Analysis of Siyasah Dusturiyah on the Obligations of Police Services on Community Reports Number 14 of 2011 Concerning the Police Professional Code of Ethics (Case Study of Tanjung Balai Police Station)

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ABSTRACT
In the era of globalization with conditions of competition that are quite tight and full of challenges, government officials are required to be able to provide the best service to the community and oriented to the needs of the community as regulated and established in Article 15 of Constitution Number 14 of 2011 which regulates the code of ethics of the police profession. The quality of service to the community is one indicator of the success of government administrators. In the life of the nation and state, the government has a function to provide various public services needed by the community, ranging from services in the form of regulations or other services in order to meet the needs of the community in the fields of education, health, facilities and others. Various public reform movements experienced by the community put pressure on the need to improve the quality of public service services provided by the government. Improving the quality of public services is absolutely necessary considering the better social conditions of the community so that they are able to respond to any irregularities in public services through movements and demands in print and electronic media. Through public services carried out for the community, the "face" of the agency figure will be widely assessed by the public.

Keywords: Institutions, Regarding, Community

INTRODUCTION
Today, crime continues to experience a serious increase, both statistically and in quality. It is even more varied and creative (Rice dkk., 2020). Therefore, in order to create domestic security and to maintain and create the benefit of the people, it is necessary to
have a special institution that handles it, namely the Police Institution (Schaufeli dkk., 2020). By using normative legal research methods and then analyzing the data descriptively inductively (Tytła, 2019), this study aims to determine the role of the Police Institution in terms of Siyasah Dusturiyah.

First, in Indonesian Law there is a Police Institution (Yan dkk., 2020), which is a law enforcement state instrument that plays a role in maintaining security and community benefit, law enforcement among the community (O’Connor & Joffe, 2020), providing protection and services to the community (Saberi dkk., 2019).

Second, in Islamic Law there is the Muhtasib Institution (Yan dkk., 2020), which is a supervisory and controlling institution. Third, that the Police in Islamic Law and Indonesia have almost the same duties, namely as law enforcers and guardians of security and order in society (Tu dkk., 2020). However, because the law enforced by the police in Islam is Islamic law which includes mu'amalah and 'ubudiyyah, so the scope of police responsibility in Islam is broader (Feine dkk., 2019).

Modern society is complex, a form of technological advancement, industrialization and urbanization. It is not easy for most people to adapt to such a complex life (Mazza dkk., 2020). Resulting in the emergence of various kinds of social problems (Kany dkk., 2019). So, if without being based and fortified by a strong faith, it is not uncommon for behaviors to emerge that deviate from the general norms so as to disturb and harm others. In this context, criminologists call it "crime", which is a pattern of behavior that harms society (in other words, there are victims) and a pattern of behavior that gets a social reaction from society.

From the Jahiliyyah era to the modern era, societal diseases have always existed in the social life of society, either in terms of quantity or quality. It can decrease or even increase. This can be seen in the conditions of Jahiliyah society (Dwivedi dkk., 2021), where moral decadence was so visible, namely (Wang dkk., 2019). There were many abuses against women. Among these were the killing and burying alive of newborn baby girls, because in those days baby girls were considered a disgrace to the parents (Naveed dkk., 2019). In those days, a woman was considered a disgrace to her parents. If the woman became pregnant and gave birth to a child, then the men who had sex with her were gathered and one of them was chosen as the father of the baby (Hageman dkk., 2019). What is worse is that a woman can be inherited by her son when her husband dies (Van Ingen, 2021).

From these facts, it is clear that the Jahiliyyah society had very bad morals, where some people lived with humiliation and intimidation (Mariani dkk., 2019). In the modern context, crime has also seen a serious increase (Tu dkk., 2020). It would not be wrong to say that despite the social reaction, it continues to increase statistically, both in terms of quantity and quality (Grella dkk., 2020). Even the forms are increasingly varied and tend to be "creative". So in order to create domestic security and to maintain and create the benefit of the people, keeping them from things that are mafsadah, there is a need for laws or laws that regulate society. Especially criminal law.

On the other hand, the police is a law enforcement tool in Indonesia. Apart from
being a law enforcement tool, the police also play a role in maintaining public security and order and providing (Setti dkk., 2020), protection and services to the community (Smolen dkk., 2020). The Indonesian National Police also has the authority, one of which is to prevent and overcome the growth of the disease of the Indonesian National Police also has the authority (Devaux dkk., 2020), one of which is to prevent and overcome the growth of society. So extensive are the duties of the police that almost every aspect of community life is part of the responsibility of the police.

In Indonesia, the National Police Institution is a law enforcement tool that has a position directly under the president and is also responsible to the President according to the National Police Law article 37 (1). This institution has several main tasks according to article 13 of the National Police Law, which reads:

1. Maintaining security and public order
2. Enforcing the law
3. Provide protection, protection and services to the community

From this article, it will be seen that the presence of Polri members in the midst of the community basically carries out the main task as protectors, protectors, and public servants both for protesters and for the surrounding community, including maintaining the authority of the government by overseeing the democratization process based on Pancasila and the 1945 Constitution. On the other hand, there is an assumption that domestic security is one of the indicators of a country's progress. This is an aspect that must be considered by many parties. Moreover, the growing challenges of globalization are also followed by the challenges of crime problems such as organized crime, religious crime and terrorism.

RESEARCH METHODOLOGY

This research uses a descriptive method with a qualitative approach. This research was conducted at the Tanjung Balai police station (O’Connor & Joffé, 2020). The data collection process used in the research was carried out to obtain accurate (Wu dkk., 2021). The data collection techniques of this research are: Observation (Setti dkk., 2020), Interview and documentation. Furthermore (Letunic dkk., 2021), the data and information obtained were analyzed using data analysis (Rini dkk., 2019).

Empirical researchers conduct culture/group studies in natural conditions through observations and interviews, as for the context that needs to be known and discussed by a researcher at the Tanjung Balai police station are: timeliness of service (Frank dkk., 2019), service accuracy (A.-P. Yang dkk., 2020), politeness and friendliness in providing services, responsibility, completeness, convenience, variety of service models (Dubey dkk., 2020), personal service comfort and attributes.

RESULT AND DISCUSSION

Based on the results of the interview (Guo dkk., 2020), the attitude of the Tanjung Balai police sector is very good (Gössling dkk., 2021). This is based on the attitude of all members of the Tanjung Balai POLRES apparatus who are friendly to the community.
by providing services in accordance with what every community wants to report about various types and kinds of needs (Dashraath dkk., 2020), both criminal cases and other needs (Chowdhury dkk., 2021).

The police officers welcomed them happily even though there were several people who came to the police station who were angry because the police could not follow up on the case because of the lack of fulfillment of procedures and requirements and the rules of every report at the Tanjung Balai police station (Domínguez-Navarro dkk., 2019). The response and communication carried out by the Tanjung Balai police officers and the community have been established smoothly and well (Lai dkk., 2020).

Tanjung Balai police officers provide explanations that can be understood by the local community and the use of language is also in accordance with the language that can be understood by the local community and all people who want to make a report or complaint of cases they experience are not differentiated by the service response system with other reporters.

The description of the researcher's interview with members of the Tanjung Balai police force, namely (He dkk., 2020). Service Response of Tanjung Balai Police Resort in Handling Community Complaints. Based on the results of the study, it is known that the service response of the Tanjung Balai Police Resort in handling community complaints is considered quite responsive. This is obtained from the results of questionnaires distributed by the author to 64 respondents where the average respondent who answered responsively was a female respondent, with a high school education and a farmer's job. The factor of the characteristics of respondents, which on average is female, affects the results of responsiveness to the test of service response variables of the Tanjung Balai Police Resort in handling community complaints, where according to women who prioritize interaction and assess service care greatly influences the assessment of whether or not a variable is tested.

Speed of Service of Rejang Lebong Resort Police in Handling Community Complaints. Based on the results of the study, it is known that the speed of serving well has been given by the officers to the community / complainant so that the community feels that the Tanjung Balai Police officers are quite alert and sincere in serving the community if they experience problems. Illustrates that the community is responsive to the speed of service of the Tanjung Balai Resort Police in handling community complaints.

In addition, this shows that the highest speed response is in the dimension of sincerity of the service provided. This illustrates that the community has responded to the sincerity given by Rejang Lebong Resort Police personnel in handling community complaints, especially in service speed. This is also supported based on the author's interview data, where several informants revealed that the sincerity of the Police can be seen from the behavior of personnel working without knowing time in serving. This illustrates that most of the people who enjoy the service think that the service is quite responsive, but there are several shortcomings that need to be addressed and improved regarding service speed such as the dimension of service readiness, including by adding
competent human resources in their fields to support more excellent service.

This service speed variable includes the dimension of the readiness of Rejang Lebong Police officers in serving the community. Officers who provide services quickly can be seen from their alertness. This readiness is indicated by the presence of officers who are dexterous and immediately serve people who need help, and respond quickly if there are people who ask questions.

**Accuracy of Tanjung Balai Police Services in Handling Community Complaints**

Based on the results of research on timeliness, the response is not good (not responsive). The lowest score is on the timeliness of service. The reason they say that the cause of the lack of timeliness of the services provided by the Tanjung Balai police force is due to the lack of fulfillment of some of the terms and conditions of the criminal reporters to be processed further by the Tanjung Balai police force.

The accuracy of the Rejang Lebong Police Service in handling public complaints. Based on this, related to the accuracy of services to community complaints and reports, the author in his research tries to see whether the accuracy of the Tanjung Balai Resort Police service in handling community complaints gets a good response. Therefore, it is necessary to pay attention to several things, including the limitations of personnel and staff members in the accuracy of the Rejang Lebong Resort Police service in handling community complaints. While the results of respondents' responses through questionnaires and interviews, there is the highest interval which is in the dimension of the focus of personnel services in the accuracy of the Tanjung Balai Resort Police service in handling public complaints. The divided focus of personnel services is due to the division of tasks in the police, so that personnel are more careful in sorting out community reports.

Regarding the variable accuracy in serving, the Tanjung Balai Police have carried out the service carefully and in accordance with what is expected by the community as the recipient of services at the police station. However, the unresponsive response is caused by several things including:

1) The police are considered not carefully sorting out cases;
2) Late time;
3) Inadequate and unqualified personnel;
4) Facilities and infrastructure that are less supportive.

A good response is the result of the output of providing good service and accuracy by law enforcement officers to victims and reporters.

**CONCLUSION**

From the various explanations above, it can be concluded that:

1. The Indonesian National Police is a state instrument that plays a role in maintaining security and public order, enforcing the law, providing protection and services to the community.

2. In the context of Islamic Constitutional Law, the term muhtasib is known, which is a supervisory and controlling institution. He is a law enforcement tool, so he can
impose sanctions on someone if that person has actually violated the applicable law or ijma' about the prohibitions of these actions.

3. The police in Islam and the police have similar duties, namely as law enforcers and guardians of security and order in society. However, because the law enforced by the police in Islam is Islamic law which covers all aspects of community life both muamalah and ubudiyah, the scope of responsibility of the police in Islam is broader than the Police.

Based on research on Improving the Quality of Police Services in Efforts to Handle Community Complaints at the Tanjung Balai Police Office, it can be concluded that it is very good. And always trying to provide the best service to the people of Tanjung Balai city. The Tanjung Balai Police Office can currently be said to be one of the elite state agency offices in the Tanjung Balai City area, with the construction in 2022 legally now complete. As for some dimensions of all equipment and equipment in the Office is very complete and very patent and smooth service, as well as completeness of attributes and others. And the services available at the Tanjung Balai police station are very satisfying and the enforcement officers work very optimally and give decisions with justice to the prisoners.

REFERENCES


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