

BINMAS ONLINE SYSTEM V2: EFFECTIVENESS AND PERFORMANCE IMPROVEMENT OF BHABINKAMTIBMAS IN CIREBON CITY POLICE RESORT

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ABSTRACT

Digital transformation can have a significant impact on the police, because the use of information technology which is the main basis of digital transformation can enable the police to be able to analyze information faster, process larger and more accurate data, and provide more effective services to the public. To solidify the performance of maintaining public security, strengthening the performance of Bhabinkamtibmas was carried out with the launch of Binmas Online System Version 2 (BOS V2) by Baharkam Polri on May 5, 2021 which helps Bhabinkamtibmas carry out their duties. However, the use of the Binmas Online System Version 2 (BOS V2) application is still not effective and has not been able to support the implementation of Bhabinkamtibmas tasks at the Cirebon City Police Station. This study aims to describe the effectiveness of the Binmas Online System (BOS V2) application in improving the performance of Bhabinkamtibmas as well as improving the performance of Bhabinkamtibmas after the use of the Binmas Online System (BOS V2) application at Cirebon City Police. The method used in this research is qualitative. The theories and concepts used include effectiveness theory, technology acceptance theory, Bhabinkamtibmas concept, and Binmas Online System (BOS V2) concept. The results showed that based on the indicators measuring effectiveness in the theory of effectiveness, it can be concluded that the objectives of BOS V2 and Bhabinkamtibmas have not been achieved and the BOS V2 application still has a number of shortcomings in terms of features and functionality including the inability of the server to be reached, limited time for sending reports, and inconsistencies in data input.

Keywords: *Bhabinkamtibmas, BOS V2, Crime Prevention, Performance, Effectivity*

I. INTRODUCTION

Digital transformation in policing

focuses on improving the effectiveness and efficiency of services to the community. In

the face of increasingly complex crimes and high public demands, police forces must innovate in order to improve their performance. Information technology (IT) plays a big role in making policing easier, speeding up the data analysis process, and strengthening relationships with the public through transparency and responsiveness.

Digital transformation has great potential to change the policing model, making it more modern and responsive to the challenges of globalization. Technology enables the police to analyze information quickly and accurately, and provide more effective services. In Indonesia, Polri (National Police of the Republic of Indonesia) continues to utilize IT to improve performance, public service, and community trust. This technology also helps Polri to respond quickly in various regions, even down to the Polsek level.

Under the leadership of Indonesia National Police Chief General Listyo Sigit Prabowo, Polri has launched a number of priority programs, including changing organizational systems and methods and strengthening the use of modern policing technology. One example of the application of technology is the launch of the Binmas Online System Version 2 (BOS V2) application by Baharkam Polri in May 2021. This application assists Bhabinkamtibmas in carrying out the task of fostering community security and order more effectively and efficiently.

BOS V2 collects data through seven types of reports made by Bhabinkamtibmas, including early detection, police services, and community development. Using this data, Polri can predict potential security disturbances and measure the performance of Bhabinkamtibmas. Overall, this digital technology strengthens Polri's role in maintaining public order, simplifying services, and improving responsiveness to

public needs.

This study aims to describe the effectiveness of the Binmas Online System (BOS V2) application in improving the performance of Bhabinkamtibmas as well as the improvement of Bhabinkamtibmas performance after the use of the Binmas Online System (BOS V2) application at Cirebon City Police.

II. LITERATURE REVIEW

In this research, reference is made to several theories related to the implementation of information technology in organizations, especially in the context of policing. These studies show that the implementation of information systems can improve efficiency, data accuracy, and coordination between work units. In addition, this research also refers to the technology adoption theory, which explains the factors that influence the acceptance of new technology by users. Here are some previous studies related to the issues and research objects being examined, including: Aulia Widyastuti (2022) titled "The Effectiveness of the LAPOR! Application in Improving the Quality of Public Services to the Community of Banjarbaru City, South Kalimantan Province." This study aims to ascertain the effectiveness of the LAPOR! application in raising the standard of public services in accordance with Campbell's effectiveness theory. It also aims to pinpoint the obstacles and efforts involved in the application's use in Banjarbaru City, South Kalimantan Province. These two studies are similar in that they both employ the application effectiveness theory and take a qualitative approach. The participants in this study—the residents of Banjarbaru city—and the research site—Banjarbaru city, South Kalimantan—are where the differences in this study are found.

Nur Kurniasih (2023) was entitled

"Efforts to Develop the Competence of Community Security and Order Supervisory Officers (Bhabinkamtibmas) of the Polda Metro Jaya" . The goal of this study is to outline the elements that have an impact on the growth of Bhabinkamtibmas' competencies in Polda Metro Jaya and to establish strategies for doing so. This study is comparable in that it employs a qualitative methodology and involves Bhabinkamtibmas as research participants. That research, however, focuses on initiatives to enhance Bhabinkamtibmas' skills. In the meanwhile, it concentrates on assessing how well the BOS V2 application performs on Bhabinkamtibmas. The research site, which is in Polda Metro Jaya, is another distinction that can be observed in this study.

Bernard Sibarani, Ilham Prisgunanto, and Agam Tsaani Rachmat's 2024 study, "The Influence of Using the Binmas Online System Version 2.0 (BOS V2) Application on the Work Effectiveness of Bhabinkamtibmas at the South Tangerang Police Department." The goal of this study is to investigate in detail how digital applications affect Bhabinkamtibmas' productivity at work. An analysis of Bhabinkamtibmas's usage of the digital application BOS V2 is another aspect of this study. However, the precise distinction between these two studies is found in the quantitative research methodology, which places greater emphasis on the relationship between variables. The research site, which is at the South Tangerang Police Department, is another distinction that is apparent.

To understand the differences in this research compared to previous studies, it is necessary to examine the similarities, differences, and other elements among those studies. This point requires the author's analysis to identify which aspects have not been explored by previous research and to take a different approach with a fresh and

engaging perspective in the realm of similar research.

In order to maintain authenticity and ensure that this research is conducted in accordance with the agreed legal principles, it is necessary to use concepts and theories that have been legitimized by experts, resulting in research findings that can be trusted and used to develop understanding in this study.

Effectiveness, derived from the word "effective" which means successful, refers to the extent to which an activity or action successfully achieves the previously set goals. In the context of an organization, effectiveness serves as a barometer of success in optimizing existing resources to achieve the outlined vision and mission. The effectiveness of something can be measured through several indicators such as goal achievement, integration, and adaptation during task execution.

A hypothesis called the technologies Acceptance Model (TAM) is used to forecast and explain how people will embrace and utilize new technologies. It is an information systems theory that aims to clarify how consumers comprehend and utilize information technology (Aldino, 2013). An organization's overall structure, particularly its human resources, will be impacted when new technology is introduced.

According to Davis (1989: 319-340), there are 5 (five) variables that constitute TAM, namely perceived usefulness, perceived ease of use, attitude toward behavior, behavioral intention, and behavior. To prove whether a technology is accepted or not, a benchmark is used through those 5 variables.

TAM focuses on two main variables that influence a person's willingness to use technology, namely, ease of use and usefulness. These two variables directly

affect the willingness to use technology. The higher the usefulness and ease of use, the greater the intention of someone to use the technology.

The police operational guidelines are a set of rules, procedures, and instructions that detail the implementation of police duties. This document serves as a reference for all police personnel in carrying out their daily duties, ensuring that police activities can be conducted in an orderly, effective, and accountable manner. This guideline covers various aspects, ranging from case handling, patrols, to crowd control. In this study, the Regulation of the Chief of the Indonesian National Police (Perkap) Number 7 of 2021 concerning Community Security and Order Supervisors, which is related to the topic raised by the author, is used.

III. RESEARCH METHOD

The qualitative method was chosen for this study because it is undoubtedly simpler and more useful to examine in detail how Bhabinkamtibmas use the BOS V2 program in their day-to-day work environment. Furthermore, a qualitative approach can offer a comprehensive knowledge of the ways in which the BOS V2 application affects bhabinkamtibmas' performance. Furthermore, a qualitative method would be more appropriate because the primary goal of this research is to gain a thorough understanding of how the BOS V2 application is utilized and what contributions may be made to performance development.

A qualitative approach can help identify the factors that hinder the application of BOS V2, such as technical issues, lack of training, or incompatibility with work culture. By understanding these hindering factors, strategies can certainly be developed to address all existing problems and improve the effectiveness of the BOS V2

application. From the perspective of performance impact, a qualitative approach also allows for a comprehensive assessment of all aspects of Bhabinkamtibmas performance, such as efficiency, accuracy, and coordination. Thus, by understanding the impact of the BOS V2 application on performance, the measurement of the success of improving Bhabinkamtibmas performance through this application can be carried out.

The type of research used in this study is a case study or field study. According to Denzin (1998), Ary (2002), and Drew (2005), field research is conducted to intensively study the environment, position, and conditions of a research unit as they are. The subjects of the research can be individuals, communities, or institutions. Although the research subjects are relatively small, the focus and area being studied are quite broad.

The excerpt suggests that case studies yield rich qualitative data, including narratives and in-depth descriptions, which enable a thorough comprehension of problems or occurrences. Additionally, field studies allow for the firsthand observation of elements like the actual work environment, the accessibility of technology infrastructure, and potential challenges when utilizing the application. Furthermore, case studies allow for the direct examination of additional elements like community dynamics, social structure, local setting, and customs.

The main focus of this research is to analyze the effectiveness of the BOS V2 application in improving the performance of Bhabinkamtibmas. Specifically, the focus of this research is to outline the extent of the impact of using the BOS V2 application on the performance of Bhabinkamtibmas, such as increased efficiency including task automation and faster access to information. Additionally, the improvement in data

accuracy includes standardization of data formats and minimization of input errors. Furthermore, the enhancement of coordination involves performance monitoring and information exchange between work units.

The research on the effectiveness of the Binmas Online System (BOS V2) application is located within the jurisdiction of the Cirebon City Police, specifically in Cirebon City, which has a diverse population and rapid growth. This growth is often accompanied by various social problems, such as crime, group conflicts, and other issues. Thus, in this context, the effectiveness of the BOS V2 application will be measured, which is expected to be a solution for improving the performance of Bhabinkamtibmas in addressing various issues.

The researcher uses both primary and secondary data to get information for this study design. Hasan (2002:82) defines primary data as information that is gathered or acquired firsthand in the field or by people who require it. Several primary data sources were used in this study, including field observations and interview recordings. When further explained, these primary data sources include important Cirebon City Police Department observations and interviews.

Methods for gathering research data from data sources, such as study subjects and samples, are known as data collection techniques. The methods of data collecting employed in this study—namely, observation, documenting, and interviewing—are tightly tied to the nature of the research being done. Additionally, the implementation is modified based on the type.

In this research, data collection techniques will be utilized using methods such as interviews, observations, and document studies. All forms of information

or data obtained will be sought from various different sources to avoid confusion and ensure clear confirmation. Based on this, it will certainly strengthen the accuracy and completeness of the data.

Qualitative data analysis methods were applied in this study. They are data reduction, data presentation, and conclusion making, according to Miles and Hubermann (2014).

1. Data Reduction selection process, choosing and sorting data so that the data in the field can be simplified. This process can take place throughout the research. Subsequently, the reduced data can be processed and presented in accordance with the reality on the ground.
2. Data Presentation According to Muhammad and Djaali (2005:97), data presentation is an arrangement of information that allows for the drawing of research conclusions. Through data presentation, researchers are able to formulate predictions, draw conclusions, and take actions to understand what is happening and what needs to be done based on the existing understanding.
3. Conclusion Making According to Miles and Huberman (2007:19), in this section, the researcher will begin to search for the meaning of objects, noting regularities, patterns, explanations, configurations that may indicate cause-and-effect sequences, and propositions from which conclusions can be drawn.

The process involved document examination, location observation, and gathering informant interview results. Since the data gathering process, it is necessary to document knowledge of the issues encountered, including regularities, question patterns, and setups that follow a cause-and-effect loop.

IV. RESEARCH RESULTS AND DISCUSSION

The study was carried out between September 13, 2024, and November 24, 2024, under the supervision of the Cirebon City Police. An overview of the Cirebon City region, the Cirebon City Police, the Cirebon City Police Community Guidance Unit, and the Binmas Online System application will all be covered in the explanation of the research emphasis. (BOS version 2). The purpose of the study is to determine whether the Binmas Online System V2 application's ability to affect Bhabinkamtibmas' performance at the Cirebon City Police can result in an improvement or, on the other hand, have the opposite effect. Thus, the purpose of this research is to examine the issues and identify suitable and efficient remedies so that Effective usage of the Binmas Online System V2 program can increase performance, particularly in the jurisdiction of the Cirebon City Police, which has a technologically sensitive community and a complicated population. Determining if the Binmas Online System V2 application, which Bhabinkamtibmas uses, is efficient and capable of improving Bhabinkamtibmas' performance is also crucial.

Polres Cirebon Kota is the main pillar of law enforcement and crime control for the entire jurisdiction of Polres Cirebon Kota. Polres Cirebon Kota has 9 Police Sectors as the executors of territorial duties with a jurisdiction covering 11 Sub-districts, 22 Villages, and 61 Villages. Among these, there are 6 sub-districts and 61 villages from the Cirebon City area that fall under the jurisdiction of Polres Cirebon Kota. All of these police personnel are distributed across various divisions, sections, units, and police precincts throughout the jurisdiction of Polres Cirebon Kota. The average allocation of personnel is 35 officers at each precinct,

who assist Polres Cirebon Kota in carrying out police duties on a daily basis. Here is the number of personnel per police precinct in the jurisdiction of Cirebon City Police :

The Binmas Unit of the Cirebon City Police is an implementing element of the main duties in the function of Community Development. The Binmas Unit of the Cirebon City Police, in carrying out its daily duties and functions, is led by a Head of the Binmas Unit (Kasat Binmas), assisted by the Head of the Operational Development Section (Kaur Bin Ops) in the operational field, and the Head of the Administration and Secretariat Section (Kaur Mintu) in the administrative field, as well as the Heads of Units in each unit, which consist of the Head of the Community Policing Development Unit (Kanit Bin Polmas), the Head of the Social Order Development Unit (Kanit Bin Tibsos), the Head of the Self-Security Development Unit (Kanit Bin Kamsa), and the Head of the Bhabinkamtibmas Development Unit (Kanit Bin Bhabinkamtibmas).

Based on the table, it can be seen that the number of personnel in the Binmas Unit of Cirebon City Police has not yet met the standards set by the Personnel Structure List (PSL), where the Binmas Unit of Cirebon Police should have 21 personnel and 3 ASN, but in reality, there is still a shortfall.

In carrying out its functions, the Binmas unit of the Cirebon City Police and its staff have several functions that are performed to prioritize the pre-emptive role of the police. In the implementation of the activities carried out, there is a reporting requirement that must be fulfilled by the members conducting the activities, specifically after the activities are completed. The reporting is made as a form of accountability to the leadership, as a means of supervision and evaluation material, as well as to convey information. In the Binmas

Unit of the Cirebon City Police, reporting activities are carried out routinely by Binmas Unit members who perform the activities. In addition to the previously mentioned Binmas members, the Binmas Unit of the Cirebon City Police also has Bhabinkamtibmas officers spread across all sub-districts and villages within the jurisdiction of the Cirebon City Police. These reports are accumulated and can be monitored directly by the Binmas Unit operators of the Cirebon City Police, either directly or through the Binmas Online System V2 application. The BOS V2 is a strategic step to enhance the effectiveness of police services. BOS V2 allows Bhabinkamtibmas to report activities in real-time, supporting more comprehensive and accurate data analysis. By utilizing artificial intelligence technology, the Indonesian National Police (Polri) can better predict potential threats to public security. BOS V2 is designed to equip Bhabinkamtibmas with effective tools in carrying out their duties, so they can be closer to the community and provide better service. This application was officially launched on May 5, 2021, and has been implemented at the Cirebon City Police Department.

The Effectiveness of the Binmas Online System Application (BOS V2) Bhabinkamtibmas plays a crucial role in maintaining security and public order at the sub-district and village levels. They are required to report all activities periodically to the Binmas Unit of the Cirebon City Police. However, there are no clear indicators to measure the qualitative effectiveness of Bhabinkamtibmas's performance. The use of the BOS V2 application requires each Bhabinkamtibmas to report at least five activities per day. Nevertheless, operational constraints such as server connection issues often hinder timely reporting. Interview results show that some Bhabinkamtibmas

experienced difficulties when using the application due to technical issues. This study aims to evaluate the extent to which the use of the BOS V2 application can improve the performance of Bhabinkamtibmas at the Cirebon City Police Resort by using the effectiveness theory from Siagian (2001) and the evaluation theory by Thoah. (2003). The effectiveness of the application in the National Police refers to the extent to which the use of information technology, especially applications, in supporting police duties can achieve the expected goals. These goals can vary, ranging from improving work efficiency and effectiveness, speeding up responses to public reports, to enhancing the quality of public services of the Bhabinkamtibmas.

The achievement of improving the performance of Bhabinkamtibmas through the BOS V2 application has not yet met the established goals. Based on observations and interviews, the number of reports from activities is still low compared to the standards set by the Kapolri Regulation Number 7 of 2021. Based on the applicable regulations, each month, 81

Bhabinkamtibmas personnel at the Cirebon City Police are required to submit a minimum of 243 to 405 reports through the BOS V2 application. However, based on the available data, the reporting through the BOS V2 application has not yet met the established standards. Bhabinkamtibmas is still facing obstacles in using the BOS V2 application, as these obstacles often delay reporting because they have to wait until the server is accessible again.

The integration between Bhabinkamtibmas and technology is still not optimal. Some personnel still do not fully understand how to use the BOS V2 application, even though training has been provided by Polda Jabar. Server connection issues also led some Bhabinkamtibmas to

prefer reporting activities manually through WhatsApp groups. The low level of competence among Bhabinkamtibmas personnel contributes to the suboptimal utilization of the BOS V2 application. Insufficient knowledge and skills cause them to often rely on experience and traditional approaches in solving community problems. Field observations indicate that although Bhabinkamtibmas personnel generally understand the steps that need to be taken, there are still deficiencies in the preparation and technical execution of information gathering in practice. This is evident from the suboptimal implementation of the stages outlined in the regulations. This research aims to evaluate the use of the Binmas Online System (BOS V2) application in improving the performance of Bhabinkamtibmas at the Cirebon City Police. This study uses the Technology Acceptance Model (TAM), which explains that technology acceptance is influenced by users' perceptions of usefulness and ease of use. Indicators of each variable will be used to measure the acceptance and effectiveness of BOS V2.

Perception of usefulness is an important factor that influences individuals to use new information systems. Research shows that Bhabinkamtibmas feel that the BOS V2 application helps improve work efficiency and the quality of public services. They are required to use BOS V2 in reporting their daily activities, which also serves to assess their performance. BOS V2 is designed to provide an overview of the productivity of members at each police precinct by setting daily report targets. Ease of use is also an important factor in the acceptance of the system. The interview results show that although many feel that BOS V2 simplifies the reporting process, there are various technical obstacles such as system disruptions and difficulties in data

entry. These issues have caused some members not to fully utilize BOS V2.

A positive attitude towards the use of the information system encourages members to actively use BOS V2. Bhabinkamtibmas showed a proactive attitude despite facing some technical obstacles. Although challenges remain, the level of acceptance of BOS V2 among Bhabinkamtibmas is quite good.

Interest is an important factor in the acceptance and use of information systems. The greater someone's interest, the higher the likelihood they will use the system. In the use of the BOS V2 application, the interest of Bhabinkamtibmas in using the application's features reflects their acceptance of the system. Interviews with Bhabinkamtibmas show that although there are no additional incentives, they remain motivated to perform their duties well, inspired by the dedication of their very own leaders in the field.

The motivation of Bhabinkamtibmas comes from their professional obligations and high discipline. Although showing commitment to the Polri modernization program, the effectiveness of using the BOS V2 application has not been optimal due to low reporting quality, lack of initiative, and ineffective sanction issues.

The usage behavior of the BOS V2 system is measured through quantitative data on access frequency. Although there is an obligation to submit reports every day, the compliance rate is still low due to technical issues and lack of motivation. The lack of follow-up from the leadership on the reports also reduces the motivation of Bhabinkamtibmas. Additionally, there is a pattern where they tend to report data en masse without paying attention to quality, driven by high workloads and lack of supervision.

V. CONCLUSION AND RECOMENDATION

This study concludes that the effectiveness of the Binmas Online System Version 2 (BOS V2) in improving Bhabinkamtibmas performance at the Cirebon City Police is still insufficient. The system has not consistently enhanced performance, as the number of reports submitted through BOS V2 falls short of the expected standards. Bhabinkamtibmas personnel face challenges such as a lack of knowledge and skills to fully utilize the technology, limiting their ability to address community issues effectively, although their attitudes and community interactions are commendable. Additionally, BOS V2 has not been successful due to limited technical

competence, connectivity issues, data inconsistencies, and insufficient follow-up on reports, which compromise data quality and the system's overall effectiveness.

To improve BOS V2's performance and Bhabinkamtibmas' effectiveness, recommendations include enhancing coordination and training through knowledge exchange, system upgrades by Baharkam Polri, improving user-friendliness, and ensuring data accuracy. Furthermore, the introduction of standardized reporting formats, data verification processes, better user support, and comprehensive manuals, along with re-verifying submitted reports to ensure accuracy, are essential for improving the system's functionality and the quality of services provided by Bhabinkamtibmas.

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