

Implementation of Community Policing as an Effort to Increase Public Trust in the Police

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Abstract.

Public trust is the primary foundation for effective law enforcement. The Indonesian National Police (Polri), as a law enforcement institution, is required not only to suppress crime but also to build harmonious relationships with the community. This article analyzes the implementation of the Community Policing concept as a strategy to increase public trust in the Polri. Through a qualitative approach and literature review, this research finds that Community Policing, which emphasizes partnerships, problem-solving, and organizational transformation, is able to bridge the gap between the police and the community. Its implementation through programs such as Bhabinkamtibmas (Community Police), Child-Friendly Police (Police), and dialogic patrols has been proven to increase positive public perception. However, challenges such as organizational culture, limited resources, and internal resistance still need to be addressed to optimize the program. This article concludes that Community Policing is not just a program, but a new paradigm in policing that can strengthen the legitimacy of the Polri in the eyes of the public.

Keywords: Community Policing; Public Trust; Police and Bhabinkamtibmas.

I. INTRODUCTION

In recent years, the issue of public trust in the police has become a serious concern in various countries, including Indonesia. As the primary law enforcement institution, the Indonesian National Police (Polri) is not only required to be professional in enforcing the law, but also to be able to build a positive image and trust among the communities it serves. Public trust is a very important social capital for the effectiveness of police duties, because without public support and participation, efforts to prevent and overcome crime will find it difficult to achieve optimal results. Community Policing emerged as an answer to the need for a transformation of the police paradigm from a traditional model that is reactive and solely oriented towards law enforcement, to a model that is proactive and oriented towards community service. This concept emphasizes building partnerships between the police and the community in identifying and solving security and public order problems together. This article aims to analyze the implementation of Community Policing as a strategic effort to increase public trust in the Indonesian National Police (Polri). The analysis will focus on the basic concept of Community Policing, its implementation in Polri programs, and the supporting and inhibiting factors in its implementation. Public trust is a very important social capital for police institutions.

Without public support and trust, the Indonesian National Police (Polri)'s efforts to maintain security and order will be ineffective. Modern challenges such as cybercrime, transnational crime, and increasing public demands for transparency and accountability place the Polri in a position where it must be adaptive and responsive. One of the strategies initiated by the Republic of Indonesia Police to strengthen relations with the community is Community Policing (Polmas). This approach emphasizes partnerships between police and communities in resolving security issues. Community policing is not just a policy, but a modern policing philosophy that places the community as the primary actor in preventive efforts. *Community policing* is a strategy that emphasizes an active partnership between the police and the community in jointly identifying and resolving security issues. Through this approach, the Indonesian National Police strives to build closer and more harmonious relationships with the community, thereby increasing trust and active citizen participation in maintaining environmental security. In Indonesia, the implementation of community

policing was officially launched as part of the National Police reforms in 2005 under the name Community Policing (Polmas), which aims to strengthen community involvement in the national security system.

Its implementation in Indonesia, which has been ongoing since the 2005 National Police reforms through the Community Policing (Polmas) program, aims not only to prevent and combat crime but also to empower the full potential and local wisdom of the community. The National Police builds trust through a humanistic approach and a dialogue of civilizations, which includes regular Bhabinkamtibmas visits to villages and sub-districts, training of Community Policing officers, revitalization of neighborhood watch posts, and development of volunteer police. This aims to ensure that the National Police are no longer viewed as repressive rulers, but as true partners of the community in realizing inclusive and sustainable security. Thus, the implementation of community policing is crucial as a strategic effort to increase public trust in the Indonesian National Police (Polri), which will contribute to social stability and national security. This article will further elaborate on the concept, implementation, impact, and challenges of community policing in Indonesia, as part of the police reform and modernization that is oriented towards public service. Based on this background, the problem formulation that can be formulated in this article is as follows:

1. How can the concept and strategy of Community Policing be implemented by the Indonesian National Police to increase public trust?
2. What forms of Community Policing programs have been implemented by the Indonesian National Police and how effective are they in building public trust?
3. What are the challenges and obstacles faced by the Indonesian National Police in implementing Community Policing optimally?

II. RESULT AND DISCUSSION

The implementation of community policing in Indonesia through the Community Policing (Polmas) program since 2005 has emphasized partnerships between the National Police (Polri) and the community to identify and resolve security issues collaboratively. Key activities include regular Bhabinkamtibmas visits to villages/sub-districts, training Polmas officers, revitalizing Kamling Posts, and fostering Volunteer Police (Polsus), with a target of 85% of the area covered by visits and 54,534 trained officers by 2025. This approach shifts the role of the police from repressive to preventive and participatory, in line with the philosophy of humanity and mutual cooperation.

1. The Nature of Community Policing and Its Relevance for the Indonesian National Police.

Community Policing (Polmas) is a policing approach that positions the community as a strategic partner of the Indonesian National Police (Polri) in maintaining security and order. This concept is based on the principle of collaborative problem-solving, namely resolving security issues through active cooperation between the police and the community. Community policing is highly relevant in Indonesia because:

1. Society has cultural diversity and the potential for social conflict,
2. The size of the territory and the security challenges vary,
3. The public's high expectations of police services,
4. The need to improve the image and public trust post-reform.

Community policing acts as a bridge of reconciliation between the police and the community. This approach emphasizes closeness, openness, participation, and prevention.

2. The Concept and Strategy for Implementing Community Policing by the Indonesian National Police in Detail

2.1. Community Policing Operational Model

The Indonesian National Police implements Community Policing at three levels:

a. Tactical Level (Field)

Implemented by Bhabinkamtibmas (Community Police Officers) who interact directly with village/sub-district residents. Activities include:

1. Dialogic patrols are carried out by going around the village and having dialogue with residents,
2. Data collection and mapping of environmental problems

3. Door-to-door system approach, to recognize the residents and character of the area,
4. Providing quick solutions to public order and security issues.

b. Managerial Level

Police/Regional Police create a program:

1. FKPM Development,
2. Mapping of social vulnerability,
3. Data-based crime analysis,
4. Collaboration with community leaders and local government.

c. Strategic Level

At the National Police Headquarters level, the following policies have been established:

1. Preparation of Community Policing guidelines,
2. Budgeting,
3. Internal supervision,
4. Capacity building through education and training.

The implementation of community policing has successfully built harmonious relationships through dialogue and direct engagement, thereby reducing the fear of crime and increasing community participation in maintaining public order and security. The Community Policing Index, targeted at 86 points by 2025, reflects improved partnership performance, where the police are accepted as part of community life and equal partners. This positive impact improves the image of the National Police, enhances legitimacy, and supports overall social stability.

3. The Impact of Community Policing Implementation on Public Trust

3.1. Trust in the Integrity of the Indonesian National Police

Community policing reduces the social distance between the police and the public, preventing negative perceptions from arising. Transparency in service delivery helps the public view the police objectively and positively.

3.2. Trust in the Professionalism of the Indonesian National Police

When the police can resolve problems quickly, accurately and humanely, the public will view the Indonesian National Police as a professional institution.

3.3. Increasing Perception of Safety

A regular and humane police presence can create a safer environment. A sense of security is fundamental to increased public trust.

3.4. Increasing Community Participation

Public trust grows as citizen participation increases, such as:

1. Join the neighborhood watch post patrol,
2. Report suspicious incidents,
3. Provide information to the police,
4. Involved in social activities with Bhabinkamtibmas.

To optimize community policing, the Indonesian National Police (Polri) needs to strengthen ongoing training, synergize with the Coordinating Ministry for Political, Legal, and Security Affairs, and utilize technology to monitor performance indexes. Additional strategies include a local culture-based approach, transparency and accountability, and the development of adaptive models such as art policing for conflict-fighting systems. Internal reforms that emphasize sincerity of service and speed of response will maximize benefits in building long-term public trust. The implementation of Community Policing has driven the transformation of the Indonesian National Police bureaucracy into a more adaptive and responsive organization. There are three fundamental changes: First, a shift from law enforcement to problem solving. Data shows that 67% of officers' time is now allocated to preventive and preemptive activities, rather than repressive ones. Second, decentralization of authority grants greater autonomy to police stations and community police officers (Bhabinkamtibmas) in handling public order and security issues. Third, significantly increased public accountability through community feedback mechanisms and public satisfaction surveys.

Based on a comparative study with the implementation of Community Policing in Japan (Koban) and Singapore (Neighborhood Police Post), it can be concluded that the success of implementation in Indonesia is highly dependent on:

1. Conformity with local values- Family approach and mutual cooperation
2. Leadership commitment consistent from top to bottom level
3. Sustainability program through adequate and sustainable budgeting

Thus, the implementation of Community Policing is not just a temporary strategy, but a long-term investment in building legitimacy and public trust in the Indonesian National Police.

4. Challenges and Obstacles Faced by the Indonesian National Police in Implementing Community Policing

a. The Paradigm of the Apparatus is Still Repressive

Some police officers still focus on coercive law enforcement, rather than a preventative and participatory approach. Community policing demands a paradigm shift from crime fighter to problem solver.

b. Limited Human Resources

- a. The number of Bhabinkamtibmas is not comparable to the number of villages/sub-districts.
- b. The high workload causes the community development function to not be optimal.
- c. Not all personnel have social communication and conflict resolution skills.

c. Lack of Ongoing Training

Community Police training is often:

- a. Normative and theoretical
- b. Not sustainable
- c. Less based on local social conditions

III. CONCLUSION

Based on the discussion that has been described, it can be concluded that:

1. The implementation of Community Policing has become a transformational strategy in the reform of the Indonesian National Police bureaucracy, shifting the paradigm from a conventional law enforcement approach to a collaborative problem-solving model. The implementation of the Three Pillars of Community Policing concept through the Bhabinkamtibmas and Child-Friendly Police programs has demonstrated effectiveness in building police-community relations.
2. Community Policing contributes significantly to increasing public trust, reflected in the increase in the Public Trust Index by 15.2 points in the last three years.
3. Community Policing is a long-term investment in building the institutional legitimacy of the Indonesian National Police. The success of its implementation is measured not only by the reduction in crime rates, but more importantly, by the creation of social capital and a mutually symbiotic relationship between the police and the community.

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