Analysis of the Level of Community Satisfaction with Police in the Depok Metro Jurisdiction

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Abstract

Community satisfaction is an important instrument in determining the success of the police while carrying out their duties, because community satisfaction is a benchmark for police institutions in achieving reflexive and transitive goals. For this reason, this research aims to assess the extent of community satisfaction with the police in the Depok metro jurisdiction. 4 aspects are used to assess the level of public satisfaction with the police, namely aspects of performance effectiveness, procedural justice, police legitimacy and cooperation. This research uses survey techniques and distributes a set of research questionnaires. A descriptive statistical approach was used for data processing and analysis. The results show that the public is satisfied with the performance of the police in the Depok metro jurisdiction. The 4 aspects used to assess the level of community satisfaction showed an average value of 46.5% and 27.5% of respondents felt satisfied and very satisfied with the effectiveness of police performance; 54.6% and 30% of respondents were satisfied and very satisfied with procedural justice; 44% agree, 25.1% disagree with police legitimacy. Meanwhile cooperation or cooperation showed that 64.2% and 29.6% of respondents were satisfied and very satisfied with the model of cooperation with the police.

Keywords: *Community Satisfaction, Police, Legitimacy, Procedural Justice, Performance.*

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A. INTRODUCTION

The most commonly used traditional approach in assessing the effectiveness of police agency performance is through crime rate parameters. However, since the emergence of the civil rights movement and protests against the Vietnam War in the 1960s to 1970s, there has been a paradigm shift in evaluating police performance. (Bolger et al., 2021; F. V. Ferdik et al., 2016, 2019). The emergence of the concept of community policing, preventing and reducing non-conducive community environments, creating a sense of peace and security and providing services to the community have become additional indicators in evaluating police performance. This is confirmed in Law Number 2 of 2002 concerning the Police of the Republic of Indonesia, specifically in articles 13 and 14 that the police not only serve as law enforcers, service to the community is also included in the main duties of the police. Regarding community satisfaction, Bolger et al stated that satisfaction is an important instrument in assessing the effectiveness of police performance (Bolger et al., 2021). This is because community satisfaction is a benchmark for police institutions in achieving reflexive and transitive goals (Bolger et al., 2021).

Public satisfaction with the police has been in the spotlight recently (Bolger et al., 2021; F. V. Ferdik et al., 2016, 2019). One of the causes is the problem of law enforcement by the police which results in a decline in public trust. Based on reports released by Indonesian data regarding crime rates in Indonesia, throughout 2022 there have been 276,507 crime cases. Of this number, there was an increase from the previous year of 7.3% or from 257,743 crime cases in 2021 (dataindonesia.id). Apart from that, the murder of George Floyd in 2020 in Minneapolis, United States, further worsened the level of public satisfaction with the police. The result is that the gap between the community and the police is getting bigger (Bolger et al., 2021). The gaps that occur can give rise to various problems between the two, especially creating order, security, protection and cracking down on crime. Meanwhile both parties depend on each other. In carrying out their duties, the police need the role of the community to report crimes in the community, while the community needs the police to handle crime cases and enforce the law. (Bolger et al., 2021; F. Ferdik et al., 2022). Considering that public satisfaction with the police is very important in assessing the extent to which the police are successful in their duties in creating security and the effectiveness of police performance, intensive investigation has been demonstrated through a number of literature. (Bolger et al., 2021; Cao, 2015; F. Ferdik, 2023; F. Ferdik et al., 2022).

The increasing complexity of crime cases and the diversity of community activities has become a big challenge for the police in carrying out their role. Based on various problems that have emerged which have created a negative trend regarding public satisfaction with police performance, it is considered important to immediately implement new, more innovative strategies. It has also been realized by academics and practitioners that traditional ways of carrying out duties and responsibilities should be changed to more modern and innovative ways, so as to expand the role of the police while fulfilling institutional goals, such as increasing police legitimacy, cooperation between the community. with the police, procedural justice and police sensitivity to problems (Kuo & Shih, 2018; Merenda et al., 2021; Nalla & Boke, 2011; Tillyer, 2018). For this reason, this research aims to investigate the extent of community satisfaction with the police. Based on this, this research uses 4 aspects in assessing community satisfaction with the police, namely aspects of performance effectiveness, procedural justice, police legitimacy and cooperation between the community and the police. This research was carried out in the Depok Metro Police Legal area. The people in this area are classified as multicultural, both in terms of education, culture, religion and income level. Apart from that, the Depok area is a metropolitan city, where there is a high level of concentration in this area so that the attention to environmental conduciveness, security and public order from the police is even higher. And this opens up opportunities for every citizen to interact with the police and know the role of the police in the area.

B. LITERATURE REVIEW

Following the recommendation from Dai et al that to assess community satisfaction with the police, variable variants with various and numerous assessment items are needed so that an assessment of community satisfaction with the police can be obtained in a complete and comprehensive manner (Dai et al., 2019). Apart from that, this departs from the majority of study results which only highlight one or two aspects, as a result there is limited meaning and interpretation of public satisfaction with the police (Ferdik et al., 2022; Robinson, 2018). And also because of the complexity of the phenomenon of public satisfaction with the police, the available research is not sufficient to accommodate comprehensive conclusions. For this reason, this research uses 4 assessment variables with the aim of enriching the perspective of the level of community satisfaction with the police and filling the gap in assessment variables. These 4 variables consist of the effectiveness of police performance, procedural justice, police legitimacy and community cooperation with the police. Performance effectiveness reflects the extent to which the police carry out their duties and responsibilities as law enforcers. Apart from that, service to the community, general satisfaction, responsiveness to community complaints and regional conduciveness are basic elements that must be fulfilled by the police to achieve effective performance. And ultimately it is reflected in the level of satisfaction shown by the public towards the police. For this reason, 8 relevant assessment indicators have been formulated for measuring performance effectiveness variables (Gurinskaya & Nalla, 2020; Wheelock et al., 2019). Then, one of the important factors that forms the basis of public satisfaction with the police is procedural justice (Nivette & Akoensi, 2019). Procedural justice is related to fair decision making through actions and attitudes that are based on clear and precise procedures (Tyler, 2006). In the police context, procedural justice relates to police actions and attitudes that are based on a sense of fairness and are guided by a clear legal basis in carrying out their duties, both in institutions and in the community. Evidence shows that community satisfaction is influenced by police treatment in the context of procedural justice (Nivette & Akoensi, 2019; Reisig et al., 2007). If people are treated fairly according to procedures, then the tendency towards higher satisfaction and the obligation to comply with police directions will also be higher (Akinlabi, 2017; Meško et al., 2012). For this reason, procedural justice is included as a consideration factor in assessing public satisfaction with the police with 9 assessment indicators. Ultimately, the main implication lies in the positive impact on the police including the satisfaction felt by the community (Nivette & Akoensi, 2019). Legitimacy is defined as the view that the police have the right to gain respect, obedience and trust from the public for their role as law enforcers (Sunshine & Tyler, 2003). Considering that recent events show inaccurate law enforcement by the police, weak law enforcement in crime cases, lack of innovation in implementing crime strategies and distrust by some members of the public contribute to weak police legitimacy. (Jackson, 2015; Przeszlowski & Crichlow, 2018). Legitimacy is very relevant to satisfaction, studies reveal that public recognition regarding police

legitimacy is closely related to the level of public trust and satisfaction with the police as law enforcers. (Braga, 2015; Gill et al., 2014; Przeszlowski & Crichlow, 2018). On this basis, legitimacy is included as a variable assessing the level of community satisfaction with the police and 3 assessment indicators to measure this variable. Then, the variable of cooperation between the community and the police. Collaboration between citizens and the police or what is known as community policing is a form of collaboration and cooperation between the community and the police to create a sense of security, peace and try to prevent crime.(Gill et al., 2014; Merenda et al., 2021). If the police carry out their role as law enforcers in creating a good conducive environment, improving targeted and responsive services, then a cooperative attitude will be shown by the community through implementation support. *community policing* (Braga, 2015; Gill et al., 2014; Lytle & Bolger, 2017; Merenda et al., 2021). In this way, public satisfaction with the police will increase. For this reason, cooperation between the community and the police is included as a variable for assessing community satisfaction with the police with 4 assessment indicators. Table 1 displays the constructs used to assess public satisfaction with the police. Apart from that, assessing the level of community satisfaction with the police also considers whether the person involved has had contact or had contact with the police. Studies reveal that previous interactions between the police and the community can shape a person's assessment of police services (F. Ferdik et al., 2022; Lee et al., 2019; Robertho et al., 2021). In other words, the contact relationship between citizens and the police can influence the level of community satisfaction (Bolger et al., 2021; Colin Bolger & Walters, 2019; F. Ferdik et al., 2022; Gurinskaya & Nalla, 2020).

Table 1. Construct for assessing the level of public satisfaction with the police

No.	Assessment Construct	Source
Performance Effectiveness		(F. Ferdik, 2023; Merenda et al., 2021; Wheelock et al., 2019)
1.	The police do their job well in providing services to the people in my neighborhood	
2.	In general, I am satisfied with the police	
3.	The police in my neighborhood do a good job responding to people who are victims of crime	
4.	The police are unable to maintain order on the roads	
5.	The police are not doing a good job preventing crime in my neighborhood	
6.	Police responded to calls for service in a timely manner	
7.	The police do their job well in ensuring public safety	
8.	The police are very knowledgeable about social environmental and community issues	
Procedural Justice		(F. Ferdik, 2023; Gurinskaya & Nalla, 2020;
1.	Citizens' rights are protected by the police	
2.	The police can be trusted to make the right decisions for	

No.	Assessment Construct	Source
	you	Merenda et al., 2021; Sunshine & Tyler, 2003)
3.	Police treat citizens with respect	
4.	Police took the time to listen to the community	
5.	The police treat people fairly	
6.	The police respect the rights of citizens	
7.	The police make decisions based on facts	
8.	The police explain their decisions to the people they deal with	
9.	The police make decisions fairly	
Police Legitimacy		(F. Ferdik, 2023; F. Ferdik et al., 2022; Nivette & Akoensi, 2019)
1.	You must do what the police tell you, even if you don't agree	
2.	You must accept the police's decision, even if you think it is wrong	
3.	Disobedience to the police cannot be justified	
Kerjasama		(F. Ferdik, 2023; F. Ferdik et al., 2022; Merenda, 2021; Merenda et al., 2021)
1.	Call the police to report a crime	
2.	Help the police find suspected criminals	
3.	Report dangerous or suspicious behavior to the police	
4.	Assist the police if requested	

C. METHOD

This research was carried out in the jurisdiction of the Depok Metro Police from August to September 2023. The reason for choosing this location was because the people in the jurisdiction of the Depok Metro Police are one of the regions in Indonesia that reflects very diverse socio-economic conditions, starting from economic class, education, income and ethnicity which make the region a representation of Indonesian society, including the perspective of the level of satisfaction with the police. Apart from that, researchers have not found study results that explain the satisfaction of the people in the metro police jurisdiction with the police. This research uses a survey approach in which a set of research questionnaires are prepared and then distributed to respondents directly. The questionnaire consists of 2 parts, namely the first part contains an introduction to the research and the second part contains respondent characteristics, filling instructions and assessment indicators. The questionnaire distribution technique is carried out directly with the aim of ensuring that the data collected is valid and can be accounted for. Considering the limited resources possessed by researchers, 150 questionnaires were distributed to respondents randomly, but only 81 questionnaires were declared valid and met the requirements for further processing. The assessment of the responses given by respondents was measured using a 4-point Likert scale, where 1 means strongly disagree and 4 means strongly agree.(F. Ferdik,

2023) (Ferdik, 2023). The criteria for respondents in this study are only based on the age factor, where the respondent's age must be between 15 and 64 years, because this age is classified as productive age, most of them have completed or are currently completing formal education and are currently working (Organ et al., 2006). Apart from that, in this age range, most of them are involved in social activities which enable them to understand the police and their duties and responsibilities towards society. The processing and analysis technique applied is descriptive statistics. The results obtained are then analyzed and interpreted.

D. RESULTS AND DISCUSSION

1. Demographic Characteristics

Demographic characteristics describe all respondents involved in this research. The characteristics assessed by respondents are gender, age, highest level of education and occupation. The total number of respondents who participated in this research was 81 people as shown in table 2 as follows.

Table 2. Demographic Characteristics

Respondent Characteristics		Frequency	Presentation
Gender	Male	52	64.20%
	female	29	35.80%
Amount		**81**	**100%**
Age	15-25 years	28	34.57%
	26-35 years	25	30.86%
	36-45 yeasr	21	25.93%
	46-55 yeasr	7	8.64%
Amount		**81**	**100%**
Last education	Senior High School	61	75.31%
	Associate **degree**.	1	1.2%
	Associate Degree	2	2.47%
	Bachelor	13	16.05%
	Master	4	4.94%
Amount		**81**	**100%**
Work	self-employed	35	43.21%
	student	13	16.05%
	government employees	2	2.47%
	employee	22	27.2%
	Housewife	7	8.64%
	doctor	1	1.23%
	advocate	1	1.23%
Amount		**81**	**100%**

Table 2 above shows the characteristics of the respondents who participated in this research. If we look at gender, of the 81 respondents, 64.20% (52 people) were male and the remaining 35.80% (29 people) were female. Based on the age of the respondents, the age range between 15-25 years who participated the most was 34.57% or as many as 28 people and this number was mostly respondents with the highest level of education, namely high school (75.31%). Furthermore, in the age range 26-35 years it was 30.86%, between ages 36-45 years it was 25.93% and 46-55 years it was 8.64%. Respondents who participated in this research mostly had a high school educational background, namely 75.31%. Furthermore, with a bachelor's educational background, 16%, 4.94% have a master's degree, 2.47% have a D3 and 1.2% have a D1. the last characteristic of the job. The most dominant work background of respondents was as an entrepreneur at 43.21%. Then followed by employees 27.2%, students 16.05%, housewives (housewives) 8.64%, civil servants 2.47%, doctors and advocates 1.23%. Based on the results of the recap of the characteristics of the respondents obtained, it shows that there is diversity in the respondents involved in this research. Apart from that, this shows that the perceptions formed about the police certainly vary, because they can be influenced by various factors such as level of education, work undertaken and so on.

Level of Community Satisfaction with the Depok Metro Police

The assessment of the level of public satisfaction with the Depok Metro Police uses 4 aspects, and each aspect has assessment indicators. These 4 aspects are performance effectiveness which describes the extent to which the police demonstrate their performance, both in the field and in the services provided to the community. Then, the procedural justice aspect which shows how well the police enforce the law in accordance with applicable regulations, the police legitimacy aspect which describes the community's obedience and respect for the police and the police cooperation aspect with the community or community policing which describes the attitude of the police and the community together. collaborate with each other in achieving security and order in society. Assessment (alternative answers) uses a 4-point Likert scale, namely point 1 means strongly disagree (STS), point 2 means disagree (TS), point 3 means agree (S) and point 4 means strongly agree (SS). Table 3 shows the results of the assessment of community satisfaction with the Depok Metro police.

Table 3. Results of Community Assessment of the Depok Metro Police

No.	Assessment Indicators	Alternative Answers			
		STS	TS	S	SS
Performance Effectiveness					
1.	The police do their job well in providing services to the community in my work environment	3.7%	4.9%	60.5%	30.9%
2.	In general, I am satisfied with the Police	2.5%	6.2%	53.1%	38.3%

3.	The police in my neighborhood do a good job responding to people who are victims of crime	4.9%	4.9%	54.3%	35.8%
4.	The police are unable to maintain order on the roads	34.6%	46.9%	9.9%	8.6%
5.	The police are not carrying out their duties properly in preventing crime in my neighborhood	39.5%	39.5%	11.1%	9.9%
6.	Police responded to calls for service in a timely manner	6.2%	3.7%	64.2%	25.9%
7.	The police do their job well in ensuring public safety	6.2%	0	53.1%	40.7%
8.	The police are very knowledgeable about social environmental and community issues	3.7%	1.2%	65.4%	29.6%
Average		**12.7%**	**13.4%**	**46.5%**	**27.5%**
Procedural Justice					
1.	Citizens' rights are protected by the Police	2.5%	0	56.8%	40.7%
2.	The police can be trusted to make the right decisions for you	3.7%	3.7%	54.3%	38.3%
3.	Police treat citizens with respect	3.7%	2.5%	59.3%	34.6%
4.	Police took the time to listen to the community.	3.7%	2.5%	65.4%	28.4%
5.	The police treat the public fairly	3.7%	3.7%	61.7%	30.9%
6.	The police respect the rights of citizens	2.5%	1.2%	64.2%	32.1%
7.	The police make decisions based on facts	6.2%	1.2%	59.3%	33.3%
8.	The police explain their decisions to the people they deal with	4.9%	4.9%	59.3%	30.9%
9.	The police make decisions fairly	2.5%	1.2%	65.4%	30.9%
Average		**3.3%**	**2.1%**	**54.6%**	**30%**
Police Legitimacy					
1.	You must do what the police tell you to do, even if you don't agree	14.8%	37%	32.1%	16%
2.	You must accept the Police's decision, even if you think the decision is wrong	24.7%	24.7%	43.2%	7.4%
3.	Disobedience to the Police cannot be justified	9.9%	13.6%	56.8%	19.8%
Average		**16.5%**	**25.1%**	**44%**	**14.4%**
Cooperation					
1.	Call the Police to report a crime	3.7%	4.9%	63%	28.4%
2.	Help the police find suspected criminals	2.5%	4.9%	64.2%	28.4%
3.	Report dangerous or suspicious behavior to the Police	1.2%	2.5%	61.7%	34.6%
4.	Assist the Police if requested	2.5%	2.5%	67.9%	27.2%

Average	2.5%	3.7%	64.2%	29.6%
Have you ever had any dealings with the police: Yes, never = 9 people (11.1%) Never = 72 people (88.9%)				

Table 3 above displays the results of assessing the level of community satisfaction with the Depok metro police with a total of 81 respondents participating. The assessment results for the performance effectiveness aspect of the Depok metro police were 46.5% of 100% (n= 81) respondents were satisfied (agree) with the performance shown by the Depok metro police. Then 27.5% of respondents felt very satisfied (strongly agree), 13.4% less satisfied (disagree), and 12.7% very dissatisfied (strongly disagree). Then, based on the procedural justice aspect, which describes the actions and attitudes of the police in enforcing the law which is based on justice and statutory regulations clearly and precisely, it was assessed by the public that as many as 54% of respondents agreed with the actions and attitudes of the police in the police jurisdiction. Depok metro. the remaining 30% of respondents strongly agreed, 2.1% disagreed and 3.3% strongly disagreed. This shows that the procedural justice shown by the police in carrying out their duties in the jurisdiction of the Depok Metro Police is good. Then there is the aspect of police legitimacy. This aspect reflects recognition from the community that the police are law enforcement actors. Based on the assessment, the legitimacy of the police in the eyes of the public shows that 44% of respondents agree that the police are law enforcement actors, 14.4% of respondents strongly agree, 25.1% disagree and 16.5% of respondents strongly disagree.

Next is the aspect of cooperation between the community and the police (community policing). This means a form of collaboration and cooperation between the community and the police to create a sense of security, peace and try to prevent crime. The assessment results showed that 64.2% of respondents agreed to cooperate with the police, 29.6% strongly agreed, 3.7% disagreed and 2.5% strongly disagreed. Although overall they do not show cooperation with the police, the majority are willing to cooperate with the police in creating security and peace. Apart from that, researchers also assess whether or not the public has had any dealings with the police, because based on the results of the study, contractual relationships that have occurred between the two parties can influence perceptions of the police. (Bolger et al., 2021; Colin Bolger & Walters, 2019; F. Ferdik et al., 2022; Gurinskaya & Nalla, 2020). The results show that 88.9% of respondents have never had any dealings with the police and 11.1% have had any dealings with the police. This finding is in line with previous literature that previous contact has an influence on trust and satisfaction with the police, and this is an important factor (Lee et al., 2019). 9 people or 11.1% of respondents who had had dealings with the police gave their assessment of 4 aspects of satisfaction, on average they agreed or were satisfied with the police.

Satisfaction Level Based on Performance Effectiveness

Performance effectiveness describes the results of the police's achievements or performance while serving as law enforcers, creating a sense of security and peace in society. Apart from that, performance effectiveness reflects the extent to which the police carry out their duties and responsibilities as law enforcers, provide services to the community, general satisfaction, responsiveness to community complaints and regional conduciveness are basic elements that must be fulfilled by the police to achieve performance effectiveness. 8 assessment indicators are used to assess this aspect. The assessment results are shown in the image below.

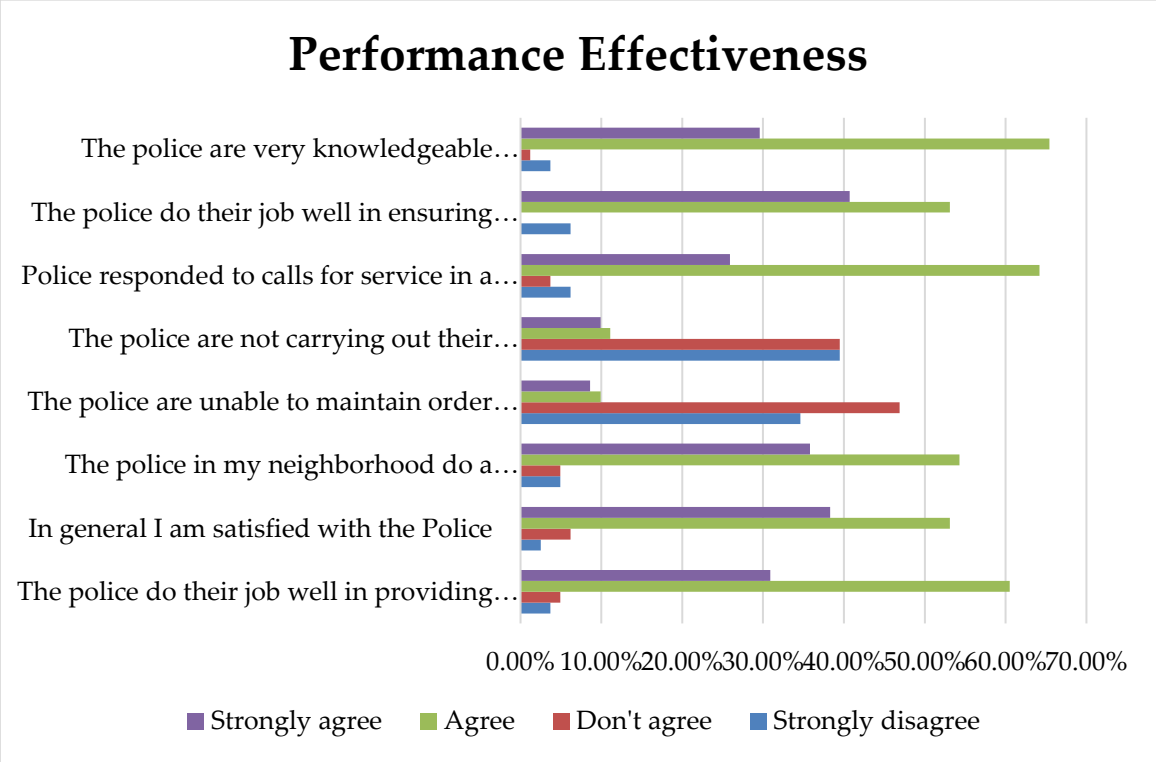


Figure 1. Level of Satisfaction Based on Aspects of Performance Effectiveness

From the picture above, it is clear that almost all respondents gave a good assessment and were satisfied with the police based on the effectiveness of their performance in the Depok metro jurisdiction. This is shown by respondents feeling satisfied (60.5%) with the duties carried out by the police so far. in the community, the police respond appropriately to crime victims (53.1%), in general the public is satisfied with the police (53.1%), respond to calls on time (64.2%), ensure public safety (53.1%) and the police are very knowledgeable about problems that occur in the social and community environment (65.4%). Overall, respondents were satisfied (53.1%) and very satisfied (38.3%) with the performance of the police in the Depok metro jurisdiction.

Level of Satisfaction Based on Procedural Justice

Procedural justice relates to making decisions fairly through actions and attitudes that are based on clear procedures. In the context of the police, this relates to police actions and attitudes that are based on a sense of fairness and are guided by

a clear legal basis in carrying out their duties, both in institutions and in the community. If people are treated fairly according to procedures, then the tendency towards higher satisfaction and the obligation to comply with police directions will also be higher (Akinlabi, 2017; Meško et al., 2012). Nine indicators are used to assess this aspect. The assessment results are shown in Figure 2.

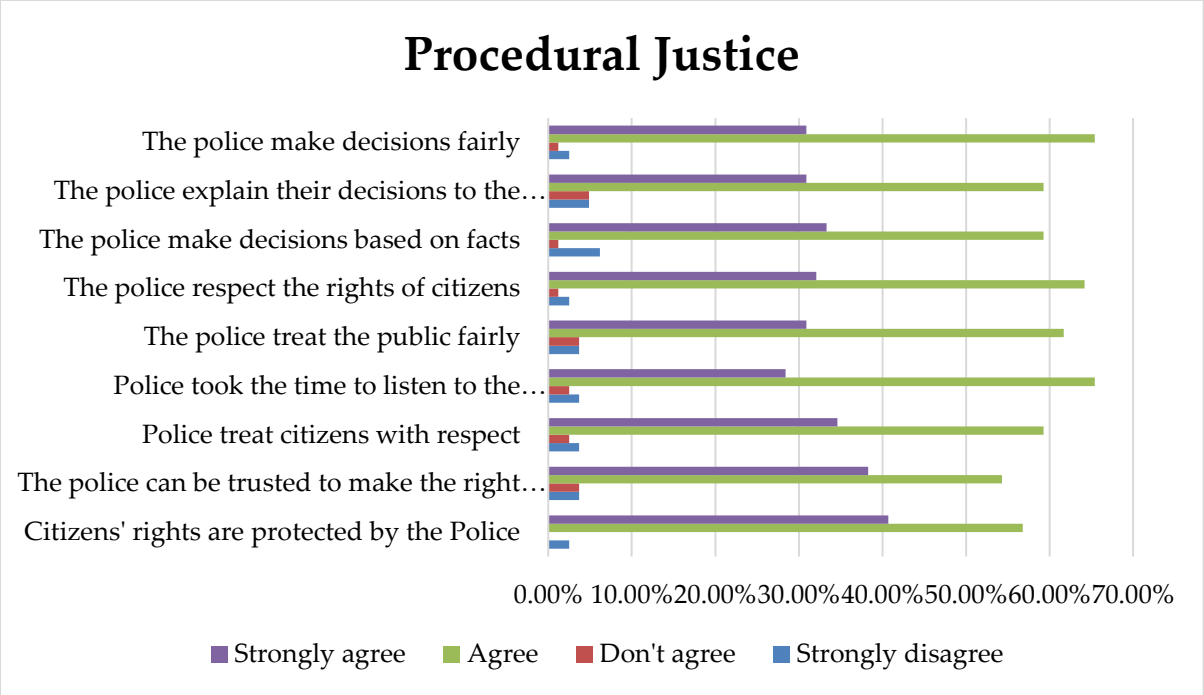


Figure 2. Level of Satisfaction Based on Procedural Justice Aspects

Overall, respondents were satisfied with the police based on the procedural justice aspects shown in Figure 2 above. This is shown by 56.8% and 40.7% of respondents feeling satisfied and very satisfied with the police because people's rights are protected by the police, 54.3% agree and 38.3% strongly agree that the police can be trusted for decision making, 59.3% and 34.6% of respondents agree and strongly agree that the police treat citizens with the utmost respect. Apart from that, the police in the Depok Metro jurisdiction are assessed as respecting citizens' rights (64.2% agree and 32.1% strongly agree), making decisions based on facts and fairly. So, the 9 indicators used to assess procedural justice as in Figure 2 above show that an average of 54.6% of respondents are satisfied and 30% are very satisfied with the police based on this aspect. the remaining 3.3% were very dissatisfied and 2.1% were dissatisfied.

Community Satisfaction Based on Police Legitimacy

Legitimacy is very relevant to the level of satisfaction, studies reveal that public recognition regarding police legitimacy is closely related to the level of public trust and satisfaction with the police as law enforcers (Braga, 2015; Gill et al., 2014; Przeszlowski & Crichlow, 2018). This aspect is assessed using 3 indicators. The assessment results are shown in Figure 4 as follows:

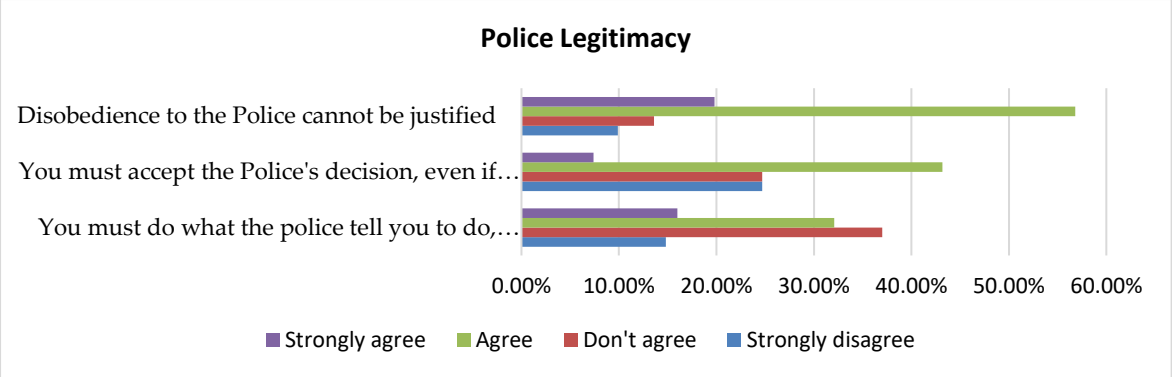


Figure 3. Level of Satisfaction Based on Aspects of Police Legitimacy

From the assessment results shown in the picture above, it can be seen that respondents gave an average rating of 44% agreeing with the legitimacy of the police. The remaining 25.1% of respondents disagreed, 16.5% strongly disagreed and 14.4% strongly agreed. This means that the assessment given by the public towards the police is of course influenced by many factors, especially those related to inaccurate law enforcement, weak law enforcement in crime cases, lack of innovation in implementing crime strategies and distrust on the part of the public contributing to the weak legitimacy of the police. The first indicator is about following police orders even though they don't agree, as many as 37% of respondents disagreed, 32.1% agreed, 16% strongly agreed and 14.8% strongly disagreed. then, the second indicator regarding accepting the police's decision even though the decision was wrong, 24.7% of respondents answered strongly disagree and disagree, 43.2% and 7.4% of respondents agreed and disagree. and the final indicator, namely that disobedience to the police cannot be justified, as many as 56.8% of respondents agreed, 19.8% strongly agreed, 13.6% disagreed and 9.9% strongly disagreed. If you look at the results of the assessment obtained, it shows that the public views the police as not fully working and carrying out their duties as law enforcers. There is a public tendency that up to now the police have not been considered as trustworthy and reliable enforcers of the law. For this reason, it is very important to carry out appropriate improvements within the police so that they can restore confidence in the police and law enforcement matters, create a sense of security and peace that can be carried out well by the police, especially the Depok metro police.

Community satisfaction based on the Cooperation Aspect

Cooperation or collaboration between the community and the police is a form of collaboration and collaboration between the community and the police to create a sense of security, peace and try to prevent crime.(Gill et al., 2014; Merenda et al., 2021). If the police carry out their role as law enforcers in creating a good conducive environment, improving targeted and responsive services, then a cooperative attitude will be shown by the community through support for the implementation of community policing. This aspect is measured using 4 assessment indicators. The assessment results are shown in Figure 4 as follows.

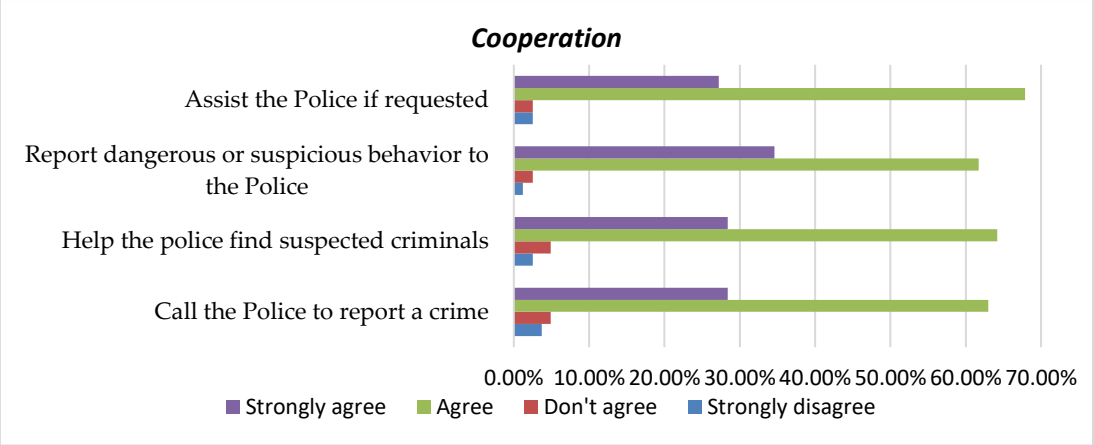


Figure 4. Level of Satisfaction Based on Cooperation Aspects

From the assessment results obtained as shown in Figure 4 above, it shows that the community generally agrees and is willing to cooperate in creating security and order and supporting law enforcement by the police. This can be seen from the percentage obtained, namely an average of 64.2% of respondents agreed and 29.6% strongly agreed. while those who disagree and strongly disagree are only 3.7% and 2.5%. This means that even though recently the performance of the police has received negative attention from many people, the community is still willing to help, cooperate and collaborate with each other to make the main tasks of the police a success. Thus, in carrying out their duties, the police certainly need the role of the community to report crimes in the community, while the community needs the police to handle crime cases and enforce the law. (Bolger et al., 2021; F. Ferdik et al., 2022).

E. CONCLUSION

Law Number 2 of 2002 concerning the Police of the Republic of Indonesia, article 13 states that the main duties of the police are to maintain security, order, enforce the law, provide protection, protection and service to the community. Success in carrying out basic tasks really depends on the level of community satisfaction. Bolger et al, (2021) stated that satisfaction is an important instrument in assessing the effectiveness of police performance. This is because community satisfaction is a benchmark for police institutions in achieving reflexive and transitive goals. Overall, the findings of this research illustrate the level of community satisfaction with the police, especially the police in the Depok metro area. Even though the problem of law enforcement by the police shows a negative trend which has an impact on public trust, the public still feels satisfied with the performance of the police. The view that the police are law enforcers and important actors in creating security, order, providing protection and guidance to the community is still believed by the majority of society. Of course, strategic steps must be taken immediately, such as increasing cooperation and coordination between the police and the community, increasing police legitimacy, police sensitivity to problems and procedural justice so that community satisfaction and trust can be

realized optimally. Recommendations for further research include using more respondents, involving police in other jurisdictions to get a real picture of the level of community satisfaction with the police.

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