



The Importance of Open Communication Within Police Organizations

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Abstract

Introduction to The Problem: The purpose of this research is to understand the importance of open communication in police organizations, in order to create harmonious and conducive relationships between members and the community. **Purpose:** The purpose of this research is to understand the importance of open communication in police organizations, in order to create harmonious and conducive relationships between members and the community. **Design/methods/approach:** The method used is a qualitative method using literature study techniques by collecting and analyzing from various literatures such as books, journals, articles, and scientific works. The analysis process is carried out by categorizing and collecting information contained in the search results. The results collected were then categorized and analyzed to identify emerging themes and look for various patterns or similarities in the themes being discussed. **Findings:** The result is that openness in communication can create a transparent and trusting work atmosphere, ultimately avoiding misunderstandings, increasing motivation, and member loyalty. As well as building a sense of public trust that will have an impact on a good image of the National Police. **Research implications/limitations:** None **Originality/value:** In conclusion, effective and open communication is a key element in police organizations to achieve institutional goals and build harmonious relationships.

Keywords: Communication, Open communication, Organization, Police, Police organization

Introduction

The police are at the forefront of law enforcement, preceding prosecutors and judges. In carrying out their duties and authorities, the Indonesian National Police consistently act in accordance with the law and uphold religious norms, decency, propriety, and respect for human rights. The police must act impartially in social and political life. The communication of an

individual or an organization reflects their character, thus shaping their image. If they communicate well, their image will be positive, and if their communication is poor, their image will be negative as well.

The communication employed by a leader towards their subordinates utilizes downward communication, which serves the functions of direction, command, indoctrination, inspiration, and evaluation (Puspita, et al. 2015). Conversely, communication from subordinates to superiors/leaders utilizes upward communication. Communication from top to bottom follows a hierarchy of authority, flowing along the chain of command. The primary function of upward communication is to obtain information regarding the activities, decisions, and work performance of employees at lower levels (Masmuh in Puspita, et al. 2015).

According to De Vito (in Puspita, et al 2015), there are five aspects of interpersonal communication between superiors and subordinates, namely; (1) openness, subordinates have a desire to be open to their superiors and be responsible. (2) empathy, understanding each other's circumstances and feelings. (3) support, providing support and feedback on decisions taken. (4) positive attitude, creating good conditions and atmosphere. (5) equality, being able to understand other people's opinions.

The police, in their role as public servants, provide explanations to the community to encourage positive behavioral changes and foster harmonious and conducive relationships between both parties. One way to establish this relationship is through communication (Oedi et al., 2020).

Communication is a crucial asset in human society, both on a personal and organizational level. According to Harold D. Lasswell, the functions of communication include: (1) enabling individuals to control their environment, (2) facilitating adaptation to their surroundings, and (3) transmitting social heritage to future generations (Cangara 2007: 59).

In Law No. 14 of 2008 concerning Public Information Openness, this law pertains to the right of the public to obtain information. There are four types of public information that have been regulated. First, information that must be provided periodically includes financial reports, activities, and performance of relevant agencies. Second, mandatory information that is announced relates to the safety of many people, such as information about natural disasters, public order, disease outbreaks, and so on. Third, information that must be available at all times relates to public services. And fourth, information that is strict and limited or may not be disseminated because it relates to state security.

According to Panuju (2018), communication can run effectively if it pays attention to five aspects. First, clarity. In communication, clear and understandable language must be used so that it can be understood and accepted well by the communicant. Second, accuracy. This relates to the

use of language that is not long-winded and convoluted when conveying information so that this can make the communicant focus on everything that is conveyed and can directly influence their thinking. Appropriate gestures and facial expressions can also add to the success of communication. Third, context. This explains that the language and information conveyed must be in accordance with the situation and environment in which the communication takes place. Fourth, flow. The language and information to be conveyed must have a clear flow or systematics so that the communicant can receive information quickly and responsively. And fifth, culture. This must also be considered in the delivery of information.

Communication also aims to influence a person's behavior with the hope that the recipient will behave in accordance with what is expected by the information provider. By having the expectation of good communication, open communication is needed. Open communication is transparent, not hiding anything from others. The police organization, for one, must have open communication with its fellow members to avoid misunderstandings in carrying out their duties, as well as with the public in providing information.

There is a problem that occurs in everyday life in the Nias City Police, namely young police officers having difficulty in carrying out tasks assigned by their superiors. They often experience confusion in carrying out the duties and responsibilities given and make mistakes due to the lack of good communication between superiors and subordinates. This results in the performance of young police officers not being optimal, so they often fail to achieve their goals. Sometimes, young police officers experience difficulties in carrying out their duties also because of the lack of cooperation between subordinates and superiors. Therefore, this problem requires research to find out the relationship between inspector-subordinate communication and the work performance of young police officers in Nias City. In this problem, the data concludes that open communication within the police organization is important. Open communication allows superiors and subordinates to share information and ideas effectively, thereby improving the performance of young police officers. Through open communication in everyday life, young police officers better understand the goals of their superiors and the needs of the community, thereby increasing their ability to carry out their duties and responsibilities. Open communication also helps reduce misinformation that is often caused by poor communication between superiors and subordinates. Therefore, open communication within the police organization is very important to improve the performance of young police officers and improve the image of the police in the eyes of the community.

The purpose of this study is to understand the importance of open communication in the police organization, in order to create harmonious and conducive relationships between members

and the community.

Methods

This research employs a qualitative methodology utilizing a literature review approach. Data collection involves analysis and examination of various literary sources, including books, journals, scholarly articles, and relevant internet resources pertaining to open communication within police organizations. Mulyana (2008) describes qualitative research as a research method that employs scientific techniques to uncover a phenomenon by comprehensively describing data and facts through words in relation to the research subject.

The analysis process involves categorizing and compiling information obtained from search results. The collected results are then categorized and analyzed to identify emerging themes and to seek patterns or similarities within the discussed themes. The researcher gains insights from the analysis results and processes them to draw conclusions relevant to the journal title.

Result

Open communication is characterized by clear and direct interaction, where individuals can express their opinions, feelings, and ideas without fear of judgment. This fosters an environment of transparency and eliminates hidden agendas.

Research suggests that families who cultivate open communication patterns experience greater control and stability (Asmaya, 2007). Similarly, police organizations that implement open communication practices, both among members and with superiors, tend to function more effectively.

One factor influencing open communication between leaders and subordinates is group size. The Traffic Directorate, with its nine sections and hundreds of members, presents challenges for face-to-face communication between superiors and all subordinates. Devito (1997:62) notes that self-disclosure is influenced by factors such as liking, reciprocity norms, personality, gender, topic, and group size. Larger groups tend to inhibit self-disclosure.

Open communication allows members to express their feelings about their work freely. This mutual understanding fosters camaraderie and strengthens bonds within the organization. Understanding each other's perspectives facilitates conflict resolution and the development of mutually beneficial solutions.

Open and clear communication aids the police force in carrying out its duties by facilitating task completion and minimizing misunderstandings. Enhanced cooperation, resulting from open communication, lightens workloads and improves overall police performance. Therefore, open

communication is crucial within police organizations and in everyday life.

Discussion

Communication is one of the foundations for an organization to function, and communication is very important in organizing. According to Rahmanto (2004), there are several roles of communication in an organization, namely: (1) Communication in the company as a central point, (2) In every communication process, human relations are a process that involves personality, attitudes and behavior that occur in the people involved, (3) The organization carries out two-way persuasive communication in all fields of activity with the aim of providing work motivation, responsibility and productivity, (4) Based on this understanding, it can be seen that two-way communication in an organization is a process of integration between humans that is humane and leads to inner and outer feelings.

Communication plays a very important role for the police in socializing to the public to be more careful when driving, especially the Traffic Police who interact directly with the community. In this case, fostering and organizing traffic functions that include public education.

The effectiveness of dialogic patrols can be hampered by a lack of coordination between the police and community participation in disseminating information. To effectively convey messages to the audience, communication strategies are very important. This involves a structured plan to ensure that messages are relevant, interesting, and in line with the desired goals.

Communication is an important factor for the Indonesian National Police (Polri) in conveying information to the public about police duties and maintaining partnerships with the media. Although Polri is not yet immune to the expansion of press freedom, the public needs information regarding Polri's performance.

Open communication is defined as a process of information exchange between individuals, marked by transparency and the absence of fear, facilitating the exchange of opinions and ideas.

Joseph A. Devito outlines five fundamental elements of effective interpersonal communication: openness, empathy, support, positivity, and balance (Thoha, 2016:190-194).

Interpersonal communication within a police organization serves multiple functions beyond conveying messages from superiors to subordinates. It allows members to understand each other's personalities and characters, gain self-awareness through others' perceptions, and build and maintain relationships. It also influences attitudes and behaviors, both individually and collectively.

To achieve its communication goals, a police organization requires openness and trust from its members towards their leaders. This openness must be inclusive and transcend hierarchies, contributing significantly to the organization's ability to fulfill its vision and mission.

Leaders must serve as role models by demonstrating openness towards their subordinates. Understanding and listening to their perspectives fosters motivation and loyalty. Setiadi et al. (2016) highlight that communication between leaders and workers creates a trusting work environment that encourages commitment.

Conclusion

Effective and open communication is a key element within police organizations to achieve institutional goals and build harmonious relationships. The police force must operate based on legal principles, religious norms, and human rights, with clear and transparent communication to avoid misunderstandings. A good communication strategy involves the use of appropriate language, structured flow, and suitable context, all of which will help influence public behavior and increase public awareness of the duties and functions of the police.

Furthermore, open leadership that listens to the perspectives of its members plays a crucial role in creating a work environment filled with trust and motivation. Openness in communication between leaders and members can enhance employee loyalty and commitment, which ultimately supports the operational effectiveness of the organization. Open communication not only prevents misunderstandings but also strengthens interpersonal relationships, enabling the police to carry out their duties more efficiently and responsively to the needs of the community.

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