



Original Article

Problem-Solving Approach of Bhabinkamtibmas in Fostering Community Security and Order in Kuning Gading Hamlet, Pelepat Ilir Subdistrict, Bungo Regency

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Abstract:

This study examines the problem-solving approach employed by Bhayangkara Pembina Keamanan dan Ketertiban Masyarakat (Bhabinkamtibmas) in fostering community security and order in Kuning Gading Hamlet, Pelepat Ilir Subdistrict, Bungo Regency, employing qualitative methods including observation, in-depth interviews, and documentation with 8 purposive informants (subdistrict police chief, Binmas unit head, hamlet leader, community figures, and residents). Primary approaches encompass door-to-door visits, face-to-face patrols, kamtibmas information dissemination via posters and outreach, cross-sectoral coordination with hamlet government and customary institutions, and musyawarah mediation for domestic violence (KDRT: 6 cases, 4 reconciled), land disputes (4 cases, 3 successful), traffic accidents (2 cases, 2 successful), assaults (2 cases, 2 successful), and theft (1 case, 1 successful) in 2022-2023. Supporting factors include Kapolri policies (Perkapolri No. 3/2015 on Community Policing), Bhabinkamtibmas competencies, available reporting software, hamlet and community leader support, and IT advancements; barriers involve low public trust in police, limited legal awareness, problem concealment, outdated disruption intelligence, and personnel/facility shortages (1 officer for 3,483 residents). Findings confirm the efficacy of problem-solving as a contextual Problem-Oriented Policing (POP) strategy for preventing social conflict escalation in transmigration areas, achieving 87% mediation success (13/15 cases).

Keywords: Problem solving, Bhabinkamtibmas, community security and order, community policing, Bungo Regency.

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Introduction

Indonesia, as a rule of law state as affirmed in Article 1 paragraph (3) of the 1945 Constitution of the Republic of Indonesia, positions the Indonesian National Police (Polri) as the primary institution in maintaining community security and public order (kamtibmas) [Law No. 2 of 2002, Article 13]. Polri is required to provide professional

services through a community policing (Polmas) approach based on partnerships with the community, as regulated in the Chief of Indonesian National Police Regulation No. 3 of 2015 on Community Policing [Pamungkas et al., 2023]. This Polmas approach shifts the traditional reactive policing paradigm toward proactive strategies involving active community participation in early detection and prevention of kamtibmas disturbances [Susanto & Pratiwi, 2023].

Implementation of Polmas at the micro level is carried out through the assignment of Community Guidance Officers for Security and Public Order (Bhabinkamtibmas) at the hamlet/urban village level, functioning as the spearhead of policing closest to the community [Al Afandi, 2025]. Bhabinkamtibmas has a strategic role as protectors, guardians, and public servants through preemptive-preventive approaches that include door-to-door visits, face-to-face patrols, legal counseling, cross-sectoral coordination, and social conflict mediation [Wahyudi, 2024].

Problem solving becomes the core strategy of Bhabinkamtibmas oriented toward identifying the root causes of social problems (root cause analysis) and seeking family-style consensus solutions, aligned with the Problem-Oriented Policing (POP) concept that has proven effective in reducing disorder by 25-30% in heterogeneous communities [Pamungkas et al., 2023].

In transmigration areas such as Kuning Gading Hamlet, Pelepat Ilir Subdistrict, Bungo Regency (area 1,422 Ha, population 3,483 souls/793 households, majority Javanese transmigrants), Bhabinkamtibmas faces complex challenges due to social, cultural, and economic heterogeneity. 2022 case data shows 15 main kamtibmas disturbance cases consisting of domestic violence (6 cases), land disputes (4 cases), traffic accidents (2 cases), assaults (2 cases), and theft (1 case), with a mediation success rate of 87% through problem-solving approaches [primary field data]. This approach involves coordination with hamlet heads, customary figures, and BPD in resolving conflicts in a family-like manner before entering formal legal channels, reflecting contextual adaptation of community policing in rural Indonesia [Susanto & Pratiwi, 2023].

Although effective, the implementation of Bhabinkamtibmas problem solving faces structural and cultural inhibiting factors, namely: (1) low public trust due to historical police stigma; (2) minimal basic legal understanding among transmigrant residents; (3) tendency to cover up internal family problems; (4) limited access to current kamtibmas disturbance information; and (5) personnel shortages (1 Bhabinkamtibmas for 3,483 souls without a physical office) [Pamungkas et al., 2023]. Conversely, supporting factors include comprehensive Police Chief policies (6 Polmas legal bases), Bhabinkamtibmas mediation competencies, hamlet government support, and information technology developments for rapid reporting [Al Afandi, 2025].

This research aims to: (1) comprehensively identify the forms of Bhabinkamtibmas problem-solving approaches in kamtibmas development in Kuning Gading Hamlet; (2) deeply analyze supporting and inhibiting factors; and (3) formulate strategic recommendations for Polmas optimization. The theoretical benefits of this research enrich the literature on contextual community policing in Indonesia and fill empirical research gaps in Jambi transmigration areas; practically, it provides policy recommendations for Bungo Police Resort in the context of Polri Bureaucratic Reform Wave II and strengthening synergy with local government [Wahyudi, 2024].

Methods

This study uses a qualitative approach with a case study design aimed at deeply understanding the phenomenon of Bhabinkamtibmas problem-solving approaches in fostering community security and public order in Kuning Gading Hamlet [Sugiyono, 2023]. The qualitative approach was chosen because it allows holistic exploration of processes, subjective meanings, and specific socio-cultural contexts that cannot be measured with quantitative instruments, thus producing rich and contextual understanding [Creswell & Poth, 2018].

The research was conducted at two main locations, namely the Pelepat Ilir Police Sector Office and Kuning Gading Hamlet, Pelepat Ilir Subdistrict, Bungo Regency, during the period from March 1 to April 1, 2024 (30 working days). Selection of this location was based on purposive criteria, namely the high success rate of kamtibmas case mediation by Bhabinkamtibmas (87% of 15 cases in 2022) and the characteristics of a transmigration area with a heterogeneous population of 3,483 souls from 793 household heads, the majority originating from Javanese transmigrants [primary field data].

Data collection was carried out through triangulation of methods and sources to ensure the credibility of findings. First, non-structural participant observation was conducted on Bhabinkamtibmas activities such as door-to-door visits, face-to-face patrols, coordination meetings with the hamlet head, and mediation processes for domestic violence (KDRT) and land disputes directly in the field [Yin, 2018]. Second, in-depth semi-structured interviews were conducted with 8 key informants selected through purposive sampling technique based on direct involvement and stakeholder representation criteria: Pelepat Ilir Police Chief (I1), Community Guidance Unit Head (I2), Kuning Gading Hamlet Head (I3), three community figures (I4, I5, I6), one ordinary resident (I7), and one successfully mediated KDRT victim (I8). Interviews were recorded, transcribed verbatim, and validated through member checking [Sugiyono, 2023]. Third, document studies analyzed secondary data in the form of Table 1.1 of 2022 kamtibmas cases, Bhabinkamtibmas problem-solving reports, peace declaration letters, and regulations of Chief of Police Regulation No. 3 of 2015 on Community Policing.

Data analysis followed the interactive model of Miles, Huberman, and Saldana (2020) consisting of three simultaneous and iterative workflows. The first stage, data reduction, involved selection, focusing, simplification, and transformation of raw data from interview transcripts, observation notes, and documents into main thematic categories namely "forms of problem-solving approaches" and "supporting-inhibiting factors." The second stage, data presentation, used comparative matrices, mediation process flow diagrams, and thick narrative to facilitate understanding of patterns. The third stage, drawing conclusions and verification, was carried out through constant comparison with community policing literature and source triangulation to confirm findings.

Validity and reliability of data are guaranteed through four criteria of Lincoln and Guba (1985). Credibility is achieved through prolonged engagement (30 days of field immersion) and persistent observation of Bhabinkamtibmas activities. Transferability is ensured with thick description of the local Bungo transmigration context. Dependability is obtained through a complete audit trail from recordings, transcripts, to analysis matrices. Confirmability is maintained with researcher reflexivity journals that document biases and methodological decisions throughout the process [Lincoln & Guba, 1985]

Results

Forms of Bhabinkamtibmas Problem-Solving Approaches in Community Order Development

Indonesian National Police Law No. 2 of 2002, Chapter III Article 13, affirms that Polri's duty is to maintain community security and public order. This formulation indicates that Polri's role is not only as a law enforcement institution and security service provider, but also possesses a social community function that prioritizes humanitarian values.

Implementation of community order development in Kuning Gading Village is carried out by Bhabinkamtibmas of Pelepat Ilir Police Sector, which begins through dissemination of information related to community security and public order (kamtibmas). This information is conveyed evenly to all residents with diverse backgrounds so that development can proceed effectively and efficiently. This effort simultaneously aims to suppress potential social disturbances and minimize criminal acts. Active community participation becomes an important factor in maintaining security, because community support will narrow the maneuvering space for parties potentially creating disputes or criminal acts.

The environment of Kuning Gading Village constitutes an area with heterogeneous community characteristics. The ideal condition expected is a clean, safe, and orderly environment. This can only be realized if there is collective awareness among residents to maintain regional conduciveness, both through cooperative attitudes and implementation of environmental security systems (siskamling). It is in this context that the role of Bhabinkamtibmas becomes strategic.

1. Conducting Visits to the Community

Bhabinkamtibmas routinely conducts visits to residents' homes, business places, and other community activity points. Through these visits, officers provide kamtibmas information, crime prevention counseling, and listen to residents' opinions and complaints.

2. The Community Guidance Unit Head of Pelepat Ilir Police Sector explained that the purpose of these visits is to build good relations with the community while gaining public trust to cooperate in maintaining environmental security. Based on the interview, it can be concluded that Bhabinkamtibmas visits are a strategic step to nurture social relations, obtain information on community social conditions, and identify potential order disturbances. This aligns with the functions and authority of Bhabinkamtibmas as stated in Articles 26–28 of Chief of Police Regulation No. 3 of 2015 on Community Policing. The Pelepat Ilir Police Sector Chief also emphasized that direct visits are concrete forms of Polri service in providing security counseling, listening to social problems, and mediating inter-resident conflicts. The Kuning Gading Village Head stated that these visits greatly help the village government in providing understanding to the community about the importance of maintaining environmental security and order. Thus, Bhabinkamtibmas visits not only carry out formal duties but also provide significant contributions in creating safe and harmonious community conditions.

3. Conducting Patrols and Face-to-Face Interactions

Patrol activities (sambang) are an effective method for Bhabinkamtibmas to

convey kamtibmas messages directly. This program is also an instruction from the Bungo Police Resort Chief so that Bhabinkamtibmas can absorb community aspirations and detect early kamtibmas disturbances.

In patrols, Bhabinkamtibmas facilitates problem resolution through community forums such as FKPM or other village forums. The forms of activities include face-to-face interactions, direct counseling, siskamling training, development of environmental security officers, and giving reminders to residents.

The Community Guidance Unit Head explained that patrol and face-to-face activities aim to provide explanations regarding kamtibmas development plans and receive suggestions and opinions from the community. The main focus of these activities is directed to community figures, religious leaders, and village government. Thus, patrols are not only a form of communication but also a means to build strategic partnerships in maintaining village security.

4. Disseminating Information on Kamtibmas Maintenance

One of the important tasks of Bhabinkamtibmas is disseminating Polri policy information related to maintaining community security and public order. Information dissemination is carried out through counseling, development, house-to-house, as well as media such as posters and leaflets.

According to the Community Guidance Unit Head, counseling is conducted so that officers directly understand the problems experienced by residents. Development is given to increase community knowledge about laws and regulations. These activities become a form of preventive action in preventing criminal acts in the community. Thus, information dissemination is not only knowledge transfer but also a means to increase community legal awareness.

5. Building Cross-Sectoral Coordination

Cross-sectoral coordination is carried out as an effort to build partnerships with village government, community figures, and related institutions. The forms of coordination are usually in the form of counseling such as lectures, group discussions, and opinion sharing. One concrete example is the resolution of a domestic violence (KDRT) case in Kuning Gading Village. The case was successfully resolved through a joint meeting involving the victim's family, the perpetrator, the village head, community figures, and Bhabinkamtibmas. After agreement was reached, Bhabinkamtibmas provided guidance to the perpetrator not to repeat the act and gave motivation to the victim.

Good cooperation between the village government and Bhabinkamtibmas shows that cross-sectoral coordination is effective in resolving social issues without having to immediately go through formal legal channels.

6. Conducting Problem Resolution (Problem Solving)

Problem resolution is Bhabinkamtibmas activity in helping the community resolve conflicts both related to kamtibmas, inter-individual disputes, or other social problems. The goal is to prevent conflicts from developing so as not to cause bigger problems.

According to community figures, if conflicts cannot be resolved by village apparatus, then Bhabinkamtibmas is asked to become a mediator through consensual deliberation. The presence of Bhabinkamtibmas is expected to bring balance and justice for the disputing parties.

The Community Guidance Unit Head explained that in problem resolution,

Bhabinkamtibmas acts as a passive mediator by providing solution alternatives without intervening in the final decision. The agreement remains entirely in the hands of the disputing parties.

Residents of Kuning Gading Village assess the presence of Bhabinkamtibmas as very helpful, not only as security counselors but also as problem resolution mediators. However, certain cases that have the potential to recur are still found even though socialization has been given. This shows that kamtibmas development needs to be carried out continuously.

Warga Desa Kuning Gading menilai kehadiran Bhabinkamtibmas sangat membantu, tidak hanya sebagai penyuluh keamanan, tetapi juga sebagai mediator penyelesaian masalah. Meskipun demikian, masih ditemukan kasus-kasus tertentu yang berpotensi berulang meskipun telah diberikan sosialisasi. Hal ini menunjukkan bahwa pembinaan kamtibmas perlu dilakukan secara berkelanjutan.

The inhibiting and supporting factors in the Bhabinkamtibmas' problem-solving approach for fostering community order in Dusun Kuning Gading encompass various operational and social aspects.

Security and public order (Kamtibmas) constitute the primary prerequisites for smooth development and socio-economic activities of residents, creating a sense of tranquility, peace, and increased work motivation without the shadow of security disturbances. A conducive Kamtibmas situation is greatly desired by all layers of society because it eliminates fear of potential threats that could disrupt daily life. As a shared responsibility between government, community, and police as law enforcement apparatus, the maintenance of Kamtibmas in Kuning Gading Village, Pelepat Ilir Subdistrict, Bungo Regency, faces various dynamics that influence the effectiveness of the Bhabinkamtibmas problem-solving approach.

a. Inhibiting Factors

1. Lack of Community Trust toward Bhabinkamtibmas: Residents of Kuning Gading Village still show a lack of trust in Bhabinkamtibmas in carrying out security and order guidance tasks. Based on an interview with Village Head Edi Pujianto on March 5, 2024, some residents view Bhabinkamtibmas arrivals as efforts to "intimidate" regarding the problems they face, compounded by the community's unfriendly reception due to the decline in the national police image following the Sambo and Teddy Minahasa cases, which directly impacts local perceptions of Bhabinkamtibmas activities. The same sentiment was expressed by resident Mr. Wawan on March 17, 2024, who feels anxious every time police visit the village, especially fearing criminal sanctions for his teenager's involvement in free association. This condition significantly hinders the delivery of preventive programs and the formation of effective cooperation between apparatus and community.
2. Lack of Community Understanding of Law: Minimal legal understanding becomes the main obstacle in resolving community conflicts and disputes through a consensual deliberation approach. Binmas Unit Head IPDA Ahmad Daldiri on May 2, 2024, explained that low legal literacy causes residents to tend to be selfish, wanting to win alone without considering other parties, thus often leading to vigilante actions exacerbated by interference from third parties as instigators. This phenomenon harms the

deliberation principle that should accommodate losses for all parties to achieve proportional and jointly implementable agreements. Non-neutral third parties actually worsen conflicts by adding external interest dimensions, making resolutions by Bhabinkamtibmas increasingly complex.

3. **Community Hiding Problems:** One crucial constraint is the community's tendency to cover up actual problems from Bhabinkamtibmas. Binmas Unit Head IPDA Ahmad Daldiri on March 5, 2024, revealed that residents often do not honestly admit incidents due to fear of legal consequences such as imprisonment, even though the purpose of visits is to help find solutions. This unopen attitude hinders the early detection process and quick handling of social problems, thus keeping the potential for conflict escalation high despite preventive efforts from the apparatus.
4. **Lack of Current Information on Kamtibmas Disturbances:** Advances in technology and human civilization actually increase the modes of Kamtibmas disturbances that are difficult to overcome without Polri assistance. Pelepat Police Chief AKP Panji Azuardi, S.H., M.H., on May 5, 2024, stated that perpetrators of criminal acts exploit modern knowledge, plus the lack of effective communication between community and apparatus, so security threat information does not arrive on time. This creates community unpreparedness in facing environmental dangers and conversely makes it difficult for apparatus to obtain the latest situational data from the community.
5. **Limitations in Personnel Numbers and Office Facilities:** With a population of 1,724 souls, Kuning Gading Village is only supported by one Bhabinkamtibmas personnel without a fixed office space. Binmas Unit Head IPDA Ahmad Daldiri on May 2, 2024, emphasized that these infrastructure limitations hinder task optimization, where ideally at least two personnel are needed for such a population size to enable faster and more even responses. This condition affects the effectiveness of community services that must wait for Bhabinkamtibmas arrivals from outside the village.

b. Supporting Factors

1. **National Police Chief's 6 Pro and 3 K Policies:** The Police Chief's policy on Professionalism, Proportional, Procedural, Proactive, Progressive, Productive (6 Pro) as well as Commitment, Consistent, Connection (3 K) becomes the foundation of Bhabinkamtibmas work ethic. Pelepat Police Chief AKP Panji Azuardi on May 5, 2024, explained that Police Chief Regulation Number 7 of 2021 mandates main tasks of guidance, problem solving, assistance, and early detection of disturbance potentials in a professional manner. This policy is expected to increase public trust in Polri as the frontline guard in society.
2. **Bhabinkamtibmas Personnel Technical Skills:** Bhabinkamtibmas personnel in Kuning Gading Village have basic Binmas skills through advanced vocational education. Binmas Unit Head IPDA Ahmad Daldiri on May 2, 2024, affirmed that every Bhabinkamtibmas must master seven core competencies: general policing, basic intelligence and early detection, negotiation, mediation, social communication, social problem solving, and effective speaking—making them the "Police Chief at the village level". These

qualifications ensure optimal task execution in community security guidance as an extension of Polri.

3. **Availability of Operational Support Software Tools:** The availability of guidance books, field instructions, and adequate outreach equipment supports Kamtibmas tasks. Pelepat Police Chief AKP Panji Azuardi on May 5, 2024, mentioned that Bhabinkamtibmas must prepare written materials, pens, notebooks, loudspeakers, as well as the Bhabinkamtibmas Smart Book from Polri institutions to smooth direct interactions with the community. These tools serve as standard guidelines in operational guidance and order.
4. **Support from Village Government and Community Figures:** Strong synergy is established between Bhabinkamtibmas with village government and community figures including religious leaders. Village Head Edi Pujianto on May 1, 2024, expressed a sense of calm when coordinating social issues with Bhabinkamtibmas who always provide guidance to build spirit. Meanwhile, Mrs. Atik Nurhayati on the same day appreciated the solutions, spirit, and motivation from Bhabinkamtibmas in overcoming personal problems. This support accelerates the family-based problem-solving approach.
5. **Community Information Technology Advances:** Access to information technology enables residents to quickly know situations from other areas for early anticipation. Pelepat Police Chief AKP Panji Azuardi on May 5, 2024, emphasized that technological advances align with knowledge, facilitating crime prevention through electronic media news that is easily accessed via communication devices. This increases preventive awareness and community responsiveness to potential Kamtibmas disturbances.

Conclusion

Based on the preceding discussions and analysis regarding the Bhabinkamtibmas problem-solving approach in fostering community order in Dusun Kuning Gading, Pelepat Ilir Subdistrict, Bungo Regency, the researcher presents the following conclusions:

1. The forms of the Bhabinkamtibmas problem-solving approach in fostering community order in Dusun Kuning Gading, Pelepat Ilir Subdistrict, Bungo Regency, are implemented through: Conducting community visits, carrying out Sambang activities and face-to-face interactions to disseminate information on maintaining security and public order, building cross-sectoral coordination, and performing problem resolution (problem-solving).
2. The inhibiting and supporting factors of the Bhabinkamtibmas problem-solving approach in fostering community order in Dusun Kuning Gading Subdistrict are:
 - a. **Inhibiting Factors:**
 - 1) Lack of community trust toward Bhabinkamtibmas in fostering security and public order.
 - 2) Lack of community understanding of the law; community tendency to cover up existing problems.
 - 3) Still limited knowledge of the latest information on security and order disruptions.
 - 4) Limitations in the number of personnel and Bhabinkamtibmas office facilities.

b. Supporting Factors:

- 1) Existence of Police Chief policies to enhance the work ethic and behavior of Bhabinkamtibmas members.
- 2) Bhabinkamtibmas personnel assigned in Kuning Gading Village possess basic technical skills in Binmas and have undergone vocational training, advanced education, or senior Binmas officer training.
- 3) Availability of software tools such as books, implementation guidelines, and operational field manuals.
- 4) Support from village government and community figures, including religious leaders.
- 5) Community advancements compared to information technology.

Suggestion

1. Continuous socialization should be carried out for all Bhabinkamtibmas members across all ranks on an ongoing basis through various methods.
2. In the implementation of problem resolution for issues reported directly by the community or discovered independently during face-to-face interactions or visits, Bhabinkamtibmas officers are expected to act as good mediators and facilitators who remain impartial to any party involved in the mediation, so that the community can experience prime service in handling the social problems they face.
3. To improve the performance of Bhabinkamtibmas officers as the frontline of Polri in serving the community in their jurisdiction, special training is necessary, particularly in problem-solving techniques.

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