

Problem-Solving Approach By BHABINKAMTIBMAS In Mediation Of Household Problems In Mulyosari Village

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DOI : [https://doi.org/ 10.29313/shjih.v21i1.11743](https://doi.org/10.29313/shjih.v21i1.11743)

Submitted : April 2023

Accepted : November 2023

Published : December 2023

ABSTRACT

This article analyses the success of *Bhabinkamtibmas*' role in carrying out *Problem-solving* efforts in mediating household problems. The purpose of writing this article is to discuss the *Bhabinkamtibmas problem-solving* technique in mediating household problems. It also reveals the obstacles that occur in *Problem-solving* techniques when mediating household problems. This type of research is field research, namely a kind of field research, which is carried out in sub-districts of Mulyosari West Metro District, Metro City. The field research was analyzed qualitatively. This research approach was analyzed using a case study approach. The results of the research are *Problem-solving* for *Bhabinkamtibmas* in mediating household problems, which was taken by Aibda Ali Iqbal by taking several steps, including identifying the Problem, looking for several alternative solutions, choosing the best solution, implementing the agreed resolution, the result of the mediation was that both parties took a peaceful path. Meanwhile, the obstacle in mediation is the firm determination of the husband and wife to want to divorce. Apart from that, disputing parties often give up quickly when the mediation process is carried out.

Keywords: *Problem-Solving, Bhabinkamtibmas, Social Media, Household*

ABSTRAK

Artikel ini menganalisis tentang keberhasilan Peran Bhabinkamtibmas dalam melakukan upaya problem solving dalam memediasi permasalahan rumah tangga. Tujuan penulisan artikel ini adalah tehnik problem solving Bhabinkamtibmas dalam memediasi permasalahan rumah tangga. Selain itu, untuk mengungkap kendala yang terjadi dalam tehnik problem solving ketika memediasi permasalahan rumah tangga. Jenis penelitian ini adalah fiel research, yaitu jenis penelitian lapangan, yang dilakukan di Kelurahan Mulyosari Kecamatan Metro Barat Kota Metro. Penelitian fiel research tersebut dianalisis secara kualitatif. Pendekatan penelitian ini dianalisis dengan menggunakan pendekatan studi kasus. Hasil penelitiannya adalah problem solving Bhabinkamtibmas dalam memediasi permasalahan rumah tangga yang ditempuh oleh Aibda Ali Iqbal dengan melakukan beberapa langkah, diantaranya mengidentifikasi masalah, mencari beberapa solusi alternatif, memilih solusi terbaik, menerapkan solusi yang telah disepakati, hasil dari mediasi adalah kedua belah pihak mengambil jalur damai. Sedangkan hambatan dalam melakukan mediasi adalah tekad yang bulat dari pasangan suami isteri tetap ingin bercerai. Selain itu, pihak bersengketa acapkali cepat menyerah saat proses mediasi dilakukan.

Kata Kunci: *Problem Solving, Bhabinkamtibmas, Mediasi, Rumah Tangga*

A. INTRODUCTION

Bhabinkamtibmas is a member of the police who is appointed as a supervisor of security and public order. *Bhabinkamtibmas* activities aim to realize a stable and dynamic social security situation to secure and make national development successful. Meanwhile, what is meant by *kamtibmas* is a dynamic condition of society that is characterized by ensuring order, upholding the law, and maintaining peace. It also contains the ability to foster and develop the potential and strength of society in warding off, preventing, and overcoming all forms of law violations and other disturbing disturbances. Therefore, community is one of the prerequisites for implementing the national development process.¹

Bhabinkamtibmas can also mediate with the community, especially in household matters. The role of *Bhabinkamtibmas* is one factor that significantly influences the success of mediating household problems. Through the mediation efforts and strategies carried out by *Bhabinkamtibmas*, household problems can be resolved. This research found that *Bhabinkamtibmas* successfully mediated household conflicts in the sub-district Mulyosari West Metro District, Metro City. During observations, several family problems were found, including domestic violence, household disharmony caused by economic factors, and family problems caused by infidelity. From several household problems, the husband and wife initially agreed to take legal action, namely divorce. However, after *Bhabinkamtibmas* carried out mediation, these family problems could be resolved without going to court.²

The household problems handled by *Bhabinkamtibmas* are carried out using *Problem-solving* approach techniques. *Problem-solving* is the ability to analyze issues and find effective solutions to solve these problems.³ The *Problem-solving*

¹Chintiya Ayu Azhari, "Strategi Mengenal Khalayak Bhabinkamtibmas (Bhayangkara Pembinaan Keamanan dan Ketertiban Masyarakat) Polsekta Samarinda Utara dalam Membangun Kemitraan dengan," *E-Journal Ilmu Komunikasi*, 6.1 (2018), pp. 128–42.

²Observation results in the sub-district Mulyosari West Metro District, Metro City on December 11, 2022

³Meliana Sari, *Pendekatan Problem Solving dalam Rumah Tangga*, (Pena Press, Jakarta: 2021), p. 43.

approach applied by *Bhabinkamtibmas* in solving every social situation, especially in the sub-district Mulyosari West Metro District, Metro City, is the target area. In mediation with people facing household problems, *Bhabinkamtibmas* positions itself as a mediator or facilitator. This can be seen from the initial offer given to the parties, whether they want to process it according to legal provisions or resolve it by deliberation to reach a reasonable and beneficial agreement for all parties. *Bhabinkamtibmas* appealed to both parties to fix the problem through consideration and make a statement to make peace and not hold each other in revenge for this incident.

Bhabinkamtibmas does not impose the will of either party and is ready to accompany the victims or complainants to file a police report at the West Metro Police Sector Office. In this case, *Babinkamtibmas* is a mediator and facilitator in implementing community policing. However, in handling mediation, *Bhabinkamtibmas* still provides advice so that they can make peace and not take legal steps. In the *Problem-Solving* activity, *Bhabinkamtibmas* advised and appealed to *Kamtibmas* about the importance of living in harmony, peace, tolerance, and partnership. With this *Problem-solving* activity, the problem can be mediated and resolved through joint deliberation between the two parties.

There are reasons why this research is important to carry out. Firstly, not only all household problems must be resolved through justice. In this case, mediation needs to be prioritized. Therefore, *Bhabinkamtibmas* in the Subdistrict Mulyosari West Metro District, Metro City, offers a successful mediation technique. With the success of this mediation, it can become an example for other *Bhabinkamtibmas* so that they can accompany the community in solving community problems, especially households, by prioritizing peace and being able to provide the best solutions. Second, considering society's high divorce rate, *Bhabinkamtibmas* not only focuses on security issues but can also be a solution for the community in reconciling parties, especially domestic matters.

Several studies related to this research have been found, including research by Albertus Wahyurudhanto entitled "*Analysis of Early Detection Capabilities by*

Bhabinkamtibmas...".⁴This research discusses the role of *Bhabinkamtibmas* in detecting and anticipating crime in society. Other research, conducted by Kamaruddin with the title "*Mediation in the View of Progressive Law*,"⁵ explains that mediation in a progressive legal view is an exchange process in dealing with a problem, where a particular group or outsider does not support one party and works together with the group asking to seek agreement to end the Problem. In the case of Ferdian research, *The Role of Bhabinkamtibmas in Mediating Domestic Problems*,⁶ this research reveals that *Bhabinkamtibmas*' strategies in resolving household problems include being attractive, direct communication, being friendly and polite, building trust between the parties in dispute, showing sympathy and empathy, affirmation of the mediator as *Hakam* getting to know the parties (Target), compiling messages, determining methods, applying Caucus theory, showing high patience, making a letter of agreement (Deed). The difference between this research and the research above is that this research aims to find out *Bhabinkamtibmas*' *problem-solving techniques* in mediating household problems and the obstacles that occur in *Problem-solving* techniques when mediating household problems. *The novelty* of this research is the role of *Bhabinkamtibmas* in mediating household problems.

B. RESEARCH METHODS

This type of research is *field research*, namely the kind of field research that is carried out in sub-districts of Mulyosari West Metro District, Metro City. The *field* research was analyzed using qualitative research analysis. This qualitative research explores *Bhabinkamtibmas*' *problem-solving* techniques in mediating household problems. It also reveals the obstacles that occur in *Problem-solving*

⁴ Albertus Wahyurudhanto, 2018, "*Analisis Kemampuan Deteksi Dini oleh Bhabinkamtibmas dalam Implementasi Polmas sebagai Penguatan Program Satu Polisi Satu Desa*", p. 263.

⁵ Kamaruddin, "*Mediasi Dalam Pandangan Hukum Progresif Suatu Alternatif Penyelesaian Konflik Keluarga*". IAIN Kendari, 2018.

⁶ Edo Ferdian, Peran Bhabinkamtibmas dalam Memediasi Permasalahan Rumah Tangga (Studi Kasus di Desa Persil Raya Kecamatan Seruyan Hilir Kabupaten Seruyan), dalam *Tesis*, Program Pascasarjana Institut Agama Islam Negeri Palangka Raya Prodi Magister Hukum Keluarga 1442 H/2021 M, p. v

techniques when mediating household problems. This research approach was analyzed using a case study approach. The case was a household case, namely a husband and wife couple who experienced domestic conflicts, such as harmony, quarrels due to economic factors, and infidelity. This case study was analyzed qualitatively using mediation theory. To obtain data appropriate to the research problem, data collection techniques are through observation, interviews, and documentation.

C. ANALYSIS AND DISCUSSION

1. *Bhabinkamtibmas Problem-Solving Techniques in Mediation of Household Problems*

Mediation is resolving debates or differences in assessment through methods determined in deliberation, namely particular settlements outside of court through consensus deliberation.⁷ The legal basis for mediation is also contained in Law No. 30 of 1999 concerning Arbitration and Alternative Dispute Resolution. It is stated that if a dispute or difference of opinion cannot be resolved after a direct meeting between the parties (negotiations) within 14 days, then with a written agreement from the parties, the dispute or difference of opinion is resolved through the assistance of one or more expert advisors or also through one mediator.⁸

The purpose of mediation in family problems is to handle issues that arise in the family by changing the thinking of both players and finding the best answer to a problem. So that it can create a harmonious and cheerful family, the application of mediation is a normal litigation process to bridge the interests between parties as a "win-win solution," so the vision and mission of Mediation must not contextually be on the path of a one-sided mindset and harm the sense of justice. For example,

⁷ Sudikno Mertokusumo. *Mengenal Hukum Suatu Pengantar*. (Yogyakarta: Liberti. 1999), p.76.

⁸ Maskur Hidayat, *Strategi dan Taktik Mediasi Berdasarkan PERMA No. 1 Tahun 2016 tentang Prosedur Mediasi di Pengadilan*, Jakarta : Kencana, 2016, p. 54.

in cases of divorce that contain domestic violence, infidelity, economic shocks in the household, control of joint property, and struggles over child custody (so here, mediation is essential and plays a comprehensive role, not partial).

Disputes that occur in the household in Islam are called the term *shiqaq*. The meaning of the word *syiqaq* is crack, which means a breakdown in the relationship in marriage. Several factors cause this, be it economic problems, maturity, and the knowledge the husband or wife possesses.⁹ However, all issues should be resolved amicably and by deliberation. This is the first step that can be taken before deciding to divorce in court. This resolution using a family approach is called a mediation effort, which *Bhabinkamtibmas* carry out.

Bhabinkamtibmas is the spearhead of the police in the region. Its role and duties cannot be underestimated, considering its obligation to always be present in the community and help solve problems experienced by its residents. *Problem-solving*, in decision-making, is a mental process often referred to as a cognitive process [thinking process], which is carried out to change the situation towards the desired goal. Recognize existing problems. Identify existing options. Identify the best solution.

Bhabinkamtibmas does this on behalf of Aibda Ali Iqbal, who solves problems among the residents he supports. There are several steps that Aibda Ali Iqbal carried out in solution *problem-solving* in mediating the household problems of its citizens, which are explained as follows:

1. Identify household problems (*define the Problem*).
2. Look for an alternative solution or solution to household problems (*brainstorming*)
3. Choosing the best solution
4. Implement choice solution

problem-solving methods as above, Aibda Ali Iqbal took strategic steps to create peaceful harmony among his residents in building a household. These include

⁹ Ahmad Azhar Basyir, *Hukum Perkawinan Islam*, cet.ke-9 (Yogyakarta: UII Press, 1999), p. 88

listening to the parties' complaints and explaining the situation of the case being experienced. The topic being shared is defined clearly so that the parties, including Aibda Ali Iqbal, can understand the background to the emergence of the problems encountered by the divorced husband and wife.

Bhabinkamtibmas Aibda Ali Iqbal carried out the problem-solving method in the hope that the case could be resolved amicably by looking for the causes and reasons for JM's intention to leave, I. said Napoleon. *Bhabinkamtibmas*, in opening *problem-solving* activities, enlightened married couples that family conflicts can lead to domestic violence and have legal consequences. Aibda Ali Iqbal added that all of this could be prevented by starting to build family harmony.

Based on Aibda's interview, Ali Iqbal said that every Problem should be resolved through deliberation to realize harmony. To create a harmonious family, there must be an attitude of mutual love between life partners.¹⁰

Another step taken was *Problem-solving* taken by Aibda Ali Iqbal in resolving the problems of residents in Mulyojati, West Metro District, by inviting sub-district officials and calling both parties and the conflicting families. With this mediation, both parties agreed to be peaceful, and the Problem was resolved amicably and the families of both parties also agreed and thanked *Bhabinkamtibmas*. At the end of this mediation, *Bhabinkamtibmas* made a statement letter signed by both parties. They apologized to each other and promised not to repeat it again and not to hold each other's grudges for what had happened. While resolving this Problem, Aibda Ali Iqbal gave advice and appeals to the security and social services regarding the importance of living in harmony, peace, and tolerance, without hostility between communities. He invited both parties to maintain security and order.

2. Obstacles to *Problem-Solving Techniques* When Mediating Household Problems

¹⁰Interview with Aibda Ali Iqbal, 06 February 2023

Aibda Ali Iqbal faces several obstacles or obstacles in making efforts to mediate household problems. The barriers experienced can trigger mediation failure. Based on the research results, not all mediation processes walk smoothly. There are times when the second split party's difficulty finding points bright and abundant ended in ' *deadlock*. ' The obstacle is the firm determination of the husband and wife to want still to divorce. Apart from that, disputing parties often give up quickly when the mediation process is carried out. Thus, the negotiation process was not optimal because they thought of ending the mediation process immediately and taking this case to court.

Aibda Ali Iqbal said frequent mistakes, party disputes, and the finish problem, especially family problems, pass by track. Mediation is a procrastinated effort, peace that. As a result, conflicts are experienced, and both are quaint because both are late in dispute without faith To straighten out the circumstances again. Aibda Ali Iqbal said, " This process took more beginning before circumstances become like that's a possibility they hope case That finished . So they are enter mediation rather late, so Already Enough rusty".¹¹

According to him, the longer the matter is resolved, the more difficulties are faced _ The mediator also increases help by looking for point meetings. That added Again with the parties' egos running high along walking time. On the other hand, if the case assumes something as big as seed corn, Already effort mediation, it is not difficult for mediators to help find a point meeting. Other possible conditions can trigger failure in mediation because party disputes often quickly give up during the mediation process. So, the negotiation process was done at No maximum because they had thoughts. For finishing the mediation process immediately and bringing the case to other paths, for example, court.

The obstacle that often occurs is the emotional nature of the parties, who insist on continuing to pursue divorce. "The emotional level of the parties was very high, which resulted in them giving up quickly. Here, the negotiations are too fast, not painstaking." Aibda Ali Iqbal tried to ensure that the problem for which he asked

¹¹Interview with Aibda Ali Iqbal, 06 February 2023

for help was resolved entirely. Methods and strategies that are usually used such as 'cool the atmosphere,' 'improve the flow of communication,' 'help create and develop options,' 'anticipate deadlock,' 'create doubt,' and 'lower expectations that are too high' are tried to be applied.¹²

Quoting Artha Suhanga, the education of the disputing parties greatly influences the mediation process for family problems. Most parties to the dispute only had high school, middle school, and even elementary school education who don't go to school. The low level of education will hinder the mediation process.¹³

However, returning to the mediation principle, everything to reach an agreement is left to the parties. Aibda Ali Iqbal, as a mediator, is ethically prohibited from interfering too deeply, let alone carrying out actions such as 'pressuring' the parties. It should be noted that the essence of the mediator's role is to build empathy between the parties, creating a conducive atmosphere for negotiating with the expectation of reaching an agreement.

In the middle of the process, Aibda Ali Iqbal, as a mediator, carried out a process called meeting separated throughout required. Times are meeting separated. The mediator requests that and sometimes also requests by the parties if required. The mediator usually meets with the party in meetings because there is what you want to be delivered. However, they do not want to be heard by the party other. Meanwhile, if you ask the mediator, usually because the mediator sees the situation As not conducive because the parties Are too emotion-tall Because the bid stalled bidding. _

D. CONCLUSION

They are *problem-solving* in mediating household problems, which was taken by Aibda Ali Iqbal in solving the problems of his residents in Mulyojati, West

¹² Interview with Aibda Ali Iqbal, 07 February 2023

¹³ Artha Suhanga, Anthony Wibowo, Agus Rianto, "Faktor-Faktor Penghambat Keberhasilan Mediasi Perceraian di Pengadilan Agama Karanganyar", dalam Jurnal Ilmu Hukum, Vol. I No. II, 2023, p 7.

Metro District, by taking several steps, including identifying the Problem, looking for several alternative solutions, choosing the best solution, implementing the agreed solution. In the process, the mediator invites sub-district officials and summons both parties and the conflicting families. With this mediation, both parties agreed to be peaceful, and the Problem was resolved amicably and the families of both parties also agreed and thanked *Bhabinkamtibmas*. At the end of this mediation, *Bhabinkamtibmas* made a statement letter signed by both parties. They apologized to each other and promised not to repeat it again and not to hold each other's grudges for what had happened. Meanwhile, the obstacle in mediation is the firm determination of the husband and wife to want to divorce. Apart from that, disputing parties often give up quickly when the mediation process is carried out. Thus, the negotiation process was not optimal because they thought of ending the mediation process immediately and taking this case to court. Apart from that, another obstacle is family problems that have not been resolved for a long time. The longer the issue is resolved, the more difficulties are faced. For help, look-for-point meetings are also increasingly heavy. Again, the parties' heightened egos also become an obstacle in mediation.

Suggestion: Medium education is needed for *Bhabinkamtibmas*. Adequate education and training are essential to master cases so that in mediating all community problems, especially household problems, *Bhabinkamtibmas* has trained techniques. Thus, in community mediation efforts, disputes can end in peaceful steps.

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