



SUPERVISION OF THE PUBLIC ORDER AGENCY COMMUNITY PROTECTION DIVISION IN MAINTAINING ENVIRONMENTAL ORDER AND SECURITY IN BANDAR LAMPUNG CITY

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Abstract :

This study investigates the supervisory mechanism of the Public Order Agency (Satuan Polisi Pamong Praja - Satpol PP) within the Community Protection Division (Linmas) in maintaining environmental order and security in Bandar Lampung City. Using a descriptive qualitative design, this research examines how supervision is organized and identifies key barriers in field implementation. The findings indicate that: (a) In terms of standard setting, the Public Order Agency has established clear normative guidelines, operational protocols, and regulatory references, notably Regional Regulation No. 01 of 2018; (b) In terms of performance measurement, supervision is executed through routine field observations, joint patrols, inter-agency coordination, and public report tracking; (c) In terms of comparing performance with standards, the agency conducts systematic evaluations to detect gaps between actual conditions and target benchmarks; and (d) In terms of corrective action, structural improvement is achieved through coaching, capacity building, administrative guidance, and direct enforcement against public disturbances. Obstacles hindering supervisory effectiveness stem from human resource constraints, limited infrastructure, coordination bottlenecks, and evolving urban dynamics. Strengthening each supervisory dimension is necessary to ensure sustainable community protection.

Keywords : Role, Unit, Police, Division, Protection

INTRODUCTION

The Public Order Agency (Satuan Polisi Pamong Praja or Satpol PP) is a regional municipal entity mandated by statutory regulations to assist regional heads in enforcing local ordinances (Peraturan Daerah or Perda), maintaining public order and societal tranquility, and providing comprehensive protection to the community. Within this organizational framework, the Community Protection Division (Bidang Perlindungan Masyarakat or Linmas) operates as a vital frontline mechanism positioned closest to local neighborhoods. Linmas plays a crucial strategic role in detecting early security risks, preserving environmental stability, and facilitating inter-agency synergy with police forces, village officials, and community leaders.

As highlighted by Siagian (2025), organizational effectiveness relies heavily on well-structured supervisory frameworks capable of directing human efforts toward predetermined institutional goals. Furthermore, Rivai (2024)



emphasizes that organizational leadership must maintain continuous oversight to foster accountability and operational integrity across administrative units. In urban centers like Bandar Lampung City, maintaining environmental order cannot be sustained by a single agency acting in isolation. Effective public order governance requires multi-sectoral collaboration involving the Indonesian National Police (Polri), the Indonesian National Armed Forces (TNI), the Regional Disaster Management Agency (BPBD), Fire Services, Transportation Services, and local sub-district/neighborhood administrations.

Despite these collaborative initiatives, significant operational challenges persist regarding how supervision over Linmas personnel is exercised: whether capacity-building programs are conducted systematically, whether administrative coordination with sub-district offices functions efficiently, whether public complaints are resolved promptly, and whether officers possess adequate competencies. Grounded in the management theory of Terry (2025), supervision (*controlling*) is conceptualized as a continuous process of determining achievements, evaluating performance, and applying corrective actions to align execution with established plans. Terry outlines four fundamental dimensions of supervision:

1. Setting standards (*setting standard*): Defining clear benchmarks, normative guidelines, and operational criteria as baseline indicators.
2. Measuring performance (*measuring performance*): Conducting objective evaluations of ongoing and completed work activities.
3. Comparing performance with standards (*comparing performance with standard*): Comparing actual field outcomes against predefined benchmarks to detect deviations.
4. Taking corrective action (*corrective action*): Implementing remedial interventions to correct operational gaps and restore institutional trajectory.

This study aims to analyze how these four supervisory dimensions are operationalized by the Satpol PP Community Protection Division in Bandar Lampung City and to identify the primary structural and contextual factors impeding supervisory performance.

RESEARCH METHOD

This study employed a descriptive qualitative approach. Qualitative research is uniquely suited for examining complex social processes and organizational behaviors within their real-world context, allowing for a detailed exploration of supervisory dynamics. As noted by Moleong (2017), qualitative research seeks to understand the phenomenon experienced by research subjects holistically through narrative descriptions in natural settings.

Data collection was conducted in Bandar Lampung City using purposive sampling to gather insights from relevant stakeholders. Primary data sources included semi-structured interviews with the Head of Satpol PP, the Head of the Community Protection Division, field officers, neighborhood leaders

(RT/RW), community figures, and local residents. Secondary data were gathered from regional regulations, institutional activity logs, and official performance reports. Data analysis followed the qualitative framework proposed by Miles, Huberman, and Saldaña (2024), encompassing data condensation, empirical data display, and conclusion drawing/verification.

FINDINGS AND DISCUSSION

1. Setting Standards (*Setting Standard*)

Standard setting provides the essential baseline for evaluating operational efficacy across institutional activities. As Siagian (2025) observes, clear standard setting mitigates operational ambiguity and establishes explicit performance targets for public sector employees. In Bandar Lampung City, the primary regulatory standard for public order supervision is Regional Regulation No. 01 of 2018 concerning Public Tranquility and Public Order, supported by Government Regulation No. 16 of 2018 / 2023.

During interviews, the Head of Satpol PP Kota Bandar Lampung stated:

"The standard work guidelines used by the Community Protection Division are Regional Regulation No. 01 of 2018 and Government Regulation No. 16 of 2023, which form the legal basis for field supervision." (Interview, July 2026).

Furthermore, the Head of the Community Protection Division noted:

"The regional regulation acts as our benchmark for conducting patrols, public coaching, enforcement, and direct interventions against environmental disturbances." (Interview, July 2026).

Establishing clear standard operating procedures (SOPs) ensures that personnel understand their legal boundaries, reporting protocols, and operational duties, thereby minimizing arbitrary enforcement and promoting institutional consistency.

2. Measuring Performance (*Measuring Performance*)

Measuring performance requires continuous monitoring to assess whether field operations reflect established targets. According to Rivai (2024), performance measurement in administrative oversight must evaluate both quantitative output metrics and qualitative service impacts.

The Head of Satpol PP Kota Bandar Lampung explained:

"Supervisory success in community protection is measured by the creation of safe and orderly neighborhood environments and a documented decrease in public order infractions based on field evaluation logs." (Interview, July 2026).

Additionally, the Head of the Community Protection Division emphasized:

"We evaluate performance through patrol frequency, rapid response rates to community complaints, inter-agency coordination efficiency, and the proactive prevention of localized conflict." (Interview, July 2026).

Field measurements show that supervisory activities are carried out through scheduled neighborhood patrols, collaborative monitoring with police and military personnel, and tracking community complaint logs submitted via neighborhood leaders.

3. Comparing Performance with Standards (*Comparing Performance with Standard*)

Comparing performance with standards involves assessing the degree of alignment between actual field achievements and normative targets. As Terry (2025) highlights, this comparative phase allows leaders to identify negative deviations (*gaps*) and positive performance surpluses.

The Head of Satpol PP Kota Bandar Lampung noted:

"Comparing results with standards is conducted through periodic evaluation meetings where field reports are measured against our annual work plan targets." (Interview, July 2026).

The Head of the Community Protection Division added:

"We evaluate reports against key performance indicators (KPIs) to identify whether field actions match procedural standards or if specific areas require administrative adjustment." (Interview, July 2026).

This process helps identify structural gaps, such as delayed response times in specific sub-districts or uneven patrol coverage, enabling management to address operational weaknesses.

4. Corrective Action (*Corrective Action*)

Corrective action represents the final phase of the supervisory loop, focusing on active intervention to eliminate operational deviations. As Biddle (2019) notes in role theory, corrective interventions help realign individual behavioral execution with organizational role expectations.

A field officer from Satpol PP stated:

"Corrective measures include routine retraining, increasing patrol density in high-risk locations, and improving briefing protocols prior to deployment." (Interview, July 2026).

Interviews with RT/RW representatives and community leaders highlighted the role of civic participation in corrective processes:

"Improvements are made by fostering joint communication with Satpol PP officers and quickly reporting localized disturbances before they escalate." (Interview, July 2026).

Furthermore, community development literature (Ife, 2025; Mardikanto & Poerwoko, 2022) stresses that public order supervision is most effective when combined with community empowerment, encouraging citizens to co-produce local security alongside municipal authorities.

Table 1: Dimensions of Satpol PP Linmas Supervision

No	Supervisory Dimension	Field Implementation & Method	Key Legal / Operational Reference
1	Setting Standard	Establishing SOPs, defining legal authority, setting patrol benchmarks	Regional Regulation No. 01/2018, PP No. 16/2023
2	Measuring Performance	Tracking patrol logs, complaint response time, joint monitoring	Periodic Field Observation Logs & Complaint Records

3	Comparing Performance	Evaluating field reports against work plan benchmarks to detect gaps	Monthly Performance Review Reports
4	Corrective Action	Conducting re-coaching, redistributing personnel, direct enforcement	Administrative Directives & Capacity Building Seminars

Inhibiting Factors:

Supervisory effectiveness is hampered by several systemic barriers: (1) Human resource limitations regarding specialized training and personnel counts; (2) Inadequate supporting facilities and logistical transportation assets; (3) Communication delays between municipal units and remote neighborhood administrative offices; and (4) Rapid urban population growth, which creates increasingly complex public order challenges.

CONCLUSION

The supervision exercised by the Satpol PP Community Protection Division in maintaining environmental order and security in Bandar Lampung City operates across all four core dimensions of management oversight:

1. Setting standards is guided by municipal regulations and defined administrative procedures;
2. Measuring performance is executed through field monitoring, patrol schedules, and tracking public reports;
3. Comparing performance involves evaluating operational achievements against target metrics;
4. Taking corrective action is implemented through officer coaching, institutional coordination, and active enforcement interventions.

To enhance supervisory performance, Satpol PP should upgrade technical infrastructure, strengthen personnel competencies through continuous training, and deepen participatory engagement with local community structures.

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