

POLICE (BAKSOS) AS AN ALTERNATIVE TO STRENGTHEN PUBLIC TRUST AMIDST THE CRISIS OF LEGITIMACY OF THE INDONESIAN REPUBLIC POLICE INSTITUTION

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Abstract

This study examines the role of the police outside the formalization of legal policies through interactive-humanist actions to overcome the crisis of institutional legitimacy of the Indonesian National Police (Polri). This article focuses on social services carried out by Polri members as an alternative to reconstructing public trust amidst the crisis of institutional legitimacy. By reducing various strategic policies and using philanthropic efforts through social services, the police can act humanely and avoid repressive actions to improve the image of the Polri. Social service police can be a new approach in the reconstruction of Police-Community relations that are carried out personally and informally, but still play a role in strengthening public trust in the image of the Polri socially through police-community involvement. By explaining the problems of *public distrust* and the Polri legitimacy crisis, and referring to the concept of legitimacy and various studies related to police issues, the main argument of this article is that social service police are not just a caricature mechanism or formal institutional policy - but rather a tactical effort based on the reconstruction of public trust to improve the legitimacy crisis due to the fading image of the Polri outside the formal mechanism through a *soft power approach* . nenwun

Keywords: *Police Social Service , Public Distrust, Legitimacy Crisis, Reconstruction of Public Trust*

Introduction

This study focuses on the role of the Indonesian National Police (Polri) through social services (baksos) as an alternative to reconstructing public trust amidst the institutional legitimacy crisis. This study analyzes whether the baksos police can be an ideal mechanism in maintaining the image of the Polri in the eyes of the public and reconstructing strategic police-community relations. Reconstruction of relations between the police and the community needs to be carried out because the level of public trust in the Polri institution is still at 65% according to a survey conducted by the Indonesian Survey Institute (LSI) until 2023. Meanwhile, in 2025, after 100 days of President Prabowo Subianto's administration, the level