

Persepsi warga Rempoa terhadap pelayanan dan prosedur Polisi = Rempoa citizens perception of Police services and procedures

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Abstrak

Filosofi Community policing dirasakan telah merubah bentuk dasar dari pemolisian di masyarakat modern dengan cara mengganti polisi sebagai pengatur masyarakat menjadi polisi sebagai pendukung dari masyarakat. Dengan lebih mendekatkan diri ke masyarakat dan lebih melibatkan masyarakat dalam menjaga keamanan, melahirkan suatu bentuk pengendalian dan pencegahan kriminal secara aktif. Demi mencapai hal tersebut, petugas kepolisian hendaknya perlu lebih mengenal, beradaptasi dan membangun kepercayaan (trust-building) dengan masyarakat di wilayahnya. Tidak kalah penting perlu dirasakan perlunya merangkul masyarakat sebagai mitra (strategic partner) untuk meningkatkan kualitas pelayanan kepada masyarakat dan prosedur polisi, dan rasa aman masyarakat. Penelitian ini bertujuan untuk menguji pengaruh pelayanan dan prosedur polisi terhadap rasa aman masyarakat, khususnya warga Rempoa pada saat terjadinya bentrokan dengan Ormas FBR pada 31 Juli 2010. Berdasarkan pengelompokan tersebut, maka penelitian ini termasuk penelitian penjelasan (explanatory research), karena penelitian ini bermaksud menjelaskan hubungan kausal antar variabel melalui pengujian hipotesis. Unit analisis penelitian ini adalah warga masyarakat Rempoa, Ciputat, Jakarta Selatan. Responden penelitian ini

.....The philosophy of Community Policing has changed the basic form of policing in modern society by replacing the role of police as regulator of society into the police as supporter of the community. By becoming closer to the community and more community involvement in maintaining security, a form of control and crime prevention can be done pro-actively. To achieve this, police officers should at least be more familiar with, adapt and build trust (trust-building) with communities in its territory. No less important is the need to embrace the community as partners (strategic partner) in order to improve the quality of service, police procedures, and sense of security in the community. This study aims to examine the effect of police services and police procedures towards the sense of security in community, specifically in residents of Rempoa Jakarta. This study examines the clash which happens in Rempoa between local residents and group from outside the community (Forum Betawi Rempug/FBR) on July 31, 2010. This study includes the method of explanatory research and intend to explain the causal relationship between variables by testing the hypothesis. The unit of analysis of this study are citizens of Rempoa, Jakarta. The Respondents of this research was focused on existing members of community which participate in the clash. This study will describe the perceptions of citizens regarding services and procedures of the police at that time. in the process of securing the neighborhood. Based on the