

PENERAPAN PRINSIP CIVILIAN POLICE DALAM PELAKSANAAN PELAYANAN PRIMA KEPOLISIAN DI BIDANG PATROLI

Oleh

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Intisari

Sejak dilakukan pemisahan peran Polri dan TNI yang merubah paradigma pengelolaan keamanan negara oleh Polri menjadi *civilian police* atau kepolisian berwatak sipil. Polri dituntut untuk memberikan pelayanan kepada masyarakat dengan berorientasi pada prinsip *civilian police*, yaitu pelayanan kepolisian yang menjadikan *civil* (masyarakat sipil) dijadikan sebagai titik fokus pemberian pelayanan yang terbaik seperti layaknya hubungan antara pelayan dan pelanggan. Kebutuhan masyarakat atas rasa aman dipenuhi oleh Polri dengan menyelenggarakan pelayanan kepolisian di bidang patroli. Penelitian ini dilakukan di Unit Patroli Satuan Sabhara Kepolisian Resor Magelang Kabupaten dengan tujuan mengetahui bagaimana institusi dan anggota Polri menerapkan prinsip *civilian police* dalam melaksanakan pelayanan prima kepolisian di bidang patroli.

Metode penelitian yang digunakan dalam penelitian ini adalah dengan menggunakan metode pendekatan yuridis-empiris. Data yang dipakai dalam penelitian ini adalah data primer dan sekunder. Wawancara yang dilakukan terhadap responden yang dipilih yaitu: Kapolres Magelang, Kasat Sabhara, dan Kanit Patroli kemudian menyebarkan kuesioner kepada responden yaitu petugas patroli yang diikuti dengan wawancara. Sedangkan data sekunder diperoleh dari penelitian kepustakaan dengan studi dokumen melalui bahan hukum yaitu bahan hukum primer dan bahan hukum sekunder.

Hasil penelitian ini menunjukkan bahwa Polres Magelang dalam menerapkan prinsip *civilian police* pada pelaksanaan pelayanan prima kepolisian di bidang patroli melakukan beberapa program kegiatan seperti patroli *strong point*, layanan *call center* 110, dan layanan penyebaran pesan secara masal yaitu MAS BRO. Petugas patroli kepolisian menerapkan prinsip *civilian police* dengan melakukan diskresi kepolisian, menyelesaikan masalah dengan musyawarah dan memilih mendidik daripada menilang. Melakukan patroli dialogis kepada masyarakat, bersikap tegas, berwibawa, ramah, sopan, tanggap, dan peduli saat patroli. Kemudian bersikap humanis, ramah, sopan saat menerima laporan masyarakat dan bereaksi cepat saat mendatangi tempat kejadian. Namun penerapannya masih terdapat beberapa kendala yaitu: belum sesuai jumlah petugas patroli, peralatan yang digunakan, dan jumlah anggaran pelaksanaan patroli dengan kebutuhan.

Kata kunci: *civilian police*, pelayanan prima, patroli kepolisian

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APPLICATION OF CIVILIAN POLICE IN IMPLEMENTING EXCELLENT SERVICE IN THE FIELD OF POLICE PATROL

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Abstract

This research has purpose to know and understand application of civilian police after the separation of the police and military. Polri is required to provide the public with the principle of civilian police-oriented, the police services that make civil serve as the focal point of service delivery best like the relationship between the waiter and the customer. Society needs to feel secure met by the police and held in the police service as a patrol plane police activities aimed at eliminating the convergence factor and the intention of the parties an opportunity to be committing a crime and disruption of social order.

This research was using juridical-empirical approach. the method of approaches which refers to the rules and also look at the reality. The data used in this study are primary and secondary data. Interviews with selected respondents, namely: Chief of Police Magelang, Sabhara Unit Head, and Head of Unit Patrol then distributing questionnaires to the respondents, the police patrol officers, followed by interviews. While secondary data obtained from the research literature with the study of documents through legal materials are the primary legal materials and secondary legal materials.

From the research finding, it is found that implementing Police Magelang in applying the principle of civilian police in the execution of excellent service in the field of police patrols do some program activities such as patrolling strong point, service call center 110, and service deployment mass message that MAS BRO. Police patrol officers to apply the principle of civilian police by police discretion. Dialogic patrol to the community, being upright, dignified, friendly, courteous, responsive, and caring when the patrol. Then be humane, friendly, and courteous while receiving reports from the public and react quickly as they came into the scene. But there are still some obstacles application namely: the number of police patrol officers have not been in accordance with the requirements, the equipment used in police patrol has not been in accordance with the requirements, the number of police patrol budget implementation is not in accordance with the needs, the lack of cooperation with external agencies and the lack of support local government budget allocations.

Keywords: civilian police, excellent service, police patrol

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