

Strategy of The Civil Service Police Unit (Satpol PP) In Improving Public Peace and Order Through A Humanistic Approach at PKOR Way Halim, Bandar Lampung

ABSTRACT

The civil service police unit's strategy in increasing public order and peace through a humanist approach is not only aimed at strengthening order and peace, but also at creating synergy between local government officials and the community. This research design uses a qualitative research method with descriptive qualitative analysis. The research design aims to qualitatively describe and analyze the civil service police unit Strategy in Improving Public Order and Peace Through a Humanistic Approach at the Way Halim Sports and Recreation Center., Bandar Lampung. The results show that (1) the Humanistic Communication Dimension is a key element in creating harmonious relations between civil service police unit officers and the community. (2) the Persuasive and Educational Dimension has been implemented through light outreach and guidance for traders and the community around the Way Halim Sports and Recreation Center.. (3) the Resource Dimension: Limited human resources, infrastructure, and budget are the main obstacles in implementing the humanistic strategy. (4) Coordination and Collaboration Dimension In enforcing public order at the Way Halim Police Station Sports and Recreation Center. inter-agency coordination and collaboration with the community have not been optimal. Sectoral egos and differing interests between agencies often lead to unsynchronized enforcement programs. (5) Disposition Dimension (Officer Attitude) The attitude of Public Order Officers civil service police unit is a crucial factor in determining the success of the humanist approach. While some officers have demonstrated a friendly, communicative, and responsive attitude toward the community, some officers still exhibit behavior that is impatient, emotional, and does not fully reflect the values of humanist public service.

Keyword: Improvement, Public Order, Approach, Humanist.

INTRODUCTION

The Civil Service Police Unit (Satpol PP) is a regional government apparatus that has a strategic function in enforcing regional regulations, maintaining public order, and safeguarding community peace. In a dynamic urban context, the role of Satpol PP becomes increasingly complex because it must balance law enforcement with the protection of citizens' rights. This is in line with Law Number 23 of 2014 concerning Regional Government, which

emphasizes the role of Satpol PP as the frontline of local government policy enforcement.

One of the areas of concern for the Lampung Provincial Satpol PP is the Way Halim Sports and Recreation Center (PKOR Way Halim). This area functions not only as a sports facility but also as a public space widely used for economic activities, recreation, entertainment, and social interaction. The high intensity of activities at PKOR Way Halim gives rise to various public order issues, such as improper land use, unorganized street vendors, illegal parking, and crowds that may potentially trigger conflicts among citizens.

In addressing these conditions, the Lampung Provincial Satpol PP is required not only to prioritize a repressive approach but also to implement strategies based on a humanistic approach. A humanistic approach emphasizes persuasive communication, dialogue, and community guidance so that law enforcement can be accepted without generating resistance. This strategy is important for building collective awareness that public order and peace are shared responsibilities, not solely the duty of government officials.

Therefore formulating a Satpol PP strategy to improve public peace and order through a humanistic approach at PKOR Way Halim, Bandar Lampung, becomes crucial. This strategy is intended not only to strengthen public order and tranquility but also to create synergy between local government officials and the community. This approach is expected to create a public space that is safe, orderly, comfortable, and beneficial for all residents of Bandar Lampung.

In addition public order issues at PKOR Way Halim are also influenced by the high mobility of people using the area. PKOR is visited not only by local residents but also by people from various parts of Bandar Lampung and surrounding areas. This condition increases the diversity of interests and activities taking place within the area. From an economic perspective, many small business actors such as street vendors utilize the PKOR area as a place to trade. From a social perspective, the area frequently becomes a center for community activities, sports events, and public entertainment. This complexity of activities

requires the presence of Satpol PP to ensure that all activities comply with applicable regulations.

A humanistic approach to enforce public order is important because it balances legal firmness with humanitarian values. This approach does not focus solely on enforcement actions but also emphasizes communication, socialization, and guidance. Through this approach, individuals who violate regulations can understand the reasons for enforcement and are encouraged to comply without coercion. Moreover, the humanistic approach contributes to building a positive image of Satpol PP as a professional, friendly, and community-oriented institution.

Based on the background described above, the research problems are formulated as follows:

1. How does the Lampung Provincial Satpol PP implement strategies to improve public peace and order through a humanistic approach at PKOR Way Halim?
2. What factors hinder Satpol PP in implementing a humanistic approach-based strategy at PKOR Way Halim, Bandar Lampung?

RESEARCH METHODS

Referring to Chandler (2019), strategy involves long-term goals, actions, and resource allocation. In the context of Satpol PP, a humanistic approach is essential as a core strategy. The success of maintaining public order at PKOR Way Halim depends on communication methods, resource availability, officer attitudes, and organizational support systems.

The strategic dimensions include:

- Humanistic Communication
- Persuasive and Educational
- Resources
- Coordination and Collaboration

- Disposition (Officer Attitude)

Through these dimensions, Satpol PP strategies are expected to create a safe, comfortable, and orderly public space without generating public resistance.

This study uses a qualitative approach with a descriptive method. This approach was chosen because the research focuses on understanding Satpol PP strategies in depth, particularly in applying a humanistic approach to public order enforcement. Descriptive qualitative research allows researchers to explore facts, perceptions, attitudes, and experiences of informants through direct field interaction.

RESULT AND DISCUSSION

Humanistic Communication

Humanistic communication constitutes a fundamental strategy employed by the Civil Service Police Unit (Satpol PP) in maintaining public peace and order at the Way Halim Sports and Recreation Center (PKOR Way Halim), Bandar Lampung. This approach emphasizes interpersonal communication based on respect, empathy, and dialogue rather than coercive enforcement. The findings indicate that Satpol PP officers prioritize persuasive communication when interact with street vendors, visitors, and surrounding communities. Officers commonly begin enforcement activities by delivering verbal warnings, providing explanations regarding applicable regional regulations, and engaging in direct dialogue with community members. This communication pattern aims to reduce tension, prevent conflict, and foster mutual understanding between law enforcement officers and the public.

Humanistic communication is implemented through face-to-face interactions, informal conversations, and social approaches that consider the social and economic conditions of the community. Officers attempt to position themselves not merely as law enforcers but as public servants who understand community needs. This approach contributes to minimizing resistance during enforcement activities and encourages voluntary compliance with regulations.

However the effectiveness of humanistic communication is not uniform. Differences in communication skills among officers affect the consistency of implementation. Some officers demonstrate effective communication skills characterized by patience, politeness, and clarity, while others still rely on authoritative tones that may trigger negative public responses. These findings suggest that communication capacity remains a critical factor in determining the success of a humanistic approach.

Persuasive and Educational Approach

The persuasive and educational approach represents an extension of humanistic communication in the strategy of Satpol PP. This approach focuses on building public awareness and understanding of regulations through education rather than punishment.

Research findings show that Satpol PP conducts persuasive efforts by providing guidance, counseling, and socialization activities to street vendors and visitors at PKOR Way Halim. Officers explain the purpose of regulations, the importance of maintaining public order, and the shared responsibility of creating a safe and comfortable public space. These activities are carried out informally and continuously to ensure that the information is well understood by the community.

Educational efforts are particularly directed at informal economic actors, such as street vendors, who often depend on PKOR Way Halim for their livelihoods. Instead of immediate enforcement actions, officers encourage compliance by offering alternatives, such as designated trading areas and scheduled operating times. This strategy reflects an understanding of the community's socio-economic realities.

Despite these efforts the study found that persuasive and educational activities have not yet been implemented systematically. Limited time, personnel constraints, and the absence of structured educational programs reduce the effectiveness of this approach. Consequently, continuous and planned educational initiatives are required to strengthen community awareness and long-term compliance.

Resources

Resources play a crucial role in supporting the implementation of a humanistic strategy in maintaining public peace and order. This study identifies human resources, infrastructure, and budget availability as key components influencing the effectiveness of Satpol PP's performance at PKOR Way Halim. The findings reveal that the number of Satpol PP personnel assigned to PKOR Way Halim is insufficient compared to the high intensity of activities and visitors in the area. Limited personnel often results in overlapping duties, reduced supervision capacity, and reliance on reactive rather than preventive actions.

In terms of infrastructure the availability of supporting facilities such as operational vehicles, communication equipment, and public information media is still limited. These constraints hinder officers' ability to conduct effective monitoring, rapid response, and continuous public engagement. Budget limitations further exacerbate these challenges, particularly in implementing training programs focused on communication skills, conflict resolution, and community engagement. As a result, although the humanistic approach is conceptually supported, its implementation is constrained by limited resources.

Coordination and Collaboration

Coordination and collaboration are essential elements in maintaining public peace and order, especially in complex public spaces such as PKOR Way Halim. Effective enforcement requires synergy between Satpol PP, other local government agencies, and the community. The research findings indicate that coordination between Satpol PP and relevant agencies—such as the Transportation Agency, Environmental Agency, and local sub-district authorities—has not been optimal. Differences in institutional priorities, sectoral egos, and unclear division of authority often hinder integrated enforcement efforts.

Collaboration with the community also remains limited. While community participation is recognized as important, mechanisms for involving community groups, traders' associations, and local leaders in maintaining order are not yet institutionalized. This condition reduces collective responsibility and places a disproportionate burden on Satpol PP. Strengthening coordination and

collaboration through regular inter-agency meetings, joint operations, and community engagement programs is therefore necessary to support the sustainability of a humanistic public order strategy.

Disposition (Officer Attitude)

Officer disposition particularly attitudes, behavior, and commitment influences the success of a humanistic approach in maintaining public peace and order. The study finds that officer attitudes vary considerably in the field. Some Satpol PP officers demonstrate positive dispositions including patience, empathy, and a willingness to listen to community concerns. These officers are more successful in resolving conflicts peacefully and gaining public cooperation. Their behavior reflects professional ethics and aligns with the principles of humanistic public service.

Conversely other officers still exhibit rigid, emotional, or authoritarian attitudes, especially when facing resistance or repeated violations. Such dispositions tend to undermine public trust and provoke negative reactions, thereby reducing the effectiveness of enforcement efforts. These findings indicate that officer disposition is not merely an individual attribute but also reflects organizational culture, leadership, and training systems. Continuous capacity-building programs focusing on ethics, communication, and emotional control are essential to foster a professional and humanistic attitude among Satpol PP officers.

CONCLUSION

Based on the analysis of Satpol PP strategies and implementation in maintaining public peace and order at PKOR Way Halim through a humanistic approach, it can be concluded that:

- (a) Humanistic communication is a key element but still faces limitations;
- (b) Persuasive and educational efforts exist but are not yet systematic;

- (c) Resource limitations remain a major obstacle;
- (d) Coordination and collaboration have not been optimal;
- (e) Officer disposition plays a decisive role in the success of the humanistic approach.

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