

Revitalizing Police Patrols as a Crime Prevention Effort

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Alfret Jacob Tilukay¹, Dhedi Ardi Putra², Riko Yulian Prima³

¹Chief of Bandar Lampung City Police / Doctoral Student, Faculty of Law, University of Bandar Lampung

²Doctoral Student, Faculty of Police Science, College of Police Science

³Legal Affairs Division of Lampung Regional Police

Email Author 1: alfret_jt03@yahoo.com

Email Author 2: dhedi.ardi44@gmail.com

Email Corresponding Author: rikoprima259@gmail.com

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Abstract

Police patrol is one of the crime prevention efforts that has long been implemented by the police institution. However, patrols should not be understood solely as routine operational activities; they need to be studied and developed to have a more effective impact on crime prevention. Therefore, revitalising police patrols is necessary, both in terms of the meaning of police presence in the community and in terms of their implementation, including utilising advances in information technology. The revitalisation of police patrols in Bandar Lampung City Police jurisdiction is implemented through *Patroli Janji Jaga* (Promise to Guard) innovation, consisting of jingle patrols and QR code patrols. Jingle patrols adopt the communication patterns of traditional street vendors, such as meatball or satay vendors, to signal to the public that police are nearby. Meanwhile, QR code patrols digitise conventional patrols by replacing patrol boxes in crime-prone locations with QR codes accessible to officers and the public. During the implementation, patrol officers conduct attendance checks and dialogue visits, and facilitate public participation through satisfaction surveys, complaints, and suggestions. This study aims to analyse the role and implementation of this revitalised police patrol as a crime prevention effort using Routine Activity Theory and Rational Choice Theory approaches. The research method employs a mixed-methods approach, and data are collected through observation, documentation, and QR code-based public satisfaction surveys. The results indicate that the revitalised police patrols have a strong theoretical basis and practical benefits in crime prevention, as well as increasing public safety and trust in police presence in public areas.

Keywords: police patrol, crime prevention, patrol revitalisation, QR code, Routine Activity Theory, Rational Choice Theory

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INTRODUCTION

Public security and order constitute one of the main pillars in the life of a nation and state. In Indonesia, public security and order are regulated by Law Number 2 of 2002 concerning the Indonesian National Police (Usfunan, 2023). Public security and order are the key prerequisites for creating a safe and conducive social life. In urban areas, including Bandar Lampung City, the increasingly complex dynamics of community activities, population growth, and high social mobility contribute to the potential for crimes. This situation demands a crime prevention strategy that is not only repressive but also preventive, by positioning the police as the vanguard in maintaining security through a visible presence in public spaces.

Normatively, crime prevention is an integral part of the police's function. Article 13 of Law Number 2 of 2002 concerning the Indonesian National Police (Polri) emphasises that the main duties of Polri include maintaining security and public order, enforcing the law, and providing protection, guidance, and services to the community. Furthermore, Article 14 paragraph (1) letter b of the Police Law states that in carrying out these duties, Polri is assigned to carry out all activities to ensure security, including police patrols as a form of crime prevention.

Police patrols have long been understood as a means of police presence in the community, aimed at preventing crime, providing a sense of security, and building relationships between police and residents. However, in practice, patrols are often carried out routinely and administratively, thus not having an optimal impact on crime prevention. Conventional patrol patterns, which are static and lack community participation, have the potential to reduce the effectiveness of patrols as a monitoring and early detection instrument (Ariel et al., 2016; Braga et al., 2019; Williams & Coupe, 2017).

Police patrols are activities that are frequently carried out to prevent crime and prevent disturbances to public order and security. Crime prevention requires knowledge of how crimes occur and the environmental conditions influenced by social, cultural, and economic factors. Therefore, combating and disclosing crime requires personnel who have studied these factors and subsequently developed appropriate methods for handling them (Ate, 2012, p. 2).

One of the main functions of the Indonesian National Police in carrying out its duties is through patrol, which aims to prevent and combat crime as well as provide a sense of security to the community. Police patrol is part of a preventive strategy in efforts to maintain security and order (Wahyuningrum et al., 2023). This strategy prioritises prevention by reducing opportunities for crime through the presence of police in the field. The active presence of police within the community not only aims to prevent crime but also to foster a sense of security and public trust in law enforcement officers (Basford et al., 2021; Bilach et al., 2022; Bland et al., 2021).

However, the role of police patrols in crime prevention and combat in Indonesia still faces various challenges. One of the main challenges is the limited number of police personnel relative to the vast territory and population that must be protected. Based on statistical data, Indonesia has a relatively low police-to-population ratio compared to other countries. This causes police patrol coverage to be less than optimal, particularly in remote areas or regions with high crime rates (Rajagukguk, 2023).

Beyond the limitations in personnel numbers, inadequate budget also constitutes a significant obstacle in the implementation of patrol. The available budget is often insufficient to support effective patrol operations, including the need for patrol vehicles, communication equipment, and other necessary supplies. This budgetary constraint also impacts the quality of training and the welfare of police officers, which ultimately affects their motivation and performance in the field (Berutu, 2023).

In the context of internal police policy, strengthening patrol functions has also been regulated in various technical regulations, including Indonesian National Police Regulation (Perpol) Number 1 of 2021 concerning Community Policing (Polmas) and the implementation of preventive police duties, which emphasises the importance of an active, communicative, and service-oriented police presence. Furthermore, the paradigm of predictive and preventive policing encourages the police to utilise information technology as part of the modernisation of police duties to increase transparency, accountability, and effectiveness of public services.

Community policing emerged as a new approach following research conducted in the 1970s, which found benefits in increased interaction between citizens and police (Kelling & Moore, 1988). Community members were then regarded as 'co-producers of public safety', while police were no longer merely reacting to

emergencies, but served as the 'primary diagnosticians and care coordinators' in the fight against crime (Bayley & Shearing, 1996, pp. 585-606; O'Reilly, 2024; Peyton et al., 2019; Signori et al., 2023).

In line with these developments, revitalising police patrols has become an inevitable necessity. This revitalisation addresses not only technical operational aspects but also strengthens the meaning of police presence as a symbol of supervision and protection. Bandar Lampung City Police responds to this need through the innovative *Patrol Janji Jaga* (Promise Guard Patrol), which combines cultural approaches and information technology. Patrol jingles use familiar sounds, resembling those of street vendors, to signal police presence in the surrounding area. Meanwhile, QR Code-based patrols digitise conventional patrols by replacing patrol boxes in crime-prone areas with QR codes connected to lombajanjijaga.com, accessible to both officers and the public.

Bandar Lampung City Police, through its *Janji Jaga patrol* program, is one of the police units that initiated the digitalisation of patrols by utilising QR codes, integrated with the lombajanjijaga.com platform. This allows the public to directly assess patrol implementation, including the perceptions of safety and the quality of officer presence in the field. This initiative reflects Bandar Lampung City Police's efforts to position the public as active partners in maintaining environmental security, and at the same time also enabling the implementation of officer attendance records, documentation of patrol activities, and the collection of data in the form of satisfaction surveys, complaints, and suggestions quickly and easily via mobile devices. As a liaison tool between police patrols and the public, the QR code, integrated with the online platform, supports the process of data collection, documentation, and measurement of public satisfaction in real-time and transparently. This is in line with the principles of public service and information transparency, as well as strengthening police performance accountability as mandated by bureaucratic reform and the transformation towards the *Presisi* (Predictive, Responsible, and Transparency with Justice) (Dau et al., 2023; Hutt et al., 2021; Khalfa et al., 2024).

From a criminological perspective, the consistent and recognisable presence of police patrols is relevant to RAT (Routine Activity Theory), which emphasises the importance of a capable guardian in preventing the meeting of motivated perpetrators and suitable targets. Furthermore, RCT (Rational Choice Theory) explains that criminals consider the risks and benefits before committing a crime. The presence of patrols that are digitally monitored and directly experienced by the public has the potential to increase the perceived risk of being caught, thereby reducing the perpetrator's intention to commit a crime.

Based on this normative, empirical, and theoretical background, this research is crucial to examine the revitalisation of police patrols through the *Patroli Janji Jaga* program implemented by Bandar Lampung City Police. The results of the research are highly expected to provide an overview of the alignment between policy, patrol implementation, and criminological theory, as well as provide material for evaluation and recommendations in developing a more effective, adaptive, and community-oriented police patrol model.

Based on the background and problems outlined, the research questions are: (1) What is the concept and implementation of the revitalisation of police patrols through the *Patroli Janji Jaga* program implemented by Bandar Lampung City Police as a crime prevention effort? (2) What is the role of jingle patrols and QR code-based patrols in strengthening police presence and visibility in public spaces? (3) How relevant is the application of RAT and RCT to police patrols as a crime prevention strategy? (4) What is the public response and level of satisfaction with the revitalised police patrols implemented by Bandar Lampung City Police? (5) How do digital-based police patrols contribute to increasing public security and trust in the police institution?

In accordance with the research questions, the objectives of this paper are: (1) To analyse the concept and implementation of revitalized police patrols through *Patroli Janji Jaga* program implemented by Bandar Lampung City Police as a crime prevention effort; (2) To examine the role of jingle patrols and QR code-based patrols in strengthening police presence and visibility in public spaces; (3) To analyse the relevance of the application of RAT and RCT to police patrols as a crime prevention strategy; (4) To determine the public's

response and level of satisfaction with the revitalized police patrols implemented by Bandar Lampung City Police; and (5) To identify the contribution of digital-based police patrols to increasing public security and trust in the police institution.

Theoretically, the research is expected to contribute to the development of criminology studies, particularly in understanding the role of police patrols as a crime prevention strategy. This research enriches the application of RAT and RCT in the context of modern policing that integrates cultural and digital approaches. Furthermore, this research can serve as an academic reference for future research examining crime prevention based on police presence and the use of information technology. Practically, the results of this research are expected to provide evaluation material and input for Polri in general and Bandar Lampung City Police in particular, in improving the quality and effectiveness of police patrols. This research is also expected to provide policy recommendations regarding the development of adaptive, participatory, and technology-based police patrols. Furthermore, this research benefits the public by increasing a sense of security and strengthening trust in the presence and performance of the police in public spaces.

In order to answer the research questions comprehensively, the authors plan to conduct a step-by-step research action as follows: First, the study is focused on identifying and mapping problems with conventional police patrols. This stage involves an in-depth analysis of current patrol patterns, including the frequency of patrols, the nature of officer presence in the field, and the intensity and quality of interactions between police and the public. The identification process is conducted through field observations and a review of internal police documents to obtain an initial overview of the challenges, limitations, and gaps that still exist in conventional patrol practices. Second, the study is focused on analysing the implementation of revitalised police patrols through the *Patroli Janji Jaga* program. This study focuses on the implementation of jingle patrols and QR code-based patrols, including operational mechanisms, the level of officer attendance discipline, and the form of dialogue visits conducted at patrol points. The analysis at this stage aims to assess the extent to which the patrol innovations have increased police visibility and strengthened the meaning of police presence in public spaces as protectors and guardians of the community. Third, the study is focused on the collection and analysis of data related to public participation and perceptions of the revitalised patrols. Data is obtained through public satisfaction surveys, complaints, and suggestions submitted directly through QR Code facilities available at patrol locations. This information is used to measure the level of security, public trust, and public response to the presence and performance of police patrols. Fourth, the study is focused on the assessment of the revitalised police patrols from a criminological theoretical perspective. The empirical findings are analysed using RAT to examine the role of patrols as capable guardians in preventing opportunities for crime. Furthermore, RCT is used to assess the extent to which patrol presence influences the rational judgment of criminals in making decisions. This theoretical approach is intended to ensure that the implemented patrol practices have a strong conceptual foundation and are scientifically relevant. Fifth, the study is focused on the evaluation and formulation of recommendations. Data from observations, documentation, and surveys are analysed qualitatively and quantitatively to assess the effectiveness of the revitalised police patrols. The evaluation results will then be used as a basis for formulating policy recommendations and developing more effective, adaptive police patrol patterns that are oriented toward increasing public safety and trust.

The authors are highly confident that through this systematic problem-solving plan, the research is expected to be able to provide a comprehensive overview of the implementation and impact of revitalised police patrols, while also offering a patrol model that can be replicated and developed in the context of crime prevention in other areas.

Patrol is a police activity carried out by two or more police officers to prevent the confluence of intentions and opportunities. This activity involves approaching, exploring, observing, or observing situations and conditions that are expected to give rise to any form of violation, crime, or disturbance of public order and security, and/or criminal acts/violations of the law that require or require the presence of police officers (police hazard) to take police action to maintain order and ensure public safety (.....: 2). Police patrol is essentially a form of active police presence in a specific area to maintain public order and security. Conceptually, patrol can be understood as a planned and continuous mobile activity carried out by police officers to monitor the

environment, prevent disturbances to public order and security, and foster a sense of security within the community. Patrols are not only oriented towards physical supervision of the area but also encompass social interaction between police and residents as part of preventive efforts. From a normative perspective, police patrols are a manifestation or concrete implementation of the duty of maintaining public order and security as stipulated in Law Number 2 of 2002 concerning Polri. Articles 13 and 14 of the Law establish patrols as a form of police activity to ensure security, prevent crime, and provide protection and services to the public. Thus, patrols have clear legal standing as a crime prevention instrument. In modern policing practices, patrols are no longer understood as merely routine or administrative activities. Ideally, patrols are carried out dynamically, adapting to regional characteristics, and oriented towards community needs. The presence of police through patrols serves as a symbol of deterrence and a means of building communication and public trust in the police institution.

Revitalising, according to Kamus Besar Bahasa Indonesia (KBBI, 2005, p. 954), is defined as the process, method, or act of reviving or reactivating. In general, the word "revitalisation" is derived from the combination of the words "re," "vital," and "isasi" "re" means "again," "vital" means "important," and "isasi" means "process." Currently, the topic of service revitalisation has been widely discussed and implemented. Therefore, revitalisation is part of bureaucratic reform. Conducting revitalisation, it is hoped that changes will occur in an organisation or institution for the better in the future. Revitalisation is defined as a process to make or restore activities important or to be better than before. Public service revitalisation is an action by the public sector to improve service quality, thereby creating higher quality services so that customer satisfaction can be achieved and increased. Public service revitalisation is an action by the public sector to improve service quality, thus creating higher quality services so that customer satisfaction can be achieved and increased. Capacity building is a strategy that can be implemented to carry out revitalisation (Putri et al., 2014, pp. 184-185). The revitalisation of police patrols can be understood as an effort to renew and strengthen the patrol function to make it more effective, relevant, and in line with social and technological developments. Revitalisation is not solely about technical changes to patrol implementation, but also encompasses a renewed perspective on the meaning of police presence in public spaces. Conceptually, patrol revitalisation means reviving the preventive function of patrols, which in practice are often reduced to formalities. Revitalisation is aimed at making patrols a means of truly preventing crime, increasing a sense of security, and strengthening relations between the police and the community. In this context, patrols are assessed not only by the frequency of officer presence, but also by the quality of interactions, visibility, and impact on public perceptions of security. Patrol revitalisation is also in line with the direction of Polri's transformation policy toward Presisi (Predictive, Responsible, and Transparency with Justice). Through revitalisation, patrols are expected to become more accountable, measurable, and open to public evaluation, including by utilising information technology as a supporting tool.

Technology-based police patrols are an extension of conventional patrols, utilising information systems and digital devices. Patrol digitalisation can be understood as a strategic effort to integrate information technology into patrol activities to support monitoring, recording, reporting, and communication between the police and the public in a more effective and measurable manner. In its implementation, the use of QR Codes serves as a connecting medium between the physical presence of patrol officers and an integrated digital system. By scanning QR Codes, officers can record attendance, document patrol activities, and collect data directly on public perceptions and satisfaction levels in the field. This mechanism allows the monitoring of patrol implementation to be carried out not only internally by the police but also involves external evaluation through active community participation. QR Codes themselves are a technique that converts written data into 2-dimensional codes printed on a more compact medium. QR codes are two-dimensional barcodes first introduced by the Japanese company Denso Wave in 1994. These barcodes were first used to record inventory data for vehicle spare parts production and are now used in various fields. QR stands for Quick Response because it is intended to translate its contents quickly. A QR code is a type of barcode that can be read with a mobile phone camera (Rouillard, 2008, pp. 50-55). Digitising patrols has significant implications for increasing transparency and accountability in police performance. Providing a space for the public to easily and quickly convey assessments, criticisms, and input encourages transparency in the implementation of police duties. Thus, patrols serve not only as an instrument for maintaining public security and order, but also

as part of a public service that can be monitored and evaluated collectively by the public (de Brito & Ariel, 2017; Hutt et al., 2021; Khalfa et al., 2024).

Dialogic patrols are a form of police patrol that emphasises direct interaction and two-way communication between officers and the public. In dialogic patrols, officers not only focus on monitoring the area but also visit residents, listen to complaints, and convey public order and security messages to residents. This pattern aligns with the concept of community policing, which positions residents as active partners in maintaining neighbourhood security. Community participation in patrols can be understood as citizen involvement in the crime prevention process, whether through providing information, providing input, or evaluating police performance. This participation does not replace the role of the police, but rather strengthens the effectiveness of patrols by strengthening social control and a sense of shared responsibility for security. In technology-based patrols, community participation is facilitated through digital media such as QR Codes, which allow residents to submit assessments and complaints directly without administrative barriers. This pattern reflects a shift in the patrol paradigm from a top-down approach to a collaborative approach. Therefore, dialogic patrols are a preventive and proactive approach, focusing on direct interaction between the police and the community. The effectiveness of dialogic patrols in preventing crime in an area can be measured by the level of community support, namely whether the public trusts security forces, feels comfortable interacting with them, and is willing to participate in maintaining neighbourhood security (Ghaemmaghami et al., 2021; O'Reilly, 2024; Piliang & Madjid, 2025, p. 80; Signori et al., 2023).

Routine Activity Theory (RAT) is a criminological theory that explains crime as the result of the confluence of three main elements: a motivated perpetrator, a suitable target, and the absence of a capable guardian. In this theory, crime prevention focuses on reducing opportunities by strengthening one element, specifically the presence of a guardian. According to RAT, proposed by Lawrence Cohen and Marcus Felson, unemployment creates more opportunities for individuals to engage in criminal activity because they have more free time and are less tied to legitimate routines (Purpura, 2013, pp. 55-58). In the context of police patrols, patrol officers act as capable guardians whose presence can prevent the encounter between perpetrators and targets. A consistent, visible, and easily recognised patrol presence serves to disrupt the perpetrator's routine and increase public vigilance. Revitalising patrols, through both cultural and technological approaches, strengthens the function of patrols as capable guardians. The increased visibility of patrols and community involvement in surveillance make RAT relevant to explaining the effectiveness of patrols as a crime prevention strategy (Ariel & Partridge, 2017; Kochel & Weisburd, 2017).

Rational Choice Theory (RCT) views criminals as individuals who act based on rational considerations, assessing the benefits and risks before committing a crime. Crime is understood as the result of conscious choices, not merely impulsive impulses or structural factors. Larry Siegel (2010) states in RCT that before committing a deviant act, an individual considers several factors, such as: (1) personal factors such as feelings, money, entertainment, and so on; and (2) situational factors such as the level of security around them, potential victims, the environment conducive to criminal activity, and so on. Perpetrators always evaluate the risks they face before committing a particular act, such as the risk of arrest or punishment, the benefits of the action, the likelihood of success, and the potential benefits they will derive from the action. Within this framework, police patrols serve to increase the perceived risk of being caught or detected. The higher the visibility and certainty of patrol presence, the greater the perceived risk to perpetrators, making crime a less profitable option. Revitalised patrols supported by digital systems strengthen situational deterrence mechanisms. The presence of patrols, which can be monitored, documented, and tangibly perceived by the public, creates an environment that is not conducive to criminals acting rationally (Ariel & Partridge, 2017; Bucci, 2024).

Several previous studies have shown that police patrols play a significant role in increasing public safety, although their impact on crime reduction often depends on the context and method of implementation. Dialogic and participatory patrols tend to be more effective than passive and administrative patrols. However, studies integrating police patrol revitalisation with cultural approaches, digitalisation, and analysis using RAT and RCT are still relatively limited. Therefore, this study is strategically positioned to fill this gap by examining the *Patroli Janji Jaga* innovation implemented by Bandar Lampung City Police. Through

normative, empirical, and theoretical approaches, this research is expected to contribute to the development of a more adaptive, participatory, and crime-prevention-oriented police patrol model that enhances public trust (Ariel et al., 2016; Braga et al., 2019; Kochel & Weisburd, 2017; Mitchell, 2017; Williams & Coupe, 2017).

METHOD

This research employs a mixed methods approach, combining qualitative and quantitative approaches. This approach was chosen because the research not only examines the normative basis and concept of police patrols, but also examines their implementation in the field and the public's response to the revitalisation of police patrols implemented by Bandar Lampung City Police.

The qualitative approach was used to analyse legal provisions and police policies related to patrol functions, as well as the practice of patrol revitalisation through the *Patroli Janji Jaga* program, including the patrol jingle mechanism and QR Code-based patrols. Meanwhile, a quantitative approach was used to measure public perceptions and satisfaction with the presence and performance of police patrols through a QR Code-based public satisfaction survey.

Methodologically, this research is an empirical-normative study with a criminological approach. Data are analysed using Routine Activity Theory and Rational Choice Theory to explain the role of police patrols as a crime prevention effort and the influence of patrol presence on increasing public safety and trust.

This research was designed as an empirical-normative study using a field study design combined with a literature review. This design was used to obtain a comprehensive overview of the revitalisation of police patrols through the *Patroli Janji Jaga* program implemented by Bandar Lampung City Police, both in terms of policy and implementation practices.

The field study was conducted within the jurisdiction of Bandar Lampung City Police, focusing on the implementation of jingle patrols and QR Code-based patrols in crime-prone areas. The research aimed to observe patrol attendance patterns, the nature of officer interactions with the public, and the mechanisms for utilising QR Codes for attendance, activity documentation, and public feedback collection.

This research design also integrates normative and criminological analysis. Normative analysis was used to examine the compliance of patrol implementation with statutory provisions and police policy, while criminological analysis was used to interpret empirical findings based on RAT and RCT. Through this design, the research is expected to fully explain the relationship between the concept, implementation, and impact of revitalised police patrols as a crime prevention effort.

The data sources employed by the author in this study consist of primary and secondary data. This division is intended to obtain comprehensive data, both empirical and normative, to support the analysis of the revitalisation of police patrols as a crime prevention effort. Primary data was obtained from direct observations of police patrols through the *Patroli Janji Jaga* program implemented by Bandar Lampung City Police. In addition, primary data also came from the results of a public satisfaction survey accessed via QR Codes at patrol points, which included public assessments regarding patrol presence, feelings of security, and the quality of officer interactions in the field. Meanwhile, secondary data was obtained through a literature review that included primary and secondary legal materials. Primary legal materials consisted of laws and regulations related to the duties and functions of the police, including Law Number 2 of 2002 concerning Polri and other police regulations governing preventive functions and community policing. Secondary legal materials included scientific literature, textbooks, legal and criminology journals, and previous research relevant to police patrols and crime prevention. The legal materials used include:

1. **The 1945 Constitution of the Republic of Indonesia as Amended**
2. **Law Number 1 of 1946 concerning the Enforcement of the Criminal Code (KUHP)**
3. **Law Number 1 of 2023 concerning the Criminal Code**
4. **Law Number 8 of 1981 concerning Criminal Procedure Law (KUHP)**
5. **Law Number 20 of 2025 concerning Criminal Procedure Law (KUHP)**
6. **Law Number 2 of 2002 concerning Polri**
7. Regulation of the Chief of Polri Number: 1 of 2019 concerning the System, Management, and Operational Success Standards of Polri.

Then, data is analysed using a combination of qualitative and quantitative analysis. Qualitative data obtained from field observations and literature review were analysed by interpreting and linking empirical findings to applicable laws and regulations and police policies. Meanwhile, quantitative data from a QR Code-based public satisfaction survey were analysed descriptively to determine trends in public assessments of patrol presence, sense of security, and public trust. All analysis results were then examined using RAT and RCT to explain the role of revitalised police patrols as a crime prevention effort.

RESULTS AND DISCUSSION

Findings from the Analysis of Legislation

Based on the analysis of relevant legislation, it was found that the function of police patrols as a crime prevention effort has a strong constitutional and normative basis. The amended 1945 Constitution of the Republic of Indonesia affirms that the state is responsible for guaranteeing a sense of security and protection for all citizens as referred to in Article 28G paragraph (1) of the 1945 Constitution, stating that "everyone has the right to protection of themselves, their families, their honour, their dignity, and their property under their control, and has the right to a sense of security and protection from the threat of fear for doing or not doing something that is a human right." Furthermore, Article 28I paragraph (4) of the 1945 Constitution affirms that "the protection, advancement, enforcement, and fulfilment of human rights are the responsibility of the state, especially the government." Furthermore, the principle of the rule of law (*rechtstaat*) as stipulated in Article 1 paragraph (3) of the 1945 Constitution, stating that "Indonesia is a state based on the rule of law," places the maintenance of security and public order as an integral part of the state's obligations, which in practice is carried out through the police institution.

In the context of substantive criminal law, the existence of Law Number 1 of 1946 concerning the Enforcement of the Criminal Code and Law Number 1 of 2023 concerning the Criminal Code demonstrates that crime prevention relies not only on enforcement after a crime has occurred but also allows for a preventative approach. Although both regulations emphasise the criminal aspect, crime prevention is implicitly the primary objective of criminal law, so the presence of police patrols can be understood as an initial instrument to prevent legal violations before they enter the realm of repression.

Furthermore, from a criminal procedural law perspective, Law Number 8 of 1981 concerning the Criminal Procedure Code and Law Number 20 of 2025 concerning the Criminal Procedure Code position the police as one of the primary actors in the CJS (Criminal Justice System), particularly during the investigation and inquiry stages. Within this framework, police patrols function as part of legitimate police actions to detect potential criminal acts early, maintain public order and security, and gather initial information necessary to support the law enforcement process.

Specifically, Law Number 2 of 2002 concerning Polri provides the most relevant normative basis for the implementation of police patrols. Article 13 of the Law emphasises that the primary duties of Polri include maintaining security and public order, enforcing the law, and providing protection, assistance, and services to the community. Furthermore, Article 14 of the Law explicitly stipulates that maintaining security and public order is the primary duty of Polri, which is realised through various preventive activities, including patrols. This provision emphasises that police patrols are not merely routine operational activities but are an integral

part of the legal mandate inherent in the police's function as an institution that protects, safeguards, and serves the public.

The Regulation of the Chief of Polri Number 1 of 2019 concerning the System, Management, and Operational Success Standards of Polri provides technical guidelines for the implementation of police operational duties, including patrols, investigations, and community services. This regulation emphasises the importance of measurable success standards through operational indicators, such as patrol frequency, officer discipline, and the effectiveness of interactions with the community. With these guidelines, police patrols are no longer merely administrative routines, but are directed toward achieving tangible results in maintaining security, reducing the potential for disturbances, and increasing public trust. Patrol revitalisation through *Patrol Janji Jaga* innovation, including patrol jingles and QR Codes, aligns with the Chief's Regulation Number 1 of 2019 above.

Thus, the findings from the analysis of laws and regulations indicate that the revitalisation of police patrols, including through *Patroli Janji Jaga* innovation, does not conflict with the applicable legal framework. Rather, this innovation strengthens the implementation of police duties as mandated by the constitution and law, particularly by prioritising an adaptive, accountable, and public service-oriented approach to crime prevention.

Legal Theory Perspective

From a legal theory perspective, police patrols as a crime prevention effort can be understood as a manifestation of the law's function in maintaining order and protecting the interests of society. Within the framework of the rule of law theory, the law functions not only to regulate and impose sanctions but also to prevent violations through mechanisms of oversight and social control. The presence of police patrols in public spaces reflects the state's role in ensuring certainty, order, and a sense of security for citizens.

Furthermore, in the responsive legal theory developed by Philippe Nonet and Philip Selznick, prominent legal sociologists who formulated the theory of legal evolution in their book *Law and Society in Transition: Toward Responsive Law* (1978), the law is seen as being able to adapt to the needs and dynamics of society. The revitalisation of police patrols through a cultural approach and the use of information technology demonstrates the police's efforts to enforce the law adaptively and orient themselves towards public service. The innovations of patrol jingles and QR Code-based patrols not only strengthen the oversight function but also open up space for public participation in the process of maintaining security and order.

Furthermore, from a law enforcement theory perspective, the effectiveness of the law is largely determined by the presence of law enforcement officers and the level of public compliance. Easily identifiable and digitally monitored police patrols play a role in increasing legal awareness and social compliance. Therefore, revitalising police patrols can be understood as a preventative legal strategy that emphasises not only enforcement but also strengthening legal legitimacy through a state presence directly felt by the public.

Criminological Theory Perspective

From a criminological theory perspective, police patrols play a strategic role as a crime prevention instrument, operating in the early stages before a crime occurs. Routine Activity Theory explains that crime occurs when there is a motivated perpetrator, a suitable target, and a lack of adequate supervision. A consistent, recognisable, and active police patrol presence in public spaces serves as a capable guardian, reducing the opportunity for crime by interrupting encounters between perpetrators and targets.

Furthermore, RCT views criminals as individuals who act rationally, weighing the risks and benefits before committing a crime. Revitalising police patrols through jingle patrols and QR Code-based patrols increases the visibility and observability of police presence, thereby increasing the perceived risk of being caught. This

has the potential to reduce perpetrators' intentions to commit crimes, especially in locations that are actively and regularly patrolled.

Thus, from a criminological perspective, the revitalisation of police patrols serves not only as a symbol of the officer's presence but also as an effective and measurable prevention mechanism. The integration of cultural and technological approaches in patrols strengthens the supervisory function while influencing the behaviour of criminals and the public's sense of security, making it relevant to the development of modern crime prevention strategies.

This section presents the research results obtained from field data processing. The findings are then logically interpreted and linked to relevant reference sources. This research is based on the patrol implementation that took place from January 1, 2026, to January 31, 2026, throughout Bandar Lampung City Police jurisdiction, including Sector Police, KSKP (Community Police Unit), and Sat Samapta (Community Security Unit). To facilitate understanding and analysis, the research results are presented in tables, graphs, figures, and charts, allowing readers to see the relationship between patrol implementation, community response, and the effectiveness of crime prevention as follows:

Patrol Activity Recapitulation

Based on the recapitulation of data from the Janji Jaga Patrol Dashboard system, Bandar Lampung City Police has cumulatively conducted 5,227 patrols, with 11,369 supporting photographs. From these activities, officers successfully garnered public participation from 16,923 respondents who provided assessments/surveys as presented in Table 1

Table 1. Summary of Patrol Activities by Police Sector in Bandar Lampung City Police Area for January 2026

No.	Police Sector	Total of Patrol Activity	Total of Documentation	Total of Respondents
1.	West Tanjung Karang	538	865	1358
2.	East Tanjung Karang	290	829	964
3.	South Teluk Betung	251	813	867
4.	North Teluk Betung	438	1198	1069
5.	East Teluk Betung	523	1095	1838
6.	Sukarame	542	1323	1797
7.	Kedaton	909	1913	3842
8.	Panjang	509	872	1880
9.	Kemiling	411	697	691
10.	Tanjung Senang	259	533	809
11.	KSKP	179	267	702
12.	SATSAMAPTA	378	964	1106
	GRAND TOTAL	5227	11369	16923

Source: Bandar Lampung City Police QR JANJI JAGA Patrol Dashboard (2026)

Table 1 shows the distribution of patrol activities across twelve (12) police sectors and units within the Bandar Lampung City Police area. Kedaton Police Sector recorded the highest performance with 909 patrols, 1913 documentations, and 3842 respondents. This high figure indicates a high police presence in the area, likely due to the Kedaton area's high population density and significant economic activity. Sukarame and Teluk Betung Timur Police Sectors also performed well with 542 and 523 patrols, respectively. Meanwhile, KSKP recorded the lowest number of patrols (179), which is understandable given the nature of the KSKP's duties, which focus more on transportation and traffic. The overall ratio of documentation to patrol activities reached 2,18:1, indicating that each patrol activity generated, on average, more than two photographic documents as evidence of implementation. This reflects strong accountability and transparency in task execution.

Public Perception Analysis (Public Satisfaction Index - IKM)

Public participation is a crucial indicator in measuring the success of *Janji Jaga* QR Patrol implementation, particularly in assessing the quality of presence, responsiveness, and humane approach of police personnel in the field. Based on survey statistics on the *Janji Jaga* QR Patrol Dashboard application, a total of 19,110 public respondents participated in providing assessments during the implementation period. This number demonstrates a very high level of public involvement and reflects increasing public awareness and trust in digital-based police service assessment mechanisms. Such participation was achieved through two mechanisms:

- a. Direct participation through dialogic patrols, where officers actively invited residents at patrol locations to complete the survey after two-way interaction and communication (16,923 respondents).
- b. Independent participation, where residents voluntarily scanned the QR Code and completed the survey without direct assistance from officers (2,187 respondents).

Table 2. Composition of Respondents in Janji Jaga QR Patrol Survey

Participation Mechanism	Number of Respondents	Percentage
Direct Participation (Dialogic Patrol)	16,923	88.56%
Independent Participation (QR Code Scanning)	2,187	11.44%
Total	19,110	100%

Source: Janji Jaga QR Patrol Dashboard, Bandar Lampung Police (January 2026)

The high number of independent respondents (11.44%) is a positive indicator that the public is not merely present as an object of service, but has actively played a role as a subject of monitoring and evaluation of Polri performance. This aligns with the spirit of Precision Polri Transformation, particularly in the aspects of transparency, accountability, and trust-based public service.

With a large number of respondents and a consistent distribution of ratings in the Very Good category ($\pm 89\text{--}90\%$), it can be concluded that *Janji Jaga* QR Patrol has successfully encouraged widespread public participation and served as an effective means of gathering public aspirations and perceptions regarding the performance of Bandar Lampung City Police.

Public Satisfaction Index (IKM)

The Public Satisfaction Index (IKM) is used to measure public perception of the quality of service and performance of Bandar Lampung City Police through the implementation of *Janji Jaga* QR Patrol. This IKM measurement refers to the principles of the Regulation of the Minister of Administrative and Bureaucratic Reform Number 14 of 2017 concerning Guidelines for Compiling Public Satisfaction Surveys. Based on survey statistics on the *Janji Jaga* QR Patrol Dashboard application, with 19,110 respondents, the average scores for service elements were as follows:

Table 3. Results of Bandar Lampung City Police Public Satisfaction Index (PSI) Measurement

Service Element	Average Score	Conversion Value	Category
Patrol Intensity	4,47	89,40%	Very Good
Quick Response	4,45	89,00%	Very Good
Sense of Security	4,52	90,40%	Very Good
Public Satisfaction	4,47	89,40%	Very Good
Police Performance	4,52	90,40%	Very Good
Humane	4,95	99,00%	Very Good

Service Element	Average Score	Conversion Value	Category
Average PSI	4.48	89.72%	Very Good
Service Quality			(A)

Source: Janji Jaga QR Patrol Dashboard, Bandar Lampung Police January 2026

Overall, the average IKM score was 4.48, or 89.72%. Based on the service quality table issued by the Minister of Administrative and Bureaucratic Reform (Permenpan RB):

- **IKM Score: 89.72**
- **Service Quality: A**
- **Service Unit Performance: VERY GOOD**

**COMMUNITY SATISFACTION INDEX (CSI)
QR PATROL "JANJI JAGA" - BANDAR LAMPUNG POLICE HEADQUARTERS
PERIOD: JANUARY 2026**



Source: QR JANJI JAGA Patrol Dashboard - Bandar Lampung Police Headquarters, January 2026

Figure 1: Public Satisfaction Index (IKM) for Janji Jaga QR Patrol, Bandar Lampung City Police.
Source: QR JANJI JAGA Patrol Dashboard, Bandar Lampung Police Headquarters, January 2026.

Based on survey data from 19,110 respondents, the Public Satisfaction Index (IKM) for Bandar Lampung City Police achieved an average conversion rate of 89.72%, which, according to Ministerial Regulation No. 14 of 2017, falls within Service Quality A, categorised as Very Good. The highest scores were for the "Humanitarian" (score of 4.95), "Sense of Security," and "City Police Performance" (score of 4.52), indicating that the effectiveness of the police presence in the community is highly valued. Although all elements were in the green zone, the "Quick Response" aspect (score of 4.45) could be a top priority in the continuous improvement follow-up plan to maintain and enhance the quality of public services in the future.

Interpretation and Discussion

The highest score was for the "Humanitarian" element (score of 4.95 or 99%), indicating that the approach of Bandar Lampung City Police personnel is highly valued by the public. This aligns with the research findings of Wesley G. Skogan in his journal "Asymmetry in the Impact of Encounters with Police. Policing & Society (2006)," which states that police legitimacy is highly dependent on how officers interact with citizens, particularly in terms of politeness, procedural fairness, and respect for individual dignity (Skogan, 2006, pp. 99-126).

The "Sense of Security" and "City Police Performance" elements both scored 4.52 (90.40%), indicating that the effectiveness of police presence in the community is highly beneficial. The concept of "reassurance policing," developed by Innes in his journal "Reinventing Tradition? Reassurance, Neighbourhood Security and Policing (2004)," emphasises that a visible and accessible police presence can increase a community's sense of security even without a significant decrease in crime (Innes, 2004, pp. 151-171).

Although all elements were in the green zone (Very Good category), the "Quick Response" aspect scored the lowest at 4.45 (89%), which could be a top priority in a continuous improvement follow-up plan. According to Rob I. Mawby in his journal "Handbook of Policing (2008)," responsiveness is a critical element in modern police services, as it directly relates to public expectations regarding the speed and accuracy of handling complaints or incidents (Mawby, 2008, pp. 17-46).

The high average IKM (89.72%) indicates that the implementation of the "Janji Jaga" QR Patrol has successfully increased public trust in the police institution. This aligns with the concept of "police legitimacy" proposed by Tom R. Tyler in his book "Enhancing Police Legitimacy (2004), where public trust in the police is built through transparency, accountability, and the quality of interactions between officers and citizens (Tyler, 2004, pp. 84-99).

CONCLUSION

Based on the discussion outlined, this study concludes that the revitalisation of police patrols through "Janji Jaga" QR Patrol in the jurisdiction of Bandar Lampung City Police from January 1-31, 2026, has proven effective in supporting crime prevention and increasing public trust. This conclusion is formulated based on three main analytical dimensions: normative-legal foundations, empirical findings, and theoretical perspectives in criminology as follows:

Normative-legal

Normatively, the implementation of police patrols has a strong constitutional and legal basis. Article 30 paragraph (4) of the 1945 Constitution mandates Polri as a state instrument responsible for maintaining security and public order. This mandate is reinforced in Law Number 2 of 2002 concerning Polri, Article 13 letter a and Article 14 paragraph (1) letter b, which explicitly emphasise the police's preventive function in maintaining public security and order, including through patrol mechanisms.

In an operational context, Polri Chief Regulation Number 1 of 2019 concerning the Standard Procedures for the Implementation of Police Patrols provides a technical framework and standard operating procedures

(SOPs), governing the implementation of patrols as an instrument for crime prevention, early detection of potential security disturbances, and fostering relations between the police and the community. Furthermore, the implementation of "Janji Jaga" QR Patrol aligns with the spirit of the Precision Police Transformation, which prioritises transparency, accountability, and digital technology-based public service. Thus, patrols serve not only as post-incident repressive measures, but also as a proactive and measurable preventive strategy for maintaining regional security.

Empirical Data and Public Participation

Empirically, the implementation of "Janji Jaga" QR Patrol has demonstrated significant achievements. In January 2026, 5,227 patrol activities were recorded, supported by 11,369 photographic documents, reflecting accountability and transparency in task implementation. The ratio of documentation to patrol activities reached 2.18:1, indicating that each patrol activity generated an average of more than two documents.

The level of public engagement was recorded as very high, with 19,110 respondents participating, consisting of 16,923 respondents through direct dialogue mechanisms (88.56%) and 2,187 respondents through QR Code-based independent participation (11.44%). The high rate of independent participation indicates that the community does not only act as an object of service, but has played an active role as a subject of monitoring and evaluation of police performance. This is in line with the principle of community policing, which emphasises the importance of partnerships between the police and the community in maintaining mutual security (Peyton et al., 2019; Signori et al., 2023; Skogan, 2006).

Public Satisfaction Index (PSI) and Service Effectiveness

The score of the Public Satisfaction Index (PSI) is 89.72% (Grade A - Very Good), which is very good based on the Regulation of the Minister of Administrative and Bureaucratic Reform Number 14 of 2017. This indicates that the presence of patrols is perceived as effective in increasing a sense of security and positive perceptions of police performance. The "Humanistic" element scored the highest at 4.95 (99%), indicating that the public highly values the personnel's polite, fair, and respectful approach to citizen dignity. This aligns with Skogan's (2006) findings that police legitimacy is highly dependent on the quality of officer-citizen interactions (Weisburd et al., 2022; Wood et al., 2020).

The "Sense of Security" and "Police Performance" elements both scored 4.52 (90.40%), confirming the effectiveness of patrols in creating perceptions of security. The concept of reassurance policing developed by Innes (2004) emphasises that a visible and accessible police presence can increase a public sense of security even without significantly reducing crime. However, the "Quick Response" aspect recorded the lowest score (4.45 or 89%), indicating that although still in the Very Good category, officer responsiveness to complaints or incidents remains an area that requires continuous improvement. According to Mawby (2008), responsiveness is a critical element in modern police services because it is directly related to public expectations regarding speed and accuracy of handling (Basford et al., 2021; Bland et al., 2021; Ghaemmaghami et al., 2021).

Criminology Theoretical Perspective

From a criminological perspective, the findings of this study align with two major criminological theories: Routine Activity Theory (Cohen & Felson, 1979) and Rational Choice Theory (Cornish & Clarke, 1986). Routine Activity Theory explains that a crime occurs when there is a convergence between a motivated offender, a suitable target, and the absence of a capable guardian. In this context, police patrols function as capable guardians, reducing the opportunity for crime through a regular and documented physical presence.

Meanwhile, Rational Choice Theory explains that criminals rationally calculate the potential benefits against the risk of being caught. The visible and documented presence of patrols through the QR Code system increases the perception of risk for potential perpetrators, thereby reducing their intention to commit crime.

Furthermore, digital documentation and public participation through QR Codes create a social surveillance mechanism that strengthens the deterrent effect. Thus, the integration of digital technology into conventional patrols not only improves operational efficiency but also strengthens the preventive function of patrols within the context of situational crime prevention developed by Clarke (1997).

Digital Technology Innovation and Accountability

The integration of QR Code technology into conventional patrols is an adaptive and relevant innovation in addressing urban security challenges in the digital age. This system not only facilitates real-time documentation and verification but also opens up space for public participation in monitoring and evaluating police performance. This aligns with the concept of police legitimacy proposed by Tyler (2004), where public trust in the police is built through transparency, accountability, and quality interactions. The QR Code mechanism, which allows the public to provide direct assessments, reflects the police institution's commitment to the principles of responsive governance and citizen-centric policing (Peyton et al., 2019; Weisburd et al., 2022; Wood et al., 2020).

Based on the five dimensions above, it can be concluded that "*Janji Jaga*" QR Patrol is not merely a procedural innovation, but rather a comprehensive, accountable, and evidence-based preventive strategy. This patrol model successfully integrates a strong legal foundation, measurable empirical results, theoretical support from criminology, and active community participation into a coherent system. Going forward, the sustainability and development of this model require strengthening rapid-response capacity, replicating good practices across all functional units, and developing a feedback-loop mechanism to ensure systematic, measurable follow-up on survey results, thereby supporting the continued optimisation of the preventive patrol function in maintaining public order and security (Dau et al., 2023; Khalfa et al., 2024).

SUGGESTION

Based on the research results, findings, and conclusions outlined, the researcher proposes several recommendations addressed to various stakeholders regarding the development and sustainability of "*Janji Jaga*" QR Patrol as a digital technology-based preventive policing model. These recommendations were formulated by considering policy, operational, capacity development, and opportunities for further research.

For Bandar Lampung City Police and Police Institutions

Strengthening Digital Systems and Quick Response

It is recommended that the "*Janji Jaga*" QR Patrol model continue to be developed as an integral part of a preventive police strategy that adapts to technological developments and the dynamics of community needs. Given that the quick response aspect recorded the lowest score in the Public Satisfaction Index (4.45 or 89%), strengthening the digital system in the responsiveness dimension needs to be a top priority. Concrete efforts that can be taken include:

- 1) optimising real-time monitoring through an operational dashboard integrated with the public reporting system;
- 2) increasing personnel capacity through crisis communication and incident management training;
- 3) integration with online public complaint systems (such as the Presisi app or e-complaint channel) to expedite report follow-up and strengthen the feedback loop between the public and the police.

Replication and Standardisation of the Digital Patrol Model

The "*Janji Jaga*" QR Patrol model, which has proven effective in increasing public trust and security perceptions, can be replicated in other areas under the coordination of Lampung Regional Police and Polri Headquarters. This replication needs to be accompanied by adjustments to local social, geographic, and

demographic characteristics, and supported by the development of standard operating procedures (SOPs) to ensure consistent implementation. Furthermore, the development of standard training modules for personnel conducting patrols is essential.

Strengthening Public Participation and Transparency

The high level of independent community participation (11.44% of total respondents) indicates significant potential for strengthening public oversight of police performance. Therefore, it is recommended to:

- 1) expand public awareness of the QR Code mechanism through public campaigns, social media, and collaboration with community leaders;
- 2) provide a public dashboard that transparently displays patrol statistics, including the number of activities, regional distribution, and community satisfaction survey results;
- 3) establish a public consultation forum (community forum) that involves community representatives in periodic evaluations of patrol implementation.

For Policymakers and Local Governments

Integration of Digital Patrols in Regional Security Policies

The findings of this study can serve as a basis for local governments to integrate digital patrol models into security and public order (*Kamtibmas*) policies at the provincial and district/city levels. This integration can be realised through the development of Regional Regulations (*Perda*) or Governor/Regent/Mayor Regulations that encourage collaboration between the police, local governments, and the community in technology-based security oversight. Budget support from the Regional Budget (APBD) for technological infrastructure procurement, personnel training, and public campaigns is also key to the program's sustainability.

Development of Smart City and Safe City Ecosystems

The "*Janji Jaga*" QR Code Patrol Model has the potential to be integrated into smart city and safe city ecosystems currently being developed in various regions. This integration could include synchronising patrol data with CCTV systems, emergency services (such as 112 or 110), and existing e-government platforms. Thus, police patrols would function not only as a preventive instrument but also as part of an integrated and responsive urban security system.

For Researchers and Academics

Further Research with an Experimental Approach

Further research could be conducted by extending the observation period and using an experimental or quasi-experimental design to compare crime rates before and after the implementation of QR Code-based patrols. Interrupted time series analysis or difference-in-differences approaches could be used to measure the causal impact of patrols on crime reduction, allowing for a more comprehensive assessment of their preventive effectiveness based on robust empirical evidence.

Deeper Quantitative Analysis

A more in-depth quantitative approach, such as correlation and regression analysis between patrol intensity (number of activities, frequency, and distribution) and trends in public order disturbances (crime rates, public reports, or fear of crime), can enrich the empirical findings and provide data-based recommendations for optimising patrol resource allocation. Furthermore, longitudinal studies tracking changes in public perceptions of the police over the long term will provide a deeper understanding of the impact of patrols on police legitimacy.

Regional Comparative Studies

Comparative research comparing the implementation of digital patrols in various regions with different social, economic, and geographic characteristics will provide insight into the contextual factors that influence patrol effectiveness. Such studies can identify best practices and lessons learned that can be adapted by police institutions in various regions.

Exploration of Social and Psychological Dimensions

Qualitative research exploring social and psychological dimensions, such as public perceptions of surveillance technology, levels of trust in the police, and the dynamics of interactions between officers and residents in the context of dialogic patrols, can complement the quantitative findings in this study. A mixed-methods approach combining surveys, in-depth interviews, and participant observation will provide a holistic understanding of the complexities of police-community relations in the digital age.

For the Community

The public is expected to continue to actively participate in providing assessments and feedback on police patrol performance through QR Code mechanisms or other digital platforms. High public participation not only strengthens police accountability but also contributes to the creation of a safe and orderly environment through collaborative social surveillance. Furthermore, the public needs to understand that data provided through surveys will be used to improve services, ensuring transparency and trust are the foundations of a healthy relationship between the police and the community.

Overall, the integration of conventional and digital patrols oriented towards public participation has been proven to strengthen police transparency, accountability, and legitimacy. The "*Janji Jaga*" QR Patrol model has the potential to become a best practice for transforming trust-based public services, particularly within the Precision Police Transformation, which prioritises professionalism, accountability, and closeness to the community. With the support of appropriate policies, institutional commitment, and active community participation, this model can be a catalyst for the creation of sustainable security and responsive police services in the digital era.

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