241

Source: Author's processed data 2022

Table 12. Percentage of Statement "Tourism Police Are Urgently Needed to GuardIn the Monas Tourist Area."

Surrounding Needs	Frequency	Percentage	Number of Scales
Strongly agree	30	54%	150
Agree	24	43%	96
Neutral	0	0%	6
Disagree	2	4%	4
Strongly disagree	0	0%	0
Sum	56	100%	256

Source: Author's processed data 2022

Table 13. Percentage of the statement "The more tourism police officers in charge of guarding the Monas tourist area, the safer it will be"

Size	Frequency	Percentage	Number of Scales
Strongly agree	25	45%	125
Agree	28	50%	112
Neutral	1	2%	6
Disagree	2	4%	4
Strongly disagree	0	0%	0
Sum	56	100%	247

Source: Author's processed data 2022

5.2.1.8 Based on Motion Repetition Indicators

Based on the assessment obtained, 29 respondents expressed strong approval (52%), followed by 22 respondents who agreed (39%), three respondents who were neutral (5%), and two respondents who disagreed (4%). It can be concluded that most respondents

Table 14. Percentage of Statement "Tourism Police patrolling and conducting security in the Monas Tourism Area"

Motion Repetition	Frequency	Percentage	Number of Scales
Strongly agree	29	52%	145
Agree	22	39%	88
Neutral	3	5%	6
Disagree	2	4%	4
Strongly disagree	0	0%	0
Sum	56	100%	243

Source: Author's processed data 2022

agree with the tourism police, who are always on guard and patrolling the monas tourist area so that tourists can feel safer in monas tourist area (Table 14).

5.2.2 Recapitulation Table

5.2.2.1 Internal Factors

Based on Table 15, the highest score is found in the feeling indicator, 21.41%, with the statement, "The presence of tourism police in the Monas area makes tourists feel safe." This shows that the most influential internal perception is about how much influence the existence of the tourism police has in securing the area of tourist areas in the Jakarta national monument. The smallest percentage value is found in the focus indicator, which is a percentage of 18.64% in the statement, "Tourism police uniforms are unique and different from police uniforms in general." This means that tourists have little effect on the attributes worn by the tourism police on duty in the monas tourist area.

Table 15. Recapitulation of Internal Factors

Internal Factors	Number of Scales	Average	Percentage
Feeling	255	4,45	21,41%
Attitude	231	4,13	19,40%
Prejudice	235	4,20	19,73%
Hope	248	4,43	20,82%
Focus	222	3,96	18,64%
Sum	1191	21,16	100,00%

Source: Author's processed data 2022

Table 16. Recapitulation of External Factors

Internal Factors	Sum Scale	Average	Percentage
The Information Retrieved	241	4,30	24,42%
Surrounding needs	256	4,57	25,94%
Size	247	4,41	25,03%
Repetition motion	243	4,34	24,62%
Sum	987	17,63	100,00%

Source: Author's processed data 2022

5.2.3 External Factors

Based on Table 16, the highest value is found in the indicator of surrounding needs, with a percentage of 25.94% in the statement, "Tourism police are urgently needed to guard the monas tourist area." This means that respondents agree that the National Monument tourist area urgently needs the presence of tourism police to guard and protect and protect tourists traveling in the monas area of Jakarta. The information indicator has the lowest percentage of 24.42% in the statement, "Tourism Police always on guard in the Monas area." Based on this statement, there are most likely to be several respondents who were unaware of the presence of tourism police in the National Monument tourist area.

6   Conclusion

Based on the results of the data analysis that has been done, it can be concluded that the majority of respondents in the National Monument area know about the presence of tourism police guarding the National Monument tourist area. At the same time, several respondents do not know about the tourism police on guard. The internal factor of respondents to the tourism police gets the highest percentage score on the feeling indicator, where respondents assess that with the presence of the tourism police, tourists feel safe while traveling at the Jakarta National Monument. Respondents' external factors in the tourism police got the highest percentage score on the indicator of the surrounding need. Respondents assessed that the tourism police were very much needed to guard and provide protection to tourists in the Jakarta Monas tourist area.

To further improve tourism police services and visitors' knowledge of the tourism police, the Jakarta Ditpamobvit should introduce the tourism police agency to the broader community. So that people get to know the tourism police even better. In order to improve and build better tourist perceptions of the tourism police, the tourism police should also increase the number of personnel and increase the frequency of patrolling the National Monument tourist area so that tourists feel more secure in the presence of the tourism police themselves. For future research, it is suggested to examine the performance level of the tourism police on the comfort of traveling.

Authors' Contributions.   The first and second authors observed and explored the theory of tourist perception visiting monas tourism objects, participating in distributing questionnaires. Meanwhile, the third and fourth authors deepened the theory about the tourism police, processing data indicators that influence tourist perceptions of the existence of tourism police, and authors participated in the dissemination and calculation of the questionnaire results All authors read and agreed on the final manuscript.

Competing Interest Statement.   This article is free from any conflict of interest regarding the data collection, analysis, and the publication process itself. Either replicate or modify the previous sentence for this part.

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