

THE COMMUNITY PERCEPTION ON THE PERFORMANCE OF THE REGIONAL POLICE PERFORMANCE IN IMPLEMENTING PRE-EMPTIVE FUNCTION, PREVENTIVE, REPRESSIVE TO RELEASE THE POLICE IMAGES OF CORRUPTION, COLLUSION, AND NEPOTISM

Abstract

The main and general obligated tasks of the National Police contained in Article 13 letter (c) of Law number 2 of 2002 are providing protection and service to the public. All Police in various countries carry out the main functions; pre-emptive, repressive, and preventive which are regulated in statutory regulations that are set out in the objectives, main tasks, duties, authority and responsibilities of the relevant Police. The evaluation of the performance of the Police as a public organization is absolutely required to elevate the quality of public service. The community as part of the stakeholders of this organization has a hand in providing an assessment of the Police Public performance. The performance evaluation of the Police is intended as an effort to prioritize aspects of objectivity. Public perception of the Police can also be influenced by the performance of the Police. Communities as recipients of services provided by the Police have the way of their own assessment. Referring to the previous backgrounds. It was important to conduct a study on what the community's perception on the performance of the *Tulungagung* Policem (*Polres*) in carrying out the pre-emptive, preventive and repressive functions of the Police to create image of Police from free from a corruption, collusion, and nepotism. The method used an empirical or non-doctrinal juridical method. The approach used a non-positivistic approach. Data were qualitatively analyzed.

Keywords: Community Perception, Police Performance, Police Image.

Andreas Andrie Djatmiko

E-mail : ionobydj2@gmail.com

STKIP PGRI Tulungagung

Jl. Mayor Sujadi No.7 Plosokandang

Tulungagung, East Java, Indonesia

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I. INTRODUCTION

The National Police of the Republic of Indonesia (Polri) has the motto "Rastra Sewakotama", meaning Abdi Utama for Nusa Bangsa. The National Police carries out police duties throughout Indonesia by maintaining security and public order, enforcing the law, and providing protection, protection and services to the public. Based on this motto, it can be concluded that in carrying out their duties, the police really need community participation. The community has a role to control the functions of Police (pre-emptive, repressive, and preventive) run as the game of rule. The success of the Police is measured by the achievement of the objectives of the main tasks, duties and authorities in an efficient and effective manner.

Forming cooperation between the Police and the community to tackle crime and solving social problems that arise is absolutely necessary in realizing the success of the Police's work. The performance of the police depends on aspects and dimensions. A list of positive image is the eradication of gambling, terrorist arrests and protection against theft of criminal acts, in .On the contrary several negative perceptions are labeled in matters of corruption, collusion and nepotism in the internal police itself which are forbidden by the law Number 28 of 1999 stating that the administration of a state that must be clean and free of corruption, collusion and nepotism as well as the main tasks of the National Police contained in Article 13 letter (c) of Law number 2 of 2002

The character of the duties and responsibilities of the Police is very different from other government organizations. This particularity causes the importance of the Police accountability system so that the duties and authority of the Police are not misused. Police Accountability covers the operational activities and services. The community demands that the Police services must be done efficiently in good behavior. Police accountability is measured by the absence of the abuse of police authority and the the ability to protect the rights and freedoms of the people. The transparency and public accountability in the administration of a clean government (good government) is very important in improving the relationship between the Police and the community in the context of improving Police services. The positive relationship between the Police and the community result from the trust and the support. For this reason the Police are strongly instructed to make improvements either externally and internally to build an

image of the Police that is clean and free of corruption, collusion and nepotism and to eliminate negative public perceptions of the Police.

The evaluations of the performance of the Police as a public organization take the role of society control. The community as part of the stakeholders of this organization participates as an assessor. The performance evaluation of the Police by the community is intended as an effort to prioritize aspects of objectivity. Police demands and duties of such magnitude certainly require support and solid teamwork as well as Community support. Public trust must be supported by the seriousness of the Police in handling various cases. The police as a public organization certainly also gets observations from the public so that it can cause a perception in the community. Perception is often interpreted as the process of perceiving objects and events to try to understand what is visible and not visible in the sense media.

Public perception of the Police can also be influenced by the performance of the Police. Communities as recipients of services provided by the Police certainly have their own assessment of the performance that has been carried out by the Police in relation to their duties. Based on the things that have been explained above, the researcher is interested in knowing how the community's perception of the performance of the *Tulungagung* Resort Police (Polres) in carrying out the pre-emptive, preventive and repressive functions of the Police to realize the image of the Police that is clean and free of corruption, collusion, and nepotism. Based on the existing problems, the focus of the problem can be raised as follows: What is the Community's Perception of the Performance of the *Tulungagung* District Police in Implementing the Pre-Emissive, Preventive and Repressive Functions of the Police to Achieve a Police Image that is Clean and Free of Corruption, Collusion and Nepotism?

II. RESEARCH METHOD

The method used is an empirical or non-doctrinal juridical method which is intended as an effort to approach the problem under study with the nature of the law in accordance with the reality that lives in society. The approach used is sociological / empirical using a non-positivistic approach and using qualitative analysis. With a qualitative approach, which is an approach using a natural setting, with the intention of

interpreting phenomena that occur and carried out by involving various existing methods.

III. FINDINGS AND DISCUSSION

Perception involves the way one sees the world surrounding , adding meaning to information collected through the five senses namely touch, smell, sight, hearing, and taste. Perception is the main means of knowing through which individuals understand themselves and their surroundings (Nelson, 2005). According to Irwanto (2002), perception is a process of receiving stimuli that give rise to an understanding of the environment. According to Pareek (in Sobur, 2003), perception can be defined as the process of receiving, selecting, organizing, testing and reacting to sensory stimuli or data. According to Gibson et al (2003) perception is the process by which individuals give meaning to the environment.

Santrock (2003) defines perception as a brain process in organizing and interpreting information from sensory to get meaning. So perception can be said as a process of receiving stimulus from outside then given meaning to produce attitudes and behaviors towards the stimulus received.

Shortly, community perception is a way of looking at the community towards something that is received either directly or indirectly, such as for example directly, by experiencing it for yourself, whereas indirectly through information through both the media and non-media.

Performance can be defined as the quantity and quality of individuals, groups, or achievements of an organization. Performance is the result of measurements of quantity and quality as well as contributions to tasks performed by individuals or groups for work units and their organizations (Wood, 1998). According to Rivai (2003) performance is a function of motivation and ability to complete one's tasks or work duly have a certain degree of willingness and ability level. According to Mangkunegara (2000) employee performance is the result of quality and quantity of work achieved by an employee in carrying out their duties in accordance with the responsibilities given to him.

Suyadi Prawirosentono (2008) says a performance is the work that can be achieved by a person or group of people in an organization, in accordance with their

respective authorities and responsibilities, in order to achieve the objectives of the organization concerned legally, not violating the law and in accordance with morals and ethics.

Law number 2 of 2002, the National Police of the Republic of Indonesia in Article 1 paragraph (1) stated that the Police are all matters relating to the functions and institutions of the police in accordance with statutory regulations. The term police in this law has two meanings, the function of the police and the police agency. In article 2 of law number 2 of 2002 concerning the National Police of the Republic of Indonesia, the function of the police as one of the functions of the state government in the field of maintaining security and public order, law enforcement, protectors, protectors and servants to the public. While the police institution is a government organ determined as an institution and given the authority to carry out its functions based on legislation (Sadjiyono, 2008:52-53).

Furthermore Article 5 of law number 2 of 2002 concerning the National Police of the Republic of Indonesia states that:

- 1) The National Police of the Republic of Indonesia is a state instrument that plays a role in maintaining security and public order, enforcing the law, as well as providing protection, protection and services to the community in the context of maintaining domestic security.
- 2) The National Police of the Republic of Indonesia is the National Police which is a unity in carrying out the role referred to in paragraph (1).

According to Satjipto Raharjo, the police are a state tool in charge of maintaining security and public order, providing shelter, and providing protection to the community (Satjipto Raharjo, 2009: 111). Furthermore Satjipto Raharjo, quoting Bitner's opinion, states that if the law aims to create order in society, including fighting crime. Finally, the police will determine concretely what is called order enforcement (Satjipto Rahardjo, 2009: 117).

The role of the National Police according to Article 1 paragraph (5) of law number 2 of 2002 concerning the Indonesian National Police, namely: "security and public order is a dynamic condition of the community as one of the prerequisites for the implementation of the national development process which is marked by the guarantee of order and enforcement of the law and the establishment of peace that contains the

ability to foster and develop the potential and strength of the community in preventing, preventing and overcoming all forms of violations of the law and other forms of disruption can disturb the community ".

The role of the National Police described above is in line with the functions of the Police as stipulated in law number 2 of 2002 concerning the Police as follows:

1. Article 2 of law number 2 of 2002 the functions of the Police are: "one of the functions of the state government in the field of maintaining security and public order, law enforcement, protection, protection and service to the community".
2. Article 5 paragraph (1) of law number 2 of 2002, "The National Police of the Republic of Indonesia is a state instrument that plays a role in maintaining public order and security, enforcing the law, as well as providing protection, protection and service to the public in the context of maintaining security domestic".
3. In the context of implementing the provisions in Article 5 of law number 2 of 2002, in accordance with Article 13 of law number 2 of 2002, the National Police has the main duties:
 - a. Maintaining public order and safety;
 - b. Uphold the law; and
 - c. Provide protection, protection and service to the community.
4. Article 14 of Law number 2 of 2002, regulates the implementation of basic tasks in accordance with Article 13 of Law number 2 of 2002, which has the following tasks:
 - a. Implementing arrangements, guarding, escorting, and patrolling community and government activities as needed;
 - b. Carry out all activities in the framework of ensuring security, order and smooth traffic on the road;
 - c. Fostering the community to increase community participation, community legal awareness and community adherence to laws and regulations;
 - d. Participate in the development of national law;
 - e. Maintain order and guarantee public security;
 - f. Coordinate, supervise and provide technical assistance to special police, civil servant investigators, and forms of self-help supervision;

- g. Carry out investigations and inquiries into all criminal acts in accordance with criminal procedure law and other laws.

From these police tasks, it can be stated that basically there are three police duties namely;

1. Pre-Emissive Function

The Pre-Emissive function sign to the efforts and activities of community coaching to increase community participation, legal awareness and legislation. The task of the National Police in this field is Community Policing, by approaching the community socially and with mutualism, the objectives of the community policing will be achieved. However, the concept of Community Policing itself is now biased with its implementation in the District Police Precincts. Actually, as mentioned above, in making comparisons of the foreign police system, in addition to having to be seen from the administration of the government, the police system is also related to the social character of the people.

The concept of Community Policing already exists in accordance with the character and culture of Indonesia (Java) by implementing an environmental security system (*siskamling*) in village and village communities, alternately the community feels responsible for the security of their respective regions. This is also supported by *babinkamtibmas* activities which must at all times supervise their regions to carry out special activities.

2. Preventive function

The efforts and activities in the field of preventive police to maintain the security and order of the community, maintain the safety of people, objects and goods including providing protection and assistance, especially preventing violations of the law. In carrying out this task requires the ability of its own technical professionals such as patrols, guarding and escort arrangements.

3. Repressive function

In the repressive field there are 2 (two) types of Roles and Functions of the Republic of Indonesia National Police, namely repressive non *justisiil* and *justisiil*. UU no. 2 of 2002 gives the role of the National Police to carry out non-just repressive actions related to Article 18 paragraph 1 (1), namely the authority of "police discretion" which generally involves minor cases.

KUHAP provides the role of the National Police in carrying out repressive justification tasks using the principle of legality together with other elements of the Criminal Justice system. This task contains the substance of the investigation and investigation in accordance with the criminal procedure code and other laws and regulations. If a crime occurs, the investigator carries out activities in the form of:

1. Look for and find an event that is considered a crime;
2. Determine whether or not an investigation can be carried out;
3. Finding and collecting evidence;
4. Make light of the criminal act that occurred;
5. Find a suspect of a criminal offense.

In general, the image is a picture or reputation that is owned by a certain person or person that is indirectly built from other people or in short, the image is formed from the perspective of others about something in successive periods or periods or continuously. According to Nicholas Ind (1992) quoted in Sutisna (2000): "A brief description of an organization is produced through the accumulation of messages received."

If a conclusion is drawn, that the image of a police force that is clean and free of corruption, collusion, and nepotism is a positive reputation that the police organization tries to build on the community in preventing and eradicating internal acts of the police organization that lead to acts of corruption, collusion, and nepotism.

Whereas acts of corruption, collusion and nepotism itself in the applicable laws and regulations are defined as follows;

Corruption comes from the Latin: corruption of the verb *corrumpere* means rotten, damaged, shaking, turning, bribing. According to Transparency International is the behavior of public officials, politicians / politicians and public servants, who improperly and illegally enrich themselves or enrich those close to them, by abusing the public power entrusted to them.

In the Big Indonesian Dictionary, corruption literally means: bad, damaged, likes to use the goods (money) entrusted to him, can be bribed (through his power for personal gain). As for the terminology, corruption is fraud or embezzlement (state or company money) for personal or other people's interests.

In essence, corruption is misusing the trust given by the public or the owner for personal interests. Thus, corruption shows a dual function that is contradictory, namely

having the authority given by the public that is supposed to be for the welfare of the public, but is used for one's own benefit.

Law number 28 of 1999 of State Administration regulates the absence of police Clean and Free of Corruption, Collusion and Nepotism . Chapter 1 General Provisions Article 1 number 3 states Corruption is a criminal offense as referred to in the provisions of the laws and regulations governing criminal acts of corruption.

The definition of corruption according to law number 31 of 1999 concerning Eradication of Corruption Crime is any person who is categorized as violating the law, committing acts of enriching oneself, benefiting himself or others or a corporation, abusing authority or opportunities or means that exist because of positions or positions that can harm the country's finances or the country's economy.

Understanding Corruption According to law number 20 of 2001 is an act against the law with the intention of enriching oneself, others, or corruption which results in detrimental to the state or the country's economy.

Understanding Corruption According to law number 24 of 1960 is the act of a person, who with or for committing a crime or committed by misusing his position or position.

According to Law number 28 of 1999 concerning State Administration that is Clean and Free of Corruption, Collusion and Nepotism Chapter 1 General Provisions Article 1 number 4 Collusion is agreement or cooperation against the law between State Administrators or between State Administrators and between other State parties harming others, society and or the country.

According to Law number 28 of 1999 concerning State Administration that is Clean and Free of Corruption, Collusion and Nepotism Chapter 1 General Provisions Article 1 number 5 Nepotism is any act of a State Operator in an unlawful manner that benefits the interests of his family and / or cronies above the interests of the community , nation and state.

Public Perception of the Performance of Tulungagung Regional Police in Carrying Out Pre-Emictive, Preventive, and Repressive Functions to Create a Clean Police Image; And Free from Corruption, Collusion and Nepotism

Public perception is one indicator that can be used to assess the performance of an institution, including the Police institution. From the output side, for example, it can be

seen from the level of community involvement and role in every program held by the Police institution, be it a social, religious program or even a program of guidance and legal counseling in the community. Therefore it is necessary to assess the performance of the Police from several sides, one of which is through community perception.

This is necessary because, first, as a form of increasing understanding *Tulungagung* Police (Resort Police) based on community responses, to the challenges and threats that must be anticipated through effective and efficient performance. Second, knowing the perceptions of *Tulungagung* Resort Police (Polres) related to the performance carried out so far and the perception of the target groups and the community regarding the performance that has been done by *Tulungagung* Resort Police (Polres) so far. Third, conduct a comprehensive evaluation related to the performance of the *Tulungagung* Resort Police (Polres) in realizing its vision and mission.

The service sector is one of the important sectors in measuring the success of the *Tulungagung* Resort Police, but the potential threat to extortion in providing services to the public at the *Tulungagung* Resort Police (Polres) remains always there. The comfort and satisfaction of the services received by the community from the performance of the *Tulungagung* Police (Polres) is a picture of the success of the Police in breaking down negative public perceptions of the performance of the Police, particularly the *Tulungagung* Resort Police (Polres). Convenience is an output of Police performance while satisfaction is an outcome of Police performance. It cannot be separated, although the comfort and satisfaction of the context are more general but it is an important thing that must be carried out by the *Tulungagung* Police Resort (Polres) through many things for example, complaints, services and being partners with the community. This is a step to give a positive image to the Police, especially in *Tulungagung* Police Resort.

To assess the performance of the Police, it is necessary to analyze public perceptions in terms of subjects (the performance of police officers) and in terms of objects (performance of institutions in providing services). Therefore, there are targets for performance evaluation divided into 2 target groups, namely the internal Police itself and the community. From these two groups there were 4 aspects which were assessed including:

a) Internal Police Perception

1. Human Resources Development
2. Police Strategic Planning

b) Community Perception

1. Police Performance
2. Community Satisfaction

In terms of human resources (HR) there are 2 main aspects that must be assessed, namely the Performance of *Tulungagung* Resort Police and Quality in carrying out the responsibilities given to members of the *Tulungagung* Resort Police (Polres). Police members' perceptions of HR management can be very positive if there is a communication system between superiors and subordinates. *Tulungagung* Police Resort (Polres) also has a performance system to determine the satisfaction of its members.

In addition, it is also supported by aspects that support the performance of the *Tulungagung* Resort Police (Polres), namely the existence of indicators to assess the performance of the *Tulungagung* Resort Police (Polres). For example as follows;

- a. An increase in facilities and work facilities within the Polres and Polsek circles;
- b. Salary remuneration based on member performance;
- c. Safety and health guarantees on duty through insurance;
- d. Clear promotion rules and processes;
- e. Electronic attendance every workday;
- f. Performance reports within a certain time period (monthly, semester, yearly);
- g. Assessment of each supervisor;
- h. Community reports or complaints;
- i. Through regular institutional meetings;
- j. Submitting problems in the field directly from subordinates to superiors;
- k. Through written reports or written assignments from superiors to subordinates;
- l. Regular police training;
- m. Involved in seminars with the community and interest groups (stakeholders);
- n. Promotion of rank based on work performance (objectivity) of Police members;
- o. Have a report card on the performance of each member of the Police;
- p. Clear requirements and rules regarding the criteria and recruitment process for members of the Police;

- q. Transparency in the recruitment or eligibility process for members of the Police, for example through the website;
- r. Accountable in the process of recruiting members of the Police (avoiding corruption, collusion and nepotism).

In conducting strategic planning, by socializing the operational plans of the Police institution's work to the wider community, through public service advertisements in the form of posters, banners, billboards, and mass media as well as through a particular program, the Tulungagung Police Resort has described the work objectives of the institution, taking into account institutional strengths, weaknesses, opportunities and threats (SWOT).

The Tulungagung Police Resort (Polres) work plan should also focus on collaborating with other stakeholders, such as the TNI, regional governments, business actors, traditional leaders, religious leaders, etc. This work plan is also believed to have focused on service, security, and comfort of community satisfaction.

In compiling work operational plans, *Tulungagung* Resort Police (Polres) are also required to pay attention to data and information sourced both from internal institutions, as well as data/information from other organizations and involve every member of the Police. Related to the planning application that has been made, regular monitoring has been carried out, both based on information directly from internal sources of the institution, using data / information from other organizations, as well as through mass media, and programs that have been made.

The performance of the *Tulungagung* Resort Police (Polres) in the study covers the issue of the performance of the *Tulungagung* Police in carrying out the pre-emptive, preventive, and repressive functions to realize a clean Police image; and free from corruption, collusion, and nepotism, because so far in the perception of the community, especially the *Tulungagung* community, the police agencies still have negative perceptions in the eyes of the community, especially in terms of performing pre-emptive, preventive and repressive functions of the Police. Aside from this, the spotlight is of course also questioned whether *Tulungagung* Police Resort has a special method in changing the negative perceptions of the people who are already attached to the community. In changing the paradigm and perceptions that are already attached to the community, the involvement of all members of the Police in the *Tulungagung* Police

Resort is very necessary.

Also actively involving all components of the community in carrying out the performance of the Police in the sense of mingling with the general public, including actively conducting sweeping of any actions that disturb security, public order and safety, and of course the Tulungagung Resort Police (Polres) Tulungagung took strict action according to the applicable rules , by maintaining integrity and avoiding discrimination, moreover there are involvement of members of the Police who violate the law and discipline in order to maintain the internal stability of the Police institution.

Regarding community satisfaction with the performance and services of the *Tulungagung* Resort Police (Polres) it is necessary to introspect the performance carried out by the *Tulungagung* Resort Police to apply the principle of integrity through the Police code of ethics, transparency and accountability, services in accordance with Standard Operating Procedures and effective and efficient in service. Of course the community is given the choice to do an assessment of some of the indicators above. If the community members have legal problems or in the administration of administration, what should be done is to question whether the services provided were carried out with violence, or make illegal payments, bribes or even discrimination. It is very important to measure the performance of the Police if the community's response states that the *Tulungagung* Police Resort (Polres) service model has been fulfilled as mentioned above then it is very unfortunate, but if the answer states that not doing such practices above will certainly be a reference that the community in his service was very satisfied. Also residents who want to complain about the problems that befall him, hope that the *Tulungagung* Police Resort (Polres) Responsive, Solutive, and Transparent.

The importance of an indicator can be seen from the level of correlation between indicators, even though the correlation is only two-way. For example, from the aspects measured in the police force group, there is a relationship between the development of Human Resources (HR) and the strategic plan owned by the Tulungagung Police Resort. Both components are positively correlated which means that if one indicator increases the related indicator will also increase, and vice versa.

From the strategic planning perspective the *Tulungagung* Police (Polres) can run well if supported by all components of the strategic planning aspects. Likewise, the level of community satisfaction cannot be separated from the performance of the

Tulungagung Police Station (Polres) which applies the principle of integrity through the Police code of ethics, transparency and accountability, services in accordance with Standard Operating Procedures and effective and efficient services.

Things that support the performance of *Tulungagung* Resort Police (Polres) in implementing the pre-addictive, preventive, repressive functions of the *Tulungagung* Resort Police (Polres) in realizing a clean Police image; and free from corruption, collusion, and nepotism have actually been carried out, this can be reflected in the accountability and transparency of the *Tulungagung* Police Resort in conducting services and developing new innovations to improve performance.

In the opinion of respondents *Tulungagung* Police Resort (Polres) performance is now good, but it still needs to be improved again. The real form of implementing the pre-emptive functions that have been carried out by the *Tulungagung* District Police (Polres) in realizing a clean Police image; and free from corruption, collusion and nepotism are as follows; there are routine outreach activities that are always carried out by the *Tulungagung* Resort Police (Polres) both in schools, and certain communities at least once a month, but do not rule out if there is a direct request from the public, the *Tulungagung* Police Station (Polres) will immediately scheduled the socialization activity. *Tulungagung* Resort Police (Polres) always involves elements such as the TNI, Religious Leaders, Community Leaders and NGOs, for example activities such as inspections to the community. The socialization or campaign to eradicate the above issues has often been carried out mainly through print and electronic media. In addition there is also direct socialization from *Babinkantibmas* in each village and village. Related to the risk of using village funds from the central government, which is currently being promoted in *Tulungagung* district. All of which are free from illegal fees.

The real form is the implementation of preventive functions that have been carried out by the *Tulungagung* District Police (Polres) in realizing a clean Police image; and free from corruption, collusion and nepotism is to patrol every night, every hour by turning on sirens and doing village symbols. The patrol was carried out to find out about the social and cultural conditions of the community so that the routine of the community in one village was known so that eventually one day if things were discovered that were out of the village's habits it would be immediately known, and easily overcome crime in

the village area. Thus the community can feel safer and feel the protection and legal certainty for themselves. Besides that *Tulungagung* Police Resort (Polres) also realized and acknowledged that the active participation and role of the community was needed to create security and peace in the midst of the community.

Finally, the repressive function that has been applied by the *Tulungagung* Resort Police (Polres) in realizing the image of the Police that is clean and free of corruption, collusion, and nepotism, in terms of implementing the non-Justressive repressive function related to Article 18 paragraph 1 (1), namely authority " Police discretion "which generally involves a mild case. *Tulungagung* Resort Police (Polres) tend to be more lenient, but still do not rule out SOPs within the Police agency, such as a minor accident that does not cause casualties, but both parties are willing to be resolved as a family, then in this case the Resort Police (Polres) *Tulungagung* still issues a letter from the Police that is used to make claims against raharja services insurance. In addition to anticipating things that will arise in the future, *Tulungagung* Resort Police (Polres) also facilitates the making of statements signed by each party.

In terms of the application of justified repressive tasks, according to respondents who were met, there were quite positive changes that have been made by the *Tulungagung* Police (Polres), such as excellent service and treatment of detainees, even in the *Tulungagung* Resort Police (Polres) also have done new innovations to provide services to detainees, with no exception where the *Tulungagung* District Police (Polres) provides smartphone facilities for prisoners to make a "video call" to their families, if the detainee's family cannot make visits held every Tuesday and Thursday. In addition to these changes also seen in the section on drug abuse investigations, there is a tendency for the investigation process to go well according to the existing Police SOP, regardless of the social status of the perpetrators, even without violence even though there are still factors inhibiting the speed of investigation, which is fast or whether or not reports on the results of partner hospital laboratory test results.

The results of interviews with several respondents record *Tulungagung* Police Resort (Polres) is now transparent in carrying out its duties and functions t in providing services to the public. It is already good and free from bribes, extortion and others. In relation to the accountability to the community, some respondents say the services of the *Tulungagung* Police (Polres) were good. Some other say an improvement is

necessary. The services provided by the *Tulungagung* District Police (Polres) have brought (effective) benefits to the community, especially on religious day's celebrations such as traffic security. Related to the timeliness and bureaucracy of services from the Police, the community has been very efficient and straightforward, such as looking for a driver's license, Police certificate (SKCK) and documents relating to the Police, have been directly to one place. Even *Tulungagung* Resort Police (Polres) developed its services by making new breakthroughs such as mobile SIM services, mobile SKCK manufacturing services. Respondents have never seen a person in the *Tulungagung* Police who committed acts of corruption and violence provide services to the community. The respondents suggest the sector level (Police sector) in the *Tulungagung* can take the same steps. *Tulungagung* Resort Police is always responsive to the complaints to eliminate negative perceptions from the community and build a good image.

IV. CONCLUSIONS AND SUGGESTIONS

The research has found many changes made by the *Tulungagung* Police (Polres) related to the pre-emptive, preventive and repressive functions possessed by the Police agencies. The *Tulungagung* District Police has elevated the quality of doing their duties, as well as in preventing problems that arise a bad image in the community. Two innovations aspects are as follow:

1. The assessment and public perception of the performance of the *Tulungagung* Police (Polres) on average is quite good or good, the community believes the *Tulungagung* Police (Polres) has a special method in realizing a clean Police image; and free from corruption, collusion. *Tulungagung* Resort Police (Polres) has applied the principle of integrity through the Police code of ethics, transparency and accountability, services in accordance with Standard Operating Procedures (SOP) and effective and efficient services in the community, as well as in carrying out their duties and authorities not to conduct favoritism in acting against perpetrators.
2. New breakthroughs in providing services to the community and facilities improvements have been made.

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