



Quality of Counter-Terrorism Services in Poso District Central Sulawesi Province

Fitriani Abdullah*¹; Imam Hanafi².

¹ Public Administration Science Study Program, Department of Administration, Sekolah Tinggi Ilmu Administrasi Pembangunan, Palu

²Departemen Administrasi, Fakultas Ilmu Administrasi, Universitas Brawijaya, Malang

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* Corresponding author; :
fitrianiabdullah39@gmail.com

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ABSTRACT

The purpose of the study is to provide an overview of terrorism prevention and coping policies in Poso Province, Central Sulawesi. The method used in this study was qualitative research method to obtain more accurate data according to the research objectives, and five informants were also selected using the objective informant selection method. The theory used as a knife of analysis by Daryanto and Setyobudi (2014) on service quality consists of the indicators of Attitude, Attention, Action, and Anticipation. The results of the study explained that the quality of terrorism management services in Poso Province, Central Sulawesi is not operating optimally because of the aspects of the four locally tested aspects that are not performing well, namely the justice aspect. From this data, it can be concluded that the implementation of Quality of Terrorism Services in Poso Province, Central Sulawesi is not operating optimally because three of the aspects are working well, but one aspect is not working well.



INTRODUCTION

Forms is meant to arrange a piece that must be carried out on a regular foundation through enlisting a massive variety of employees who're meant to do administrative chores on a large scale (Afrizal et al., 2021). The smoother the activity and the higher the monitoring, the greater a hit the paintings. employees may be greater lively at work and do better work if they're well-supervised, especially in the event that they finish their task in high spirits (Benawan et al., 2018). It continually executes a application targeted at attaining a intention in an business enterprise or company, that is one of the situations for carrying out a intention in an agency or business enterprise, specifically locating and tracking performance.(Makawimbang et al., 2023).

Governments are most of the public service groups that are frequently criticized for being useless and inefficient in sporting out their obligations and commitments. The government's services are still seemed as subpar in terms of execution of public offerings. it may be found that the authorities's fundamental obligation is to offer extraordinary carrier so one can fulfill the necessities of the community, but this is presently no longer being finished adequately. As a end result, people had been unable to understand the government's feature in addressing their demands, indicating that the great of public services furnished by way of the government is not ideal.(Angraini et al., 2022).

Schneider et al. to (1997) (Fogli, Lawrence, 2006) my thoughts on service quality are: The difference between consumers and #039; Service quality is characterized by expectations of what should happen in a service contact and perceptions of what actually happens. This perspective emphasizes actual service quality, which is the adjustment of consumer expectations to the reality of services provided by service provider companies. It is created in the mind and ultimately it is the impression of the recipient of the service. As a result, service providers who want to provide high-quality service must deliver a product that meets the customer's expectations. Customer expectations can be created from various sources such as advertising or "pricing" and the amenities are there. (Waris, 2022). A public service information system is a set of activities that include the storage and management of information and a mechanism for communicating information to the public and vice versa, orally and manually or electronically. The development of e-government is an effort developed by electronic agencies to effectively and efficiently improve the quality of public services (Decree of the President of the Republic of Indonesia No. 3 2003 on National Policy). (Rembet et al., 2023). The quality of counter-terrorism services in Poso Regency, Central Sulawesi Province has been hindered or challenged, namely indiscipline of agents and insolence of security forces, both for the special forces and the Tinombal task force. and outside the working group. This is because the promotion of certain interests and sectoral egos and the level of coordination and.

If inner transparency is less than choicest, this may additionally be an opening for the failure of the operation to deal with terrorism. The synergy between the national Police, the TNI, the national Terrorist Countermeasures corporation (BNPT), the kingdom Intelligence business enterprise (BIN), the authorities spread for the duration of Indonesia and the help of all components of society, is the right solution if you want to comprehend the very essential policy steps in formulating crook regulation. needed to overcome the dangers of terrorism in addition to anticipate and save you early acts of terrorism. The synergy of those state establishments is used to coordinate between anti-terror devices and across businesses so that counter-terrorism operations can be finished quick, precisely and effectively, in order that the hassle of the risk of terrorism cases in Indonesia may be handled as efficiently as possible.

Romly Atmasasmita (Soetriadi, 2008). pronouncing that from a sociological heritage, terrorism is a crime that is very destructive to society both nationally and the world over, and is even a violation of human rights). Indonesian society, that's multi-ethnic and multi-religious, consists of hundreds of island tribes and is located among continents (Asia and Australia) is a very strategic target for terrorist sports. In handling terrorism in Indonesia Romly Atmasasmita stated:

"taking into account the philosophical, sociological and legal background, a legal act with a vision and a mission and containing enough legal principles is needed, so that it can be used to create a legal basis for the operation of the criminal justice system from the beginning. from investigative level to judgment. The law must



be able to reflect the values that the people and people of Indonesia need now and in the future, and at the same time be able to reflect values that are universally applicable and recognized by the international community.”.

One approach to tackling terrorism is through the use of criminal regulation (penal policy). According to Marc Ancel, penal policy is defined as "a science as well as an art which ultimately has the practical intention of enabling more effective legal policies to be formulated." By "positive legal policies," Ancel refers to criminal law. Therefore, the term "penal policy," according to Marc Ancel, is synonymous with criminal law policy or politics (Soetriadi, 2008).

Another goal is to encourage public participation in the policy-making process and to increase the community's active role in public policy-making and good governance. Additionally, it aims to achieve appropriate state administration that is transparent, effective, efficient, accountable, and responsible. Considering its foundation and general objectives, the existence of PIDL provides a space for the community (Irma, 2022). The purpose of this research is to provide an overview through an analysis of the policies for preventing and handling terrorism in Poso Regency, Central Sulawesi Province.

METHOD

The applied research perspective is a qualitative approach, which is an emic perspective, i.e. a research method in which information is collected in the form of stories, detailed narratives, expressions and original language constructed by respondents or informants. without the evaluation and interpretation of the researcher (Berutu, 2013). Qualitative research is defined as a process that seeks to better understand the complexities of human interaction (Marshal, 1995). Sugiyono (2011:224) states that "data collection techniques are the most strategic step in research because the main purpose of research is to obtain information". The main purpose of the survey is to obtain relevant information and it can meet the established information standards. The data collection techniques used in this study were adapted to the field conditions and data collection needs:

a. Remark (observation)

Observation is one of the major methods of amassing statistics in studying a situation that is used as a studies item. in keeping with Ngalim Purwanto (Basrowi and Suwandi, 2008: 93) 'observation is a technique or method of analyzing and systematically recording conduct by using viewing or watching individuals or corporations at once'.

b. Interview

An interview is a conversation directed at a selected trouble. As in step with Moleong (2010: 186) "an interview is a communication with a specific cause performed by two parties, namely the interviewer who asks questions and the interviewer who gives solutions to the ones questions."

c. Documentation

The targets for documentation on this research are all studies objects and topics.

This research utilizes the Miles and Huberman model for data analysis. According to Miles and Huberman (as cited in Sugiyono, 2011:246), activities in qualitative data analysis are performed interactively and continuously until the data reaches saturation. The key activities in data analysis include data reduction, data display, and conclusion drawing/verification.

RESULTS AND DISCUSSION

The problem of terrorism in Poso Regency can be addressed through cooperation among stakeholders using collective action theory. This aligns with section 43I(4) of Act No. 5 of 2018, which mandates that one form of national preparedness is community empowerment. This means the community must participate in efforts to prevent and address terrorist radicalization in Poso Regency. Additionally, leadership focuses on the compatibility of political actors, such as the government, the private sector, and civil society (Utomo, 2005: 5).



In other words, a society-centered approach is employed in policy-making, putting state power under the control of citizens.

Following the conclusion of Operation Tinombala, Phase IV of Operation Madago Raya-2022 aimed to restore security through de-radicalization and anti-radicalization measures to establish a secure social security and law and order system within the Central Sulawesi Regional Police jurisdiction. The fight against terrorism in Poso Regency involves changes made in the Prevention of Terrorism Crimes Act No. 5 of 2018, Act No. 15 of 2003, and Act No. 1 of 2002. This fight is carried out with both soft and hard approaches. The hard approach includes official anti-terrorist police operations with specific operational plans and codes, such as Operation Control Malleo I – V 2012, Secure Operation Malleo I – IV 2013, Secure Operation Malleo I – IV 2014, Operation Seagull Maleo I – IV 2015, Operations Tinombala I-IV 2016, Operations Tinombala I-III 2017, Operations Tinombala 2018-2019, and Operation Madago Raya 2020-2022.

The soft approach involves community engagement, including support for religious services and Islamic boarding schools, venture capital aid to ex-terrorists, and educational lectures to strengthen Pancasila values in madrasas, study groups, schools, and universities to prevent radicalism. However, the anti-terrorism policy in Poso Regency does not yet include an active role network within the policy system and policy evaluation.

Regarding attitudes, it can be concluded that the approach is effective in providing services to the community and is operating optimally. The efforts of the Central Sulawesi Regional Police, particularly in improving community welfare, are closely linked to government opinion in an environment with both challenges and opportunities, which the policy aims to address.

In terms of attention, excellent communication is needed between the security forces, Poso Regency regional authorities, Central Sulawesi Province, and the Poso Regency DPRD to jointly find the best solution to terrorism in Poso Regency. One obstacle is the reluctance of the public to provide information about terrorist groups due to fear of being terrorized. This results in the public withholding information to protect themselves and their families.

Regarding action, while the service provided is quite adequate, the community does not fully utilize it due to fear of repercussions. This fear prevents people from providing information to authorities, allowing terrorist activities to persist and grow. Anticipation involves planning, management, and implementation of policies and actions. Services are used for management to achieve goals or targets, acting as a guide for decision-making.

CONCLUSION

Service is a fundamental element necessary for providing quality service. Given that this theory operates as a system, it can be concluded that the fight against terrorism in Poso Regency, Central Sulawesi Province, has not been optimal. One crucial area for improvement is the creation of job opportunities for former captives, who currently face a lack of permanent employment. A fair physical development program is also needed to address these challenges and prevent recidivism.

Additionally, a de-radicalization program is essential to ensure a fair and equitable approach to rehabilitation. It is important that these programs and job opportunities are based on the actual needs of former captives, rather than being project-based. This approach will help in providing sustainable support and integration into society, ultimately contributing to the overall efforts against terrorism in the region.



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