Policy Implementation of Indonesian National Police Regulation No. 1 of 2018 on Police Call Center 110 (Case Study at Polrestabes Bandung)

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Abstract. The Police Call Center 110, regulated under the Chief of the Indonesian National Police Regulation Number 1 of 2018, represents an important step in modernizing police services through technology, enabling the public to access services directly, quickly, and reliably. This study aims to describe the implementation of the Call Center 110 policy at Polrestabes Bandung. This research employs a qualitative method with data collected through interviews, direct observation, and document study. The analysis applies George C. Edwards III's framework, which emphasizes four main variables of policy implementation: communication, resources, disposition of implementers, and bureaucratic structure. The findings show that the implementation of the Call Center 110 at Polrestabes Bandung has been realized through the establishment of a command center, strong inter-unit coordination, and the application of Standard Operating Procedures (SOPs) to ensure consistent service delivery. The introduction of innovative WhatsApp-based services such as Kang Busar and Prabu demonstrates institutional creativity and flexibility in adapting to community needs. These initiatives have strengthened public trust and encouraged community participation in maintaining security and order. This study highlights that the implementation of the Call Center 110 is not only the execution of national regulations but also a concrete effort to adapt policies to local conditions through innovation, thereby promoting police services that are responsive, accessible, and citizen-oriented.

Keywords: Implementation, Public Policy, Call Center Polri 110

Introduction

The Indonesian National Police, known as Polri, is important for keeping the public safe, making sure laws are followed, and offering good public services. To make their services better, Polri started the 110 Police Call Center. This is a new way to use technology to help people communicate with the police quickly, especially during emergencies or when reporting crimes. This idea is officially supported by a rule from the Chief of Polri, Regulation No. 1 of 2018, which explains how the service should work across the country. However, even though the plan is good, it has had problems in some areas, especially at the Bandung Metropolitan Police Department. When people on the ground look at how things are running, they see many issues. There aren't enough trained staff, the technology isn't up to par, and there's no set money for running the call center. Also, there's no fixed team in place, so people who answer calls are changed every month based on short-term tasks. Because of these problems, people have started using other ways to report things like WhatsApp services called Kang Busar and Prabu which are set up by Polrestabes Bandung. This shows that people want better ways to report issues, but the official system isn't working well. This study looks at how the 110 Call

Center is being used in local areas, finds out what's stopping it from working well, and helps talk about how to improve public services through changes in both systems and technology.

Methods

This study used a qualitative descriptive method to look into and describe the real situation of how public policies are carried out in the work environment of government institutions (Subagyo & Kristian, 2023). The researchers chose a case study approach so they could understand the setting, the important people involved, and the whole process of policy implementation in a real-life environment. The research was done at the Bandung Metropolitan Police Department (Polrestabes Bandung), which is a very relevant place because of its large population and increased risk of public security and order problems. As of 2024, Bandung has about 15,000 people living in each square kilometer (Badan Pusat Statistik, 2024). In 2022 there were over 2.600 public security issues recorded in the city which is up from 2.482 in 2021. Most of these happened in residential areas, especially during late hours from 6 PM to 12 AM (WIB) with more than 1.100 incidents reported during that time (Sudirman, 2023). These numbers show the big challenges that Polrestabes Bandung faces in keeping public order and explain why this location was chosen for the study. The 110 Police Call Center in Bandung is important for providing public services and deserves careful attention in terms of how Regulation No. 1 of 2018 on Police Services is put into practice locally. The fieldwork took place over three months from October to December 2024 and included observation, interviews, and record-keeping.

Data were collected using three primary techniques:

1. 1. In-depth interviews were done with important people involved in the 110 service, such as command center staff, public service officials, and people who had used the service. The interviews were semi-structured and used open-ended questions to let participants talk openly about their experiences and opinions.
2. Direct observation happened at the command center of Polrestabes Bandung to check the readiness of the facilities, how calls were received, and how quickly officers responded. This method gave extra information that wasn't possible to get just from interviews.
3. Document analysis involved looking at important files like Regulation No. 1 of 2018, call records from the 110 system, infrastructure documents, and other supporting materials. The data was analyzed using the interactive model by Miles, Huberman & Saldana (2014), which has three steps: data reduction, data display, and making conclusions. In the reduction step, only important and relevant information was kept. Then, the data was presented in a story-like form to spot patterns, connections, and trends. Conclusions were made step by step, helping to understand the situation in a deep and accurate way.

    To make sure the data was trustworthy, the researcher used triangulation by checking information from interviews, observations, and documents. They also did member checking by sharing findings with people they had already interviewed. This helped to ensure the data was accurate and reliable, and also reduced any personal bias from the researcher. This method was used to understand how the 110 Police Call Center policy was being carried out at Polrestabes Bandung. It also aimed to provide useful insights for improving public services through technology in the Indonesian police force.

Result and Discussion

This study shows that the 110 Police Call Center policy in Polrestabes Bandung is not working well. Even though the policy is officially set by the Chief of Police Regulation No. 1 of 2018, there are many problems when it comes to carrying it out at the local level. Using George C. Edward III's theory, four important factors were looked at: communication, resources, how the people in charge feel about it, and the bureaucratic system.

1. There isn't enough sharing of information about the policy with the officers on the ground. This lack of information also affects the public, as many people don't know what the 110 service does or how to use it. So, people often use other platforms like WhatsApp-based services such as Kang Busar and Prabu. According to Edward's theory, if communication isn't clear or consistent, the policy isn't

carried out properly. The study found that there isn't enough training or support from the national police headquarters to the local units, which leaves a gap in understanding at the local level.

2. There is a big shortage of both human and financial resources. There are no full-time staff assigned to run the 110 service. Instead, people from different departments rotate in and out without any special training. Also, there is no set budget for operating the service, which makes it hard to keep the system running, build the infrastructure, and get the needed support. Edward's model says that having enough resources is key to making a policy work, and Van Meter and Van Horn (1975) add that without enough administrative and technical support, the policy might look good but not actually work. So, the lack of resources is a big problem. However, the officers who work on the 110 service are generally positive. Even though they rotate, they show good professional conduct, are responsive, and are committed to helping the public. The rotation system allows different people to get experience in providing digital public services, creating a more open work environment and giving them a better understanding of roles outside of traditional police work.

3. Attitude of Implementers Most officers who were talked to said they didn't fully understand the important role the 110 service plays in public services. Because of this, they didn't take an active part in handling calls or complaints. They weren't involved in making policies and didn't get enough training, which made them feel less connected to the program. Edward said that the attitude of the people carrying out the program shows how much they support and care about it. If they aren't properly involved, carrying out policies might just become a routine job instead of a helpful service.

4. Bureaucratic Structure The Polrestabes Bandung doesn't have a proper team set up specifically for the 110 Call Center. The service works within the main command center but isn't officially structured as its own unit. This lack of clear structure leads to inconsistent service, often depending on what individuals decide to do, even though there is a shift schedule. Without a proper system in place, it's hard to keep things running smoothly and to plan for better improvements in the long run.

These findings show that getting policies to work well depends on how well the official rules match up with the ability of the institutions to carry them out. But it also shows that local creativity plays a big role in making this happen. Polrestabes Bandung has created new services like Kang Busar and Prabu, which people can use through WhatsApp, as ways to deal with the problems of the official 110 system. According to Van Meter and Van Horn's idea from 1975, good policy work happens when rules can be changed to fit local situations and when there's good teamwork between who makes the rules, who carries them out, and who they're meant to help. The way Polrestabes Bandung has adapted national policy to fit the city's needs shows how flexible the system can be. This means that putting policies into action shouldn't just be about following rules strictly, but about being creative and thinking about what the community really needs. The WhatsApp services offer people an easy and direct way to talk to officers, which makes responses quicker and more convenient. These kinds of local efforts show how new and situation-based ideas can improve public services, but more support and rules are still needed. In the end, even though there are many difficulties in making Regulation No. 1 of 2018 on the 110 Police Service work at Polrestabes Bandung, there are also some positive changes happening. The work being done shows that Polri is serious about providing better public services through technology. Going beyond just using digital tools to meet people's needs, this also shows the organization's ability to change with new social and technological changes, and its move from a strict, old system to one that listens to citizens and is more responsive.

Conclusion and Implications

This study shows that the implementation of the Indonesian National Police Chief's Regulation No. 1 of 2018 regarding the 110 Police Service at Polrestabes Bandung has moved forward in a positive way, but it is still in a stage of development. By using George C. Edward III's framework, the analysis shows that communication, resources, the willingness of those carrying out the work, and the bureaucratic structure have made some progress but are not yet fully aligned. Even with these challenges, the presence of a command center, coordination between different units, and following of Standard Operating Procedures (SOPs) shows that the institution is serious about improving public service. Although resources are still limited and there is no

formal unit set up, adaptive strategies have helped keep the service running smoothly. Notably, alternative innovations like "Kang Busar" and "Prabu" show both community involvement and the institution's ability to adapt in meeting public needs. Therefore, the 110 service goes beyond just responding to calls; it reflects a larger cultural and organizational shift towards openness, flexibility, and a more citizen-focused approach in policing. Theoretical insights suggest that Edward III's model for policy implementation is still useful for analysis, but it needs to be adapted to local contexts, especially in developing areas, where implementation happens through ongoing, flexible processes influenced by community input and technology. Practical lessons suggest that improving communication, giving enough resources, setting up proper structures, and encouraging good performance from staff are key to making the service more effective. Also, community-driven innovations can help build trust and encourage more active involvement from the public in governance. In conclusion, the implementation of the 110 Police Service at Polrestabes Bandung shows that even with resource and structural issues, meaningful progress in technology-based policing is achievable through institutional commitment, flexible innovations, and active community involvement. This case offers useful lessons for other areas and developing countries looking to modernize public services, improve transparency, and build trust in law enforcement.

Research Contribution

This study adds to the conversation about how policies are carried out and how technology is used in public services in places that are still developing. In real-life examples, it helps us understand how changes in police practices in Indonesia happen by looking at how national rules are applied at the local level. From a theoretical point of view, it builds on Edward III's ideas by showing that being flexible, involving the community, and using new technology are key to keeping policies working over time. In practice, it gives useful advice to those making policies and managing law enforcement, especially when trying to match what the government can do with what the public expects in today's digital world.

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