The Influence of Performance Effectiveness, Procedural Justice and Social Capital on Public Trust In The Police In The Central Jakarta Metro Police Jurisdiction

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ABSTRACT

KEYWORDS
public trust in the police; performance effectiveness; procedural justice; social capital

Public trust in the police is a problematic issue for modern police everywhere, including in Indonesia. The police agency needs a high level of trust to be able to carry out its duties and functions as the person in charge of social order and law in society. This study intends to examine the influence of performance effectiveness, procedural justice and social capital on public trust in the police in Central Jakarta. The survey was conducted to 400 respondents using the cluster purposive random sampling method at the sub-district level. The results showed that the performance effectiveness variable had a significant effect (0.275), the procedural justice variable had no significant effect, and the social capital variable had a significant effect (0.133). The awareness of the importance of trust has been observed by the National Police leadership since the National Police institution was officially separated from the ABRI. In this case, the National Police formulated a bi-annual Grand-Strategy covering the period 2005-2025, as a step to encourage systematic organizational change towards the National Police as a professional modern police force.

INTRODUCTION

This research aims to photograph and explain public trust in the police in the jurisdiction of the Central Jakarta Metro Police. The selection of topics and research phenomena is based on the following academic and empirical rationalities. First, public trust in the police is very important and strategic because public trust is a manifestation of public legitimacy towards government institutions, especially for the existence, duties and functions of the police in the field of public security and order.

Second, trust in the police has become an important agenda as stated in the "grand strategy", phase I of 2005-2010, to realize the vision of the National Police "trust building", phase II of 2011-2015, to realize the vision of the National Police to build partnership building between the community and the National Police, phases III and IV of 2016-2020 and the next phase 2021-2025, mandated the National Police to be excellent, and become a world-class institution.

Third, this research is focused on the jurisdiction of the Central Jakarta Metro Police because the phenomenon in the Central Jakarta Metro Police is a benchmark for police organizations in Indonesia in accordance with the characteristics of the socio-economic and political life of the metropolitan community which is very complex and dynamic. Empirically,

through previous research, many factors affect public trust in the police. One of the causative factors found is the police's treatment of the community which has an impact on the high or low level of public trust in the police.

This study seeks to examine and explore several factors that cause public trust in the Jakarta metropolitan area which is under the jurisdiction of the Central Jakarta Metro Police. Specifically, this study aims to: (1) test the performance theory for its application and generalization in Jakarta as the jurisdiction of the Central Jakarta Metro Police; (2) examine individual and contextual variables that may affect public trust in the police in Jakarta.

The phenomenon of trust in the police is a phenomenon that needs to be studied from various theoretical perspectives in accordance with the characteristics of police science that is mutidisciplinary. Therefore, in addition to testing performance theory, this study examines variables from other main theories that contribute to trust to offer a further theoretical explanation of the causes of public trust in the police in the Central Jakarta Metro Police area.

Some of the theoretical perspectives identified in studying the phenomenon of public trust in the police are performance effectiveness theory, procedural-justice theory, and social capital theory. The main issue about these theories is developed and tested by "the people in mind" or "the majority in the minds of the people".

Research on public trust in the police has consistently highlighted various factors that influence this trust. (Murray, 2010) emphasize that procedural justice is central to public perceptions of police legitimacy, suggesting that when citizens perceive fairness in law enforcement processes, their trust in the police increases. Similarly, (Nix et al., 2015) argue that transparency in police actions significantly contributes to building public trust, as it allows citizens to feel informed and involved. (Sunshine & Tyler, 2003) also point out that fairness in policing practices is a critical determinant of public support, noting that trust is more likely to be established when people believe they are treated with respect and impartiality. (Bradford & Jackson, 2010) further support this by highlighting the importance of police legitimacy in fostering public cooperation, indicating that trust is built through consistent and just enforcement of the law.

In the Indonesian context, studies such as those by (Santoso, 2018; Widiastuti, 2016) have shown that trust in the police is significantly influenced by the effectiveness of crime prevention and efforts to combat corruption. (Myhill & Bradford, 2012) underscore the necessity of positive interactions between police and the community, which are essential for sustaining high levels of public trust. Additionally, (Skogan, 2005; Tankebe, 2013) highlight the role of social capital and legitimacy in shaping public perceptions of law enforcement, suggesting that communities with stronger social ties tend to have higher levels of trust in the police. Lastly, (Kääriäinen, 2007; Rothstein, B., & Stolle, 2016) argue that a broader societal context, including social cohesion and institutional trust, plays a crucial role in determining the public's trust in police forces.

To further understand the phenomenon of public trust in the police, it is essential to review relevant previous research that has explored similar topics. (Jonathan-Zamir & Harpaz, 2014) conducted a study on the factors that influence public trust in the police, focusing on the role of community policing and public perceptions of police legitimacy. Their findings indicated that community policing efforts, which emphasize building relationships and engaging with the community, significantly enhance public trust in law enforcement. This study is particularly relevant for urban areas where close interaction between police and community members is crucial for maintaining order and trust.

Another relevant study is by (Jackson & Bradford, 2019), who examined the impact of procedural justice on public trust in the police across different demographic groups in urban settings. Their research highlighted the importance of transparency, fairness, and respectful treatment in fostering trust. They found that when citizens perceive that the police are treating

them with fairness and respect, their trust in the police increases, even in diverse and densely populated urban areas. This study underscores the necessity of fair policing practices in maintaining public trust in complex metropolitan environments.

Despite the extensive body of research on public trust in the police, there remains a significant gap in understanding how these dynamics play out in a metropolitan context, particularly in Jakarta. Most studies have focused on Western societies or rural and suburban areas, leaving a gap in our understanding of how trust in the police operates in complex, dynamic urban environments like Jakarta. Moreover, while studies have explored the impact of procedural justice and community policing on trust in the police, there is limited research that integrates these factors with performance effectiveness theory in a single framework, especially within the Indonesian context.

The novelty of this research lies in its comprehensive approach to examining public trust in the police within the unique socio-political and economic landscape of Central Jakarta. By integrating theories of performance effectiveness, procedural justice, and social capital, this study offers a multifaceted analysis that is both contextually relevant and theoretically robust. This research is one of the first to empirically test the application of these theories in the Jakarta metropolitan area, providing new insights into the factors that shape public trust in the police in an urban Indonesian context.

The findings of this research are expected to provide valuable contributions to both academic and practical fields. Academically, the study will contribute to the literature on public trust in the police by offering new empirical evidence from a non-Western, urban setting. Practically, the research could inform policy-making and strategic planning within the Indonesian National Police, particularly in enhancing public trust through improved performance, fairer procedures, and strengthened community ties. By understanding the specific factors that influence public trust in the Central Jakarta Metro Police, law enforcement agencies can develop more targeted and effective strategies to improve their relationship with the community, ultimately leading to better public safety and order in the metropolitan area.

RESEARCH METHOD

This study uses a quantitative method with quantitative data collection carried out using a questionnaire built from the theoretical construct of each variable using a formulated scale size. In this study, the research question about public trust in the police in the jurisdiction of the Central Jakarta Metro Police uses quantitative descriptive to determine the tendency of public perception of variables. Meanwhile, to examine the relationship between variables in performance theory, procedural justice theory, and variables in capital theory using correlational and multivariate analysis.

The population of this study is individuals in communities located in residential areas consisting of communities that have high and low socio-economic in the jurisdiction of the Central Jakarta Metro Police. The reason for the population selection in the area is based on the reason to see the perception of people who are in areas with a relatively high level of community order, as well as with the potential for high crime rates. Thus, the sampling technique used is "cluster purposive random sampling" which means that the researcher determines community clusters based on high and low socio-economic areas of the Police in the Central Jakarta Metro Police. Then the sample will be randomly selected for the community that has been determined using the slovin formula (Creswell, 2015).

RESULTS AND DISCUSSION
Results of Statistical Analysis
Validity Test

Based on the results of the validity test, it was found that the significance value of each variable item, using the significance level or α = 1%, the value is below 1%, then the questionnaire for all items, both the independent variables X1, X2, and X3 and the dependent variable Y are VALID.

Reliability Test

Reliability comes from the word reliability. Reliability is a tool to measure a questionnaire that is an indicator of a change or construct. A questionnaire is said to be reliable or reliable if a person's answers to statements are consistent or stable over time. Simply put, the reliability of a questionnaire is related to the extent to which the questionnaire can produce consistent results when tested on the same respondents.

Based on the results of the reliability test, the total Cronbach Alpha score is 0.763. The alpha value is in the range between 0.70 – 0.90, so it can be concluded that the reliability for the X1 variable is high, for the X2 variable is moderate, and for the X3 variable is high. Meanwhile, the results of the reliability test of the Y variable are high.

Multiple Regression Analysis

1. Coefficient of Determination

The value of the determination coefficient (R^2) is interpreted as a measure of the ability of all independent variables to explain the variance of the bound variable. The determination coefficient formula (R^2) is the same as the correlation coefficient formula (r) squared. The value of the determination coefficient (R^2) in this study was 0.278. This means that the ability of the independent variable to explain the variant of the bound variable is 27.8% or while the rest is explained by the independent variable outside the model.

2. Test F

The F test shows the overall influence of independent variables on dependent variables. Decision making can be made by looking at the significance value (Sig.). In this study, a significance value of 1% was determined. Because the significance value is less than 0.01, all independent variables simultaneously affect the dependent variables.
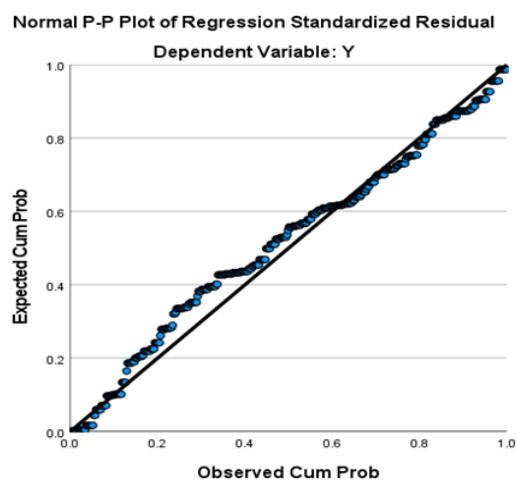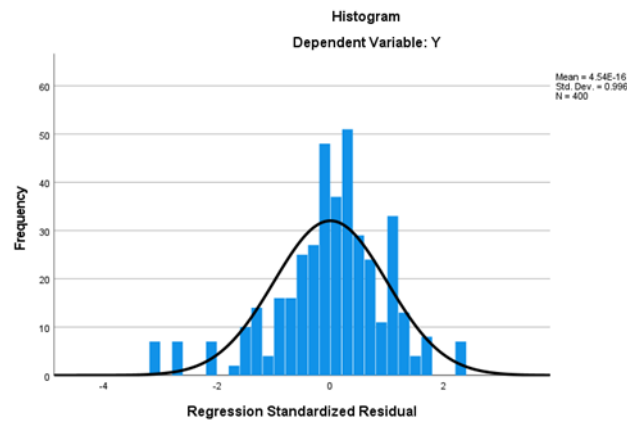
3. Test t

The t-test shows the influence of each independent variable on the dependent variable. Decision making can be made by looking at the significance value (Sig.). In this study, a significance value of 1% was determined. If the significance value is less than 0.01, then the independent variable affects the dependent variable. And vice versa.

- The significance value of the variable X1 is less than 0.01 (0.000). This shows that the X1 variable has an effect on Y with an error rate of 1%. This shows that the X1 variable has an effect on Y with an error rate of 1%. The influence of variable X1 on Y can be seen from the coefficient B of 0.275, which means that variable X1 has a positive effect on Y. Each X1 increase of 1 point will increase Y by 0.275 points.
- The significance value of the X2 variable is more than 0.01 (0.372). This shows that the X2 variable has no effect on Y with an error rate of 1%.
- The significance value of the X3 variable is less than 0.01 (0.000). This shows that the X3 variable has an effect on Y with an error rate of 1%. The influence of variable X3 on Y can be seen from the coefficient B of 0.113, which means that variable X3 has a positive effect on Y. Each X3 increase of 1 point will increase Y by 0.113 points.
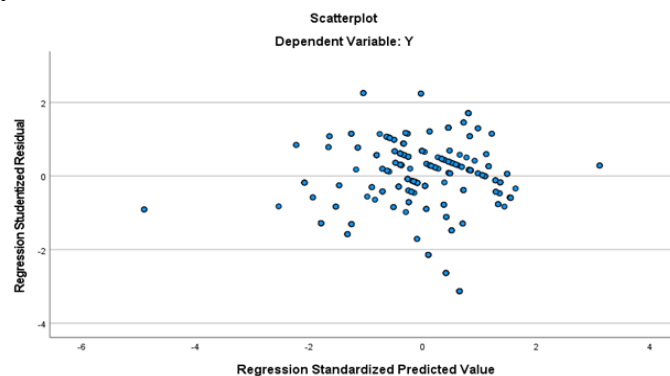
Classical Assumption Test

1. Normality Test

Histogram
Dependent Variable: Y

Mean = 4.54E-16
Std. Dev. = 0.996
N = 400

Normal P-P Plot of Regression Standardized Residual
Dependent Variable: Y

In the results of the histogram test, pay attention to the upward curved line as if forming a mountain. If the line forms a mountain and looks perfect with symmetrical legs, then it can be concluded that the data in the study are normally distributed. In the results of the normal test of probability plots, pay attention to the dots and diagonal lines. If the points follow the diagnal line from point 0 and do not extend too far, then it can be concluded that the data is normally distributed.

2. Heteroscedasticity Test

Scatterplot
Dependent Variable: Y

If the data points spread above and below the 0 (zero) points on the Y and X axes and do not form a specific pattern such as zig-zag or stacking, then it can be concluded that there are no symptoms of heteroscedasticity. In this data, the dot distribution pattern shows that there are no symptoms of heteroscedasticity.

3. Multicollinearity Test

There is no very strong correlation between each independent variable.

4. Multivariate Test

The results of the multivariate statistical test on the data obtained in this study show that public trust in the police is influenced by the variables of Police Performance Effectiveness (X1) and Social Capital (X3), but not by the variable of Police Corruption Perception (X2). The relationship can be written as follows:

$Y1 = 0.275*X1 + 0.113*X3$

Y1 = Public Trust in the Police

X1 = Police Performance Effectiveness

X3 = Perception of Police Corruption

CONCLUSION

The results of the multivariate statistical test on the data obtained in this study show that public trust in the police is influenced by the variables of Police Performance Effectiveness (X1) and Social Capital (X3), but not by the variable of Police Corruption Perception (X2). These results show that public trust in the police is related to performance theory from the perspective of performance theory and social capital from the perspective of social capital theory. However, it is not related to the theory of police corruption from the perspective of procedural justice theory. This does not mean that police corruption or police misconducts can be ignored in building public trust, but that statistically the impact is not significant.

The awareness of the importance of trust has been observed by the National Police leadership since the National Police institution was officially separated from the ABRI. In this case, the National Police formulated a bi-annual Grand-Strategy covering the period 2005-2025, as a step to encourage systematic organizational change towards the National Police as a professional modern police force.

It can be seen that trust building is the first stage of the bicentennial plan, and is currently the end of phase III of Strive for Excellence which ends next year (2025). However, trust is not an inanimate or static object, but a dynamic process that takes place continuously in the relational of the National Police and the public. After trust is built in phase I, it must be maintained, maintained and maintained, to further become the foundation of the institutional legitimacy of the National Police in carrying out its role in society.

It is said that the crisis of trust in the National Police is illustrated by various sociological phenomena in society, such as: (i) many people are not afraid to violate regulations; (ii) the community develops slogans that harass the Police; (iii) the public considers the authority of the National Police only in its weapons and formal authority; (iv) people who have a lot of money consider the Police to have no authority at all and can be controlled; and (v) in the era of press freedom, the misappropriation of the National Police is increasingly open and the image of the National Police is increasingly deteriorating. These various negative phenomena are what we want to overcome in order to build public trust in the police.

Although the National Police is currently almost completing the Grand Strategy phase III, the identification of the problems mentioned above is still actual, and continues to be a challenge in maintaining and maintaining the public trust of the National Police in the eyes of the public. The dimension of trust is understood as a prerequisite for the running of a social contract (holding agreed norms or rules) that guarantees order and cooperation in society. Without trust, norms or rules in social life do not run effectively, because there are disturbing uncertainties. This argument is inherent in every police work, both at the organizational level and in the direct interaction of officers and residents in the field. Public trust in the police is not only needed at the trust building stage, but also penetrates to the next stages, and can even become the foundation of police work anytime and anywhere.

Included in the context of the National Police institution as a state tool responsible for maintaining internal security throughout Indonesia, trust is the foundation for the implementation of every police function which includes the maintenance of security and public order, law enforcement, protection, protection and service to the community. Without strong public trust, it is very difficult for the National Police to carry out its role in the context of the state and society. The success of the National Police in carrying out the implementation of police functions, in many cases requires the support and cooperation of the community, where the creation of a sense of security is highly determined by the trust and cooperation of the community. That is why trust is an important object of study for the police, including in the context of the National Police as an independent police agency that is structuring institutional reforms towards a modern police force and striving for excellence that is aspired to.

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