

When The Police Are Trusted By The Public

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Abstract : *Public confidence in the performance of the National Police is influenced by various factors, including direct public interaction when dealing with the police, the media, and information about the experiences of other parties when dealing with the police. So it is deemed necessary to identify the needs, desires and expectations of the community towards the performance of the National Police. It is intended that the implementation of police duties can be carried out professionally so as to optimize the performance of the National Police in order to protect, protect and serve the community; maintain public security and order; enforce the law. For this reason, continuous, integrated, systemic and systematic research is carried out to identify public confidence in the performance of the National Police so that the police can improve and maintain positive performance to realize Excellent Police Service.*

Keywords : *Trust, Police, Community*

Abstrak : Kepercayaan masyarakat terhadap kinerja Polri dipengaruhi oleh berbagai faktor, antara lain interaksi masyarakat secara langsung ketika berhadapan dengan kepolisian, media massa, dan informasi mengenai pengalaman pihak lain ketika berhadapan dengan kepolisian. Maka dipandang perlu untuk mengidentifikasi kebutuhan, keinginan dan harapan masyarakat terhadap kinerja Polri. Hal ini dimaksudkan agar pelaksanaan tugas kepolisian dapat terlaksana secara profesional sehingga dapat mengoptimalkan kinerja Polri dalam rangka melindungi, mengayomi dan melayani masyarakat; memelihara keamanan dan ketertiban masyarakat; menegakkan hukum. Untuk itu dilakukan penelitian secara berkesinambungan, terpadu, sistemik dan sistematis untuk mengidentifikasi kepercayaan masyarakat terhadap kinerja Polri sehingga kepolisian dapat meningkatkan dan mempertahankan kinerja yang positif guna mewujudkan Pelayanan Kepolisian yang Prima.

Kata Kunci : Kepercayaan, Kepolisian, Masyarakat

I. INTRODUCTION

Trust is the foundation of a relationship. trust as an expectation that arises in a community that behaves normally, fairly and cooperatively, based on shared norms, for the sake of the unity of the members of that community (trust is an expectation that



arises in a community that behaves regularly, honestly and cooperatively, based on shared norms, on the part of the other members of the community)¹

Trust does not come suddenly, but is built together by each element in a community. Trust must be built by all parties in every institution of life, ranging from family institutions, educational institutions, community institutions, and government institutions. It is only through shared vision and commitment that trust can be built and maintained properly. Basically, efforts to build trust between the community and the National Police can be started by building a system by prioritizing 4 (four) principles, namely: competence, openness, reliability, and Justice. These four principles are the core underlying relationships of trust.²

The work performance of the public service sector, in this case the Indonesian National Police (Polri) can be measured from the level of satisfaction of the public as users or customers of services provided by the police. In addition, the quality of services provided will certainly affect the level of public satisfaction with the performance of the National Police. Service quality has a reciprocal relationship (causality) with customer satisfaction. That is, positive improvements to the quality of service will increase the level of satisfaction of service users, otherwise the decline in service quality will also reduce the satisfaction of service users. On the other hand, increasing customer satisfaction will also influence and motivate service providers to innovate more in order to maintain the level of satisfaction from the quality of services provided.

Public satisfaction with the performance of the Indonesian National Police (Polri) is an important part, one of the indicators determining the success of the police. The good and bad of the National Police is not only determined by the size set internally, but also determined by public satisfaction with the performance of the National Police. The level of public confidence in the performance of the National Police has shown an increase from year to year, indicated by several survey results conducted, both Leh external survey agencies and the National Police Research Center indicate some police services that the public feels are still lacking.³

Judging from the Indonesian political Indicators Survey Agency released the results of a survey of the level of public trust in law enforcement agencies. Based on the results of a survey conducted on June 20-24, 2023, the level of trust in the Indonesian National Police (Polri) was 76.4 percent. Where the nature of this survey a sample of

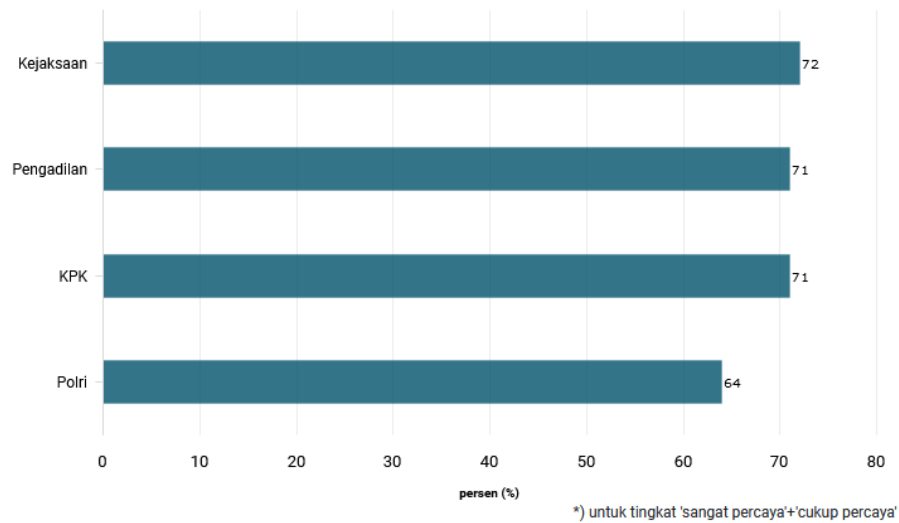
¹ Francis. Fukuyama, "Trust: The Social Virtues and the Creation of Prosperity.," *Ree Press Paper Back*, 1995.

² Larry. Reynolds, *The Trust Effect: Creating the High Trust, High Performance Organization* (London: nicholas Brealey Publishing, 1997).

³ Wahyurudhanto, "Kepuasan Masyarakat Terhadap Kinerja Polri," *Jurnal Ilmu Kepolisian* | 12, no. 3 (2018): 68.

1,220 people from all provinces in Indonesia are distributed proportionally. The survey was conducted by face-to-face interviews by trained interviewers.⁴

Lembaga Survei Indonesia (LSI) released the results of research on the level of confidence of the Indonesian people in law enforcement agencies where of the four law enforcers shown to respondents, the prosecutor's office received the highest vote, namely 72%. The figure is a combination of the percentage of 'very believe' and 'quite believe', the second and third positions were seized by the courts and the Corruption Eradication Commission (KPK) with the same proportion, namely 71%, then the institution with the lowest level of trust is the National Police, with a percentage of only 64%.⁵



(Kepercayaan Masyarakat Kepada Empat Penegak Hukum: Sumber LSI)

Public confidence in the performance of the National Police is influenced by various factors, including when interacting directly with the National Police. So it is necessary to identify the needs, desires and expectations of the community towards the performance of the National Police. It is intended that the implementation of police duties can be carried out professionally so as to optimize the performance of the National Police to protect, protect and serve the community; maintain public security and order; enforce the law.

⁴ Saiful Samuda, "Survei Indikator: Kepercayaan Publik Terhadap Polri Meningkatkan Jadi 76,4 Persen," *Tribuna News*, 2023, <https://tributanews.malut.polri.go.id/2023/07/02/survei-indikator-kepercayaan-publik-terhadap-polri-meningkat-jadi-764-persen/>.

⁵ Erlina F Santika, "Kepercayaan Terhadap Polri Paling Rendah Dibanding Lembaga Penegak Hukum Lainnya," *Katadata Media Network*, 2023, <https://databoks.katadata.co.id/datapublish/2023/03/02/kepercayaan-terhadap-polri-paling-rendah-dibanding-lembaga-penegak-hukum-lainnya>.

Law plays an important role in society, as a means of fine-tuning social order, protecting individual rights and freedoms, and resolving conflicts, the understanding and applications of law continues to evolve with social, economic, and political changes in society,⁶ and in this case the police institution is one of the very important legal instruments.

The year 2018 is a milestone in the two-decade journey of the Indonesian National Police (Polri) since the 1998 reform era and the separation from the TNI. In this position, the National Police needs the support of public legitimacy in carrying out its role. Therefore, it is necessary to measure indicators of police performance based on the level of public satisfaction. Polri also needs input to optimize its performance in protecting and serving the community. Therefore weak points in its performance need to be known and get attention.

In 2022 with the shooting incident in Duren Tiga which dragged the former head of Police Propam Division, Ferdy Sambo, the Public Confidence Index placed the police at the top at that time. This was driven by the hard work of the police ranks in handling Covid-19 by supporting the injection of 440 million doses of vaccine to the community so that the pandemic subsided and the economy could grow 5.44 percent, but once there was an FS (Ferdy Sambo) event, everything collapsed, and fell to the lowest number. compared to other law enforcement agencies, the highest. So the police must work hard to restore public confidence.⁷

Based on the description above, it is considered necessary to conduct continuous, integrated, systemic and systematic research to identify public confidence in the performance of the National Police so that the police can improve and maintain positive performance to realize Excellent Police Service. Based on this background, the focus of the problem in this study is when the police are trusted by the public in meeting public expectations.

II. RESEARCH METHOD

Research that is used is juridical normative, where research is done by tracing legal material through literature studies. This study is descriptive Analytical that is to analyze the data systematically, factual and accurate about the problem under study. With the nature of the research conducted is the nature of descriptive research analysis is to provide data as thorough as possible research on the level of public trust in the National

⁶ Edi Saputra Hasibuan, Amandio De Araujo Sarmento, Nurainih, Al-Amin, Ika Dewi Sartika Saimima, Mujahidin, Erwin, "The Role of International Law in Translating Declarations of Human Rights in the Asia-Pacific Area", *Journal of Community Practitioner* Vol.21 (2023): 2926

⁷ Berita Pemerintahan, "Presiden Dorong Polri Kerja Keras Kembalikan Kepercayaan Masyarakat," *Kominfo*, 2022, <https://www.kominfo.go.id/content/detail/45045/presiden-dorong-polri-kerja-keras-kembalikan-kepercayaan-masyarakat/0/berita>.

Police. The data collection tools used, namely: primary, secondary and tertiary legal materials which are then analyzed by Qualitative Analysis and then presented descriptively, namely by explaining, outlining, and describing the problems and solutions related to the formulation of the problem made.

III. RESULT AND DISCUSSION

In the implementation of police functions, both preventive and repressive functions, attached to the obligation to make efforts to relieve tension, intergrate nation and efforts to develop adjustments. Therefore, according to Ateng Safrudin as quoted by Sadjjono, the wider the social system, the more complicated a function that will be used to achieve the goals contained in the mission position. Thus, the police agency in carrying out its functions is influenced by many internal and external factors. Internal factors related to the matter of institutions, such as human resources, finance, facilities and Infrastructure, Working Procedures. While external factors, such as social, political and other factors, all of which can affect the success rate of police duties, so that if the concept of the legal position of police law institutions is not appropriate, then the function of the police in certain conditions will be a tool of political power. The establishment of an organ called the police aims to establish and maintain a comfortable and orderly atmosphere of public order, so that on the one hand the personal rights of citizens remain guaranteed, and on the other hand, the rules of law in society remain valid and obeyed by every citizen.⁸

Providing excellent service to the community, is the embodiment of the obligations of government officials as public servants. Thus, public service is the fulfillment of the desires and needs of the community by state officials. The number of legal problems that occur in the community, it takes an institution whose duty is to maintain security and public order in each region. Especially in Indonesia, the institution in charge of carrying out these functions is the National Police which is a state institution that has state government functions in the field of maintaining security and public order, law enforcement, protection, protection and community service by upholding human rights.⁹

The poor view of the community will result in unwillingness or unwillingness to relate to the police agency, even if the incident is not at the time of providing services to the community, the actions of members of the National Police in the process of carrying out their duties in the field are also factors that affect the views of the public, it is not a secret that members of the National Police are equipped with firearms, therefore the opportunity for the misuse of firearms among members of the National Police is very

⁸ Sadjjono, *Seri Hukum Kepolisian Polri Dan Good Governance* (Surabaya: Laksbang Mediatama, 2008).

⁹ Widya Romasindah Aidy Aru Diba Al-hafidz, Edi Saputra Hasibuan, "Penegakan Hukum Terhadap Tindak Pidana Korupsi Dalam Penyalahgunaan Kewenangan Yang Merugikan Keuangan Negara," *Journal of Law and Nation* 2, no. 2 (2023): 60–67.

large, this must be a common concern, understanding and strict sanctions must be applied, one of which is contained in Police Regulation No.1 of 2022 concerning Firearms, because the deviation of members of the National Police can affect public trust.¹⁰

If this happens continuously, it will be difficult for the National Police institution to realize its vision and mission in realizing orderly service. Although in 2020-2021 there have been no reports or complaints from the public regarding criminal acts that occurred when they received services from members of the National Police on duty.

The function of the police shows unique characteristics, countries in the world generally seat the police in the executive group. However, despite the same duties, the police are variously placed in the executive branch by countries around the world. In the United Kingdom and India, the police are assigned to the Department of Home Affairs. These two countries generally implement a decentralized system, except Malaysia, so that the Ministry of Home Affairs only handles coordination and administration matters at the central government level.

In France, the police are assigned to the Ministry of the Interior and the Ministry of Defense. The last change in the position of the police (gendarmerie) is responsible for the implementation of police tasks in out-of-town/remote areas (rare settlements), while the Ministry of Home Affairs only coordinates issues related to the police at the central level, while the implementation of police functions is carried out independently by each region, in addition to the existence of local police agencies under the management of several mayors. Almost the same thing happened in Italy. In Sweden, the police force is placed under the Department of Justice. The country generally maintains a repressive police force at the central level, and leaves the overall police function to local governments. While in Germany and the Netherlands, put the police in the two departments each according to its role.¹¹

More diverse police ranks exist in the United States. In the United States, some federal police agencies are under the auspices of the Department of the Treasury (such as the Bureau of Alcohol, Tobacco, and Firearms, and the U.S. Secret Service), in addition to the Department of Justice (FBI, DEA, and U.S. Marshal). These agencies even have absolutely nothing to do with each other, including with police agencies at the state and local levels.

¹⁰ Edi Saputra Hasibuan, "Analisis Penggunaan Senjata Api di Tubuh Polri: Peraturan, Penyimpangan, dan, Perubahan", Jakarta, Jurnal KRTHA Bhayangkara Vol.17 No.1 (2023): 8

¹¹ M Gaussyah, "Revitalisasi Fungsi SDM Polri Dan Anggaran Polri Menuju Profesionalime," *Kanun Jurnal Ilmu Hukum* 14, no. 3 (2012): 372.

In Indonesia, the position of the Indonesian police has undergone several changes in the governance of the country. Finally, based on Law No. 2 of 2002, the position of the National Police is directly under the President. The National Police is led by the Chief of Police who, in the performance of his duties, is responsible to the president in accordance with the laws and regulations.

There are various ways people observe and assess police performance, one of which is to conduct assessments in public places or observe the faces of police on the street. It is honestly admitted, that such an assessment is not entirely professional, therefore the benchmarks used can be very subjective. But to ignore such a public assessment would also be unwise. After all, the performance of the police on the streets is a kind of showcase for the National Police, which ultimately builds the so-called “image of the National Police.”¹²

Such an assessment allows us to see what the police are actually doing and not just read what the police are doing on paper. The police on the street is a showcase for the police, so whatever the police want to do, in the end the verdict of the community is determined by performance in the field.¹³

For the National Police itself, of course, public trust is an expensive price, because they come from the community itself and every day always intersect with all levels of society, therefore leading the National Police institution is a difficult task, but the duty and mandate is still a responsibility, as a member of the National Police who is trained to always be ready,¹⁴ related to this reason, the Indonesian Survey Institute issued survey results related to the level of public confidence in the performance of state institutions. As a result, the TNI excelled 88% to 65% Polri. The LSI survey results were released on Tuesday, October 7, 2023, the target population of the LSI survey is Indonesian citizens aged 17 years and over or married and have a phone/cell phone, about 83% of the total national population¹⁵

Sample selection is done through random digit dialing (RDD) method. RDD is a technique of selecting samples through a random phone number generation process. Interviews with respondents were conducted by telephone by trained interviewers.

¹² Edi Saputra Hasibuan, “Analysis Of Police Law That Deviates From The Ethical Perspective Of The Police Profession” 2, no. 3 (2023): 135–41.

¹³ Edi Saputra Hasibuan, “Analysis of the Use of Discretionary Rights by Members of the National Police under Law No . 2 of 2002 and the Use of Discretion in Error” 11, no. 1 (2023): 161–64.

¹⁴ Edi Saputra Hasibuan, “Reformasi Polri: Menilik Keberhasilan Program Presisi Polri”, *Jurnal Ilmu Kepolisian* (2023): 5

¹⁵ Rolando Fransiscus Sihombing, “Survei LSI: Tingkat Kepercayaan Ke Polri Di Atas KPK,” *News.Detik.Com*, 2023, <https://news.detik.com/berita/d-6817590/survei-lsi-tingkat-kepercayaan-ke-polri-di-atas-kpk>.

Using RDD technique, a sample of 1,242 respondents were selected through the process of generating random telephone numbers, validation, and screening. The margin of error of the survey was estimated to be $\pm 2.8\%$ at a confidence level of 95%, assuming simple random sampling.

The respondent was asked: Please indicate the level of trust of the mother / father to each of the following institutions? Whether strongly believing, believing enough, believing less, or not believing at all. The results: TNI 88%, president 83%, Attorney General 69%, police 65%, KPK 64%, mass Media 62%, DPR 54%, political parties 51%.

As for some of the fundamental components in the development of Human Resources Police include the development of individual professionalism, namely:¹⁶

1. This development includes the development of new knowledge, new skills and behaviors that result in achievement/improved performance related to the current position. This component is developed through formal or informal programs with a short-term orientation to efforts to improve the performance of individual members of the National Police. Reform is done by improving the pattern of recruitment and selection as well as methods of education and training of police members.
2. HR reform of the National Police is career development. Career development includes the necessary analysis in order to identify individual interests, competency values as well as the activities and tasks required for development. Such activities include the activities of organizations and individuals with a more complex medium-term orientation.
3. Organizational development. This development is aimed at developing creative solutions for solving performance problems by achieving the same structure, culture and organizational strategy in the HR domain. It is aimed at developing the ability to increase organizational capacity and has a long-term orientation aimed at organizational efficiency.

The concept connects directly with the human resources management of the police, the development of police members is an active process that is intended to change members of the Indonesian police from one state to another for the better, both individually and organizationally within the Republic of Indonesia. This is in line with the objectives of the National Police'S human resources development activities which have two dimensions, namely the individual dimension and the organizational dimension. Individual goal refers to something achieved by a member of the national police as a result of the implementation of these development activities.¹⁷ Organizational

¹⁶ Gaussyah, "Revitalisasi Fungsi SDM Polri Dan Anggaran Polri Menuju Profesionalime."

¹⁷ Lusya Sulastri, Edi Saputra Hasibuan, "Upaya Evaluasi Polri Sebagai Respon Perubahan Terhadap Deretan Kasus Di Tubuh Polri," *Syntax Literate: Jurnal Ilmiah Indonesia* 7, no. 8.5.2017 (2022): 18164.

goals refer to what an organization can achieve as a result of its individual development programs.

In the context of when the police can be trusted by the public, there are several considerations that must be met in making this happen:¹⁸

1. Require community policing (Polmas) on all units increased empathy in the local community.
2. Require empathy training for members of the National Police at various levels and work units.
3. Changes in the appearance of police in society in order to increase empathy.
4. Humanist Patrol full of family.
5. Increase the willingness to hear the aspirations of the community.
6. Develop empathy in the body of the police organization.
7. Change the model of policing that relies too much on authority (authoritarian model).
8. Developing empathy in Indonesian democracy

Several aspects of the community police that allow increased empathy and trust in the police. As is known, the trust itself is an important part of the Community Police. In addition, there is a police-community partnership in the framework of problem solving. The Police-Community Partnership Forum (FKPM) is indeed a lot of origin formed and then inactive. However, if activated, FKPM and its various activities are very potential in order to encourage trust and empathy – both police empathy towards the community, and community empathy towards the police.¹⁹

The police, through the task of community protection and guidance, can increase empathy in the community, both towards fellow community members and towards members and police agencies. When meeting with community leaders, the police can discuss how the police and community leaders can work together to improve social harmony and cooperation in the community.

Empathy training for police members at various levels and work units that include skills and knowledge that can be learned and socialized to police members, such as emotional intelligence, Nonviolent Conflict Management, pluralism and multiculturalism education, and effective communication.

In terms of improving the appearance of the National Police, one of the things that needs to be improved is to increase the presence and visibility of the police in the community. The more often the police appear and appear in the community, the less people worry about crime, and the more people trust the police. The police can also consider some other aspects of appearance: do the police patrol in a sedan, on a bicycle,

¹⁸ Irsyad Rasyadi, “Membangun Empati Antara Polri Dan Masyarakat,” Pusat studi agama dan Demokrasi, accessed November 2, 2023, <https://www.paramadina-pusad.or.id/membangun-empati-antara-polri-dan-masyarakat/>.

¹⁹ Edi Saputra Hasibuan, “Mengenal Proses Hukum Dalam Kepolisian,” *Justicia Sains: Jurnal Ilmu Hukum* 5, no. 2 (2021): 200–219, <https://doi.org/10.24967/jcs.v5i2.1286>.

or on foot? Do the police use sirens whose sound is deafening or whose sound is more soothing? Are the police wearing militaristic or more sympathetic uniforms and equipment? When is it more appropriate for female police, and not male police, to be deployed and assigned?

A humane Patrol can be carried out by driving around cities and villages on a car without stopping. However, patrols can also be carried out while stopping at various places that allow the police to talk informally and intimately with citizens. When stopping and talking to the public, those who are invited to speak should not only be community leaders, but various groups, including those who are suspicious or less supportive of police duties. In addition, when talking to Citizens, Police members need to convince citizens that police members work professionally, indiscriminately, and respectfully towards all citizens.

One of the micro skills of polri members that are needed to increase trust and empathy is listening. The police must speak less and listen more, so that their empathic capacity increases. Listening skills are part of communication skills and therefore Polri members need to be equipped with effective communication skills.

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Empathy in the body of the police organization starts from yourself, in this case the police organization. The leadership of the National Police at various levels and units must empathize with the Non-Commissioned Officers, who make up the bulk of the members of the National Police. Leaders need to protect and provide clear direction to subordinates, provide protection and back-up for officers in the field, and are responsible for the performance of subordinates. Some of the elements of understanding empathy mentioned above, especially understanding and developing others, need to be a leadership policy.

Other considerations related to changing the model of policing that relies on authority, namely related to the actions of police members, greatly affect whether empathy will develop or decline, whether trust in the police will increase or decrease. If the police act arbitrarily, Abuse Authority, easily use violence (including gun violence), then empathy will be difficult to develop. Some models of policing that allow the development of empathy in the Police environment can be tried in order to make positive changes towards empathic policing. One of them is the democratic policing model. Another Model is to integrate "restorative justice" into the police institution.

The important thing is that the national police must be able to build empathy in pancasila democracy, namely in an effort to increase public trust in the police, the overall atmosphere and level of trust will be determined. Similarly, efforts to increase empathy within the police and in the community will be influenced by empathy in the wider democratic life. This is where it is important to build empathy in our democratic life.

So that the answer to when the police can be trusted by the public is if the above considerations are carried out legally formally so that material law will follow but if one aspect is not implemented then it could be that the trust of the community to the police as a whole will not be fulfilled.

IV. CONCLUSION

In answering when the police are trusted by the community is linked to the seriousness of the police body itself when viewed, there are many factors and considerations so that in the end the trust is really out of the community if the police with all the advantages and disadvantages can achieve community empathy by carrying out balance, factors in getting perfect trust from the community in line with the grand strategy of the police priode 2016-2025 Strive for Excellence.

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