

The Impact of Implementing Investigative Certification at the Directorate of General Crime Actions of Criminal Investigation Agency Indonesia National Police

Original Article

Ajeng Nuranisha Pratiwi^{1*}, Surya Nita², Vita Mayastinasari³

¹⁻³School of Strategic and Global Studies, Universitas Indonesia, Indonesia

Email: 1) Ajengnuranisha05@gmail.com

Received : 17 November - 2024

Accepted : 20 December - 2024

Published online : 25 December - 2024

Abstract

The aim of this research is to analyze the implementation of investigator certification in the Directorate of General Crimes at Bareskrim Polri and to analyze the impact of investigator certification on competence and performance in this Directorate. This research uses a qualitative research method, with Total Quality Management theory as the analytical framework. The results of the study show that the implementation of investigator certification in the Directorate of General Crimes at Bareskrim Polri aims to improve the technical, ethical, and legal competence of investigators in law enforcement, including handling complex cases such as cybercrime and corruption. The certification process includes special training, competency assessment, and the awarding of certificates after evaluations involving case simulations, written exams, and interviews. This certification significantly impacts the improvement of investigators' technical skills, legal knowledge, and analytical abilities, as well as helping to reduce administrative errors and increase the speed and quality of investigations. However, challenges such as uneven training and delays in issuing certificates can slow down law enforcement and hinder the equitable distribution of competence. Therefore, to maximize the impact, improvements in the certification process, budget allocation, continuous evaluation of training modules, and ensuring equal distribution of training are needed so that investigators have the necessary competencies, which in turn supports professional, transparent, and fair law enforcement.

Keywords: Investigator Certification, Competence Development, Law Enforcement Performance, Training Evaluation, Bareskrim Polri, Total Quality Management, Criminal Investigation.

1. Introduction

Improvements Legal development is an effort to create a better and more conducive legal order. This process is essential for national growth and must be executed synergistically with other sectors, necessitating continuity. The National Police serves a pivotal function as a law enforcement institution, particularly in guaranteeing equitable and efficient law enforcement. An essential factor to consider is enhancing the professionalism of general investigators (Gustiana et al., 2022).

The certification of National Police general investigators in professionalism is becoming increasingly pertinent to address complicated legal difficulties (Nurwicaksono et al., 2023). This accreditation seeks to guarantee that investigators have the knowledge and expertise to manage cases involving cybercrime and corruption. Investigators can enhance their technical competencies and professional ethics through a stringent certification procedure, enabling them to conduct investigations with precision and impartiality. Certification enhances public



Copyright: © 2024 by the authors.

This is an open access article distributed under the terms and conditions of the CC BY 4.0.

faith in law enforcement, as it assures the public that cases are managed by qualified personnel (Rahardjo, 2021).

The development of the National Police's personnel resources, particularly investigators, is essential in addressing contemporary legal difficulties. This initiative encompasses ongoing training, education, and the establishment of a robust evaluation system. Training programs must be tailored to address the distinct requirements of investigators, encompassing current technological competencies and evolving legal acumen. A mentorship method from older researchers is essential for imparting experience and expediting adaptation to change. A comprehensive evaluation is required to assess training efficacy and identify areas for enhancement (Purnawati et al., 2022).

The National Police, as a public institution, has to ensure that its personnel get ongoing training and certification in accordance with the most recent advancements. Effective training enables Polri members to comprehend and execute policies more proficiently, while certification ensures expertise in accordance with service standards. Certification includes technical, ethical, and compliance assessments, guaranteeing that Polri members operate with professionalism and transparency. This measure enhances public confidence and the professionalism of the National Police in delivering public services (Nurniah et al., 2018).

However, the Directorate of General Crimes, Bareskrim Polri, tends to have challenges concerning the recruitment and advancement of investigators. Numerous jobs remain unoccupied, individuals lack designated roles, and many investigators have not obtained the necessary training or certification. This shortcoming may impede the management of intricate cases. Consequently, definitive measures are required to address this issue to enhance the efficacy of law enforcement and the professionalism of National Police investigators (Sofwan & Rahayu, 2022).

According to data from the Human Resources Department of Bareskrim Polri in 2024, a number of problems were found related to the availability and development of personnel at the Directorate of General Crimes at Bareskrim Polri. There are 4 unfilled positions and 62 personnel without permanent positions, reflecting an imbalance in the allocation of duties and responsibilities. Furthermore, 123 investigators have not completed the necessary training and certification, including 77 investigators who have not participated in Dikbang Serse. The deficiency in staffing educational and training roles may diminish the efficacy of certification and the caliber of investigators.

A further issue is the postponement in certification, since 25 personnel who have completed the examination are still awaiting the delivery of their certificates. The unequal distribution of training among sub-directorates intensifies the issue, resulting in certain sub-directorates possessing a greater number of uncertified investigators than others. This underscores the necessity for enhancements in the execution of certification to guarantee optimal advancement in the quality of investigators. This situation highlights the necessity for prompt measures to rectify shortcomings in training, certification, and the fulfillment of unfilled roles. Priority should be assigned to enhanced training and more strategic management of human resources to guarantee that investigators possess sufficient competence and abilities. This methodology is essential to uphold the professionalism of investigators in managing increasingly intricate legal situations (Sania, 2024).

Enhancing the proficiency of Polri investigators necessitates a comprehensive evaluation of the certification program. A program developed from a thorough needs analysis will guarantee that training is pertinent to the investigator's responsibilities. Assessment and critique from prior training and certification can be utilized to discern strengths and deficiencies, enabling more effective adjustments to training materials and methodologies.

This method facilitates the creation of tailored training modules that cater to the requirements of each subdirectorate and individual researcher. A organized, analysis-driven certification program can enhance investigators' competency, equipping them to tackle more intricate legal difficulties and bolstering professional law enforcement (Sofwan & Rahayu, 2022).

Given the influence of inadequate training and certification on investigator performance, thorough study is required to assess the efficacy of current certification schemes. This research should concentrate on pinpointing deficiencies in training and certification while offering recommendations for enhancing these programs to foster the advancement of superior INP investigators. This study aims to analyze the implementation of Investigator Certification at the Directorate of General Criminal Investigation of the Indonesian National Police and to examine the impact of this certification on the competence and performance of investigators within that Directorate. Through this approach, it is anticipated that a comprehensive overview of the certification implementation and its effects on enhancing the professionalism of investigators will be provided.

2. Literature Review

2.1. Theory Total Quality Management (TQM)

Total Quality Management (TQM) is a strategic approach essential for firms to succeed in the competitive global market. Total Quality Management (TQM) is characterized as an all-encompassing strategy that integrates all facets of management, organizational components, and personnel, with the primary objective of enhancing quality, collaboration, productivity, and customer satisfaction. In a competitive business landscape, Total Quality Management (TQM) serves as a crucial basis for success, as quality significantly influences the attainment of organizational objectives. This approach encompasses all organizational tiers, from senior management to operational activities, guaranteeing that the products and services delivered meet or surpass expectations (Aziz, 2019).

Total Quality Management (TQM) represents a fundamental component of organizational quality management, designed to deliver superior products that surpass consumer expectations. Additionally, this strategy aims to enhance competitiveness, efficiency, adaptability, and coherence within the business. TQM employs a holistic strategy that encompasses the development of operational, training, and managerial functions tailored to address changes necessitated by customer satisfaction, enhanced organizational performance, and expedited service delivery. TQM underscores the significance of an organizational culture that prioritizes customer satisfaction and involves all people in the quality control initiative (Ramlawati, 2020: 33).

Total Quality Management encompasses components such as quality inspection, quality control, and quality assurance, all of which contribute to a holistic business strategy. Many firms strive to enhance quality as a value-added feature of their products. This approach guarantees that each individual, process, and task inside the business efficiently contributes to producing output that adheres to standards, is punctual, and is devoid of defects. This approach diverges from conventional systems that just assign quality responsibility to the Quality Control Department. TQM is proactive, engages all employees, and seeks to enhance competitiveness and long-term profitability (Aziz, 2019).

According to Ramlawati (2020), TQM implementation can be carried out through three main elements, namely:

- 1) Focus on Consumers

All procedures are aimed at fulfilling consumer wants, desires, and expectations. In this context, consumers encompass external customers (purchasers of products/services) and internal customers (individuals or departments within the firm).

2) Comprehensive Participation

All members of the organization, from leadership to operational personnel, are constantly engaged in endeavors to attain optimal quality. This involvement connects human resources to defined quality objectives, guaranteeing ongoing enhancements in productivity and quality.

3) Continuous Improvement

Organizations are directed to achieve perfection through continuous improvement efforts. This includes the "zero defect" standard as proposed by Philip Crosby (1982). Improvements are made in stages or through major innovations, with control mechanisms to ensure quality stability.

The TQM technique can be utilized to assess the effects of instituting investigator certification at the Directorate of General Crimes, Bareskrim Polri. The TQM approach involves three dimensions:

1) Focus on Consumers

An assessment is conducted to see how certification fulfills the requirements and expectations of investigators (internal clients) and the public (external clients), encompassing enhancements in service quality and public satisfaction.

2) Comprehensive Improvement

Engaging all stakeholders, including investigators and leaders, to collaborate in the implementation of new standards, ensuring the certification process is executed effectively and backed by pertinent policies.

3) Continuous Improvement

Assess the level to which certification regularly enhances investigator performance, alongside the implementation of monitoring and quality control procedures to sustain and elevate quality periodically.

The TQM approach allows for a full assessment of the effects of investigator certification on enhancing competency, performance, and stakeholder satisfaction.

3. Methods

The research methodology employed is qualitative research. The selection of this qualitative research method was driven by the researcher's intention to convey the findings to multiple stakeholders. Qualitative research enables researchers to examine the qualitative and legal dimensions of the phenomenon being investigated, specifically concerning the implementation of investigator certification at the Directorate of General Crimes, Bareskrim Polri. This methodology enables researchers to gather data from multiple sources, including interviews with stakeholders, direct observation, and document analysis, all of which enhance a thorough comprehension of the subject matter being investigated (Ambarwati, 2022).

The study methodology applied is exploratory. This study seeks to thoroughly examine the execution of investigator certification at the Directorate of General Crimes, Bareskrim Polri. This research adopts an exploratory strategy to discover and comprehend issues pertaining to the implementation of investigator certification at the Directorate of General Crimes, Bareskrim Polri, while also examining the backdrop and associated dynamics. This

method enables academics to devise techniques for enhancing the execution of investigator certification at the Directorate of General Crimes, Bareskrim Polri.

4. Results and Discussion

4.1. Implementation of Investigator Certification at the Directorate of General Crimes, Bareskrim Polri

The implementation of investigator certification at the Directorate of General Crimes, Bareskrim Polri, aims to enhance the professionalism of investigators in law enforcement. This procedure seeks to guarantee that investigators possess sufficient technological, ethical, and legal expertise in managing diverse situations, including intricate matters such as cybercrime and corruption. Investigator certification is governed by protocols that include specialized training, competency evaluation, and endorsement from an accredited certification authority.

Investigator Certification is a formal procedure designed to verify that an investigator possesses adequate technical proficiency, ethical standards, and legal understanding to perform investigative responsibilities successfully and professionally. This certification acknowledges the competence of investigators who have fulfilled the criteria established by relevant agencies, including the National Police. The primary objective of certification is to enhance investigator proficiency, guarantee adherence to legal requirements, promote professionalism, and bolster public confidence in law enforcement (Sari & Nasriani, 2021).

Certification has numerous advantages, such as enhancing law enforcement efficacy, expediting adaptation to legal and technological changes, fostering the professional growth of investigators, and minimizing procedural errors during investigations. Nonetheless, the execution of certification encounters various obstacles, including constrained budgetary resources, inadequate infrastructure, and inconsistent training continuity. Consequently, meticulous preparation and sufficient resource allocation are essential to guarantee the proper execution of certification (Silaen, 2021).

The regulatory framework for the certification of the National Police general investigator pertains to several legislative and internal laws governing competency, training, and formal acknowledgment of the investigator's qualifications. Certain legal foundations:

- 1) Law of The Republic of Indonesia Number 2 of 2002 concerning the National Police of the Republic of Indonesia, explains the main duties of the National Police, including in the field of law enforcement. Investigator certification aims to ensure that the implementation of this task is carried out by competent personnel.
- 2) The Criminal Procedure Code (KUHAP), emphasizes the role of investigators in the investigation process. Certification ensures that investigators have competence in accordance with the tasks mandated by the Criminal Procedure Code.
- 3) National Police Chief Regulation (Perkap) Number 6 of 2019 concerning Criminal Investigation, regulates the procedures for carrying out investigative duties by National Police investigators, including the need for adequate professionalism and competence in handling criminal cases.
- 4) National Police Chief Regulation (Perkap) Number 22 of 2010 concerning Organizational Structure and Work Procedures at the National Police Level of the Republic of Indonesia, regulates the division of duties and functions within the National Police, including the importance of developing human resources through training and certification.

5) Republic of Indonesia National Police Regulation Number 1 of 2009 concerning the Use of Force in Police Actions, underlines the importance of integrity and professional ethics which are also tested in the investigator certification process.

These legal structures establish a robust basis for the National Police to implement an investigator certification program, guaranteeing that personnel possess the requisite technical, ethical, and legal skills to uphold equitable and professional law enforcement.

The actualization of investigator certification at the Directorate of General Crimes, Bareskrim Polri, can be evaluated utilizing the Total Quality Management (TQM) framework through three principal dimensions: customer focus, holistic engagement, and ongoing enhancement. This method assesses the degree to which certification enhances the quality of investigator performance and public services overall.

1) Focus on Consumers

In investigator certification, consumers can be categorized into two primary groups: Internal stakeholders, specifically investigators involved in certification. A certification program is required that is pertinent, organized, and capable of enhancing their proficiency in executing their responsibilities, thereby meeting the expectations of external customers, specifically the public, who anticipate professional, equitable, and prompt law enforcement services. The existing certification implementation exhibits an imbalance, including training delays, unfilled posts, and uncertified investigators. This state signifies that the requirements of internal consumers remain inadequately addressed, thereby affecting the quality of service provided to external customers. The certification program must be meticulously crafted to address the responsibilities of investigators and the community's expectations for the quality of legal services.

2) Comprehensive Participation

TQM emphasizes the significance of the engagement of all stakeholders, including leadership, researchers, and ancillary units, in attaining the requisite quality standards. Leadership offers guidance, allocates resources, and implements supportive policies to facilitate the smooth operation of certification, while investigators engage in training and assessment to enhance their proficiency. Presently, there is insufficient general participation, evidenced by the number of investigators who have not completed fundamental training, such as Dikbang Serse, and the delays in certificate issuance. This signifies the necessity for enhanced collaboration between management and investigators to guarantee that all stakeholders are actively engaged in the certification process. Collaborative outreach and training initiatives can enhance the engagement of all stakeholders, hence rendering the certification process more efficacious.

3) Continuous Improvement

TQM underscores the significance of ongoing quality enhancement to attain "zero defect" benchmarks. The implementation of investigator certification entails continuous improvement through: systematic evaluation of the certification program to detect deficiencies, creation of training modules pertinent to the investigator's task requirements, and establishment of monitoring and quality control mechanisms to guarantee the sustainability of certification outcomes. The current execution of certification is suboptimal due to discrepancies in training among sub-directorates and delays in certificate issuance. To enhance the sustainability of investigator quality, the Directorate must implement continuous evaluation methods, including feedback from investigators and the community, alongside modifications to the training curriculum informed by evaluation outcomes. A quality control system can be established to assess the efficacy of certification over time.

TQM provides a systematic and enduring certification program to enhance the preparedness of National Police investigators in addressing more intricate legal difficulties, while concurrently fostering advancements in the quality of law enforcement in Indonesia.

The certification process commences with the selection of investigator candidates according to established standards, including job experience, educational background, and prior assignments. Upon successful completion of the selection process, investigators undergo specialized training, including Investigation Training or other technical courses, aimed at enhancing their understanding of legal principles, forensic investigations, and case management. The training material encompasses theoretical and practical components, emphasizing the mastery of contemporary investigative techniques, information technology, and comprehension of relevant legal rules.

Following the training, participants engage in an evaluative procedure that includes case simulations, written examinations, and interviews conducted by a panel of assessors. This evaluation seeks to assess technical comprehension, analytical skills, and the integrity of the investigators. Upon confirmation of compliance with the criteria, investigators will receive an official certificate affirming their competence to manage cases professionally. Nonetheless, as noted in the HR report of Bareskrim Polri, there remain impediments in the issuance of certificates, as numerous investigators who have finished the evaluation procedure have yet to get their certificates, thereby hindering operational efficiency.

Despite the commendable objectives of investigator certification, the process encounters several challenges. The disparity in training distribution across sub-directorates has resulted in certain investigators lacking opportunities for training or certification. In addition, constrained financial and human resources are other impediments. A significant number of investigators have yet to complete fundamental training, such as Dikbang Serse, which is a precondition for the certification procedure (Juniarti & Putri, 2021).

Certification of investigators serves as a quality assurance mechanism by establishing benchmarks that assess the competencies of investigators, enabling them to meet the standards necessary for conducting effective investigations (Lightfoot et al., 1999). Furthermore, certification plays a significant role in the enhancement of investigators' skills by addressing gaps in knowledge and expertise, particularly in specialized fields such as cybercrime, where specialized training is often required (Sejati & Nugroho, 2023).

The recruitment and training mechanisms are also crucial elements in enhancing the quality of investigators. The recruitment process is carried out through a structured talent search strategy, which includes several stages such as application and competency testing to create a pool of qualified talent (Kahfi et al., 2022). Furthermore, ongoing education in the form of regular training is essential to update investigators' knowledge regarding the latest developments in law, technology, and investigative techniques, thereby improving their performance effectiveness (Sejati & Nugroho, 2023).

To enhance the efficacy of certification implementation, the Directorate of General Crimes, Bareskrim Polri, must undertake strategic measures, including expediting the certificate issuance procedure, augmenting funding allocation for training, and broadening access to training for all investigators. A comprehensive assessment of the certification program must be conducted to identify shortcomings and enhance the training module in alignment with the investigator's responsibilities. A more structured and effective certification implementation is anticipated to enhance the expertise and professionalism of investigators, hence fostering equitable and transparent law enforcement.

4.2. The effect of Investigator Certification on Competency and Performance at the Directorate of General Crimes Bareskrim Polri

The certification of investigators directly influences competency and effectiveness in the Directorate of General Crimes, Bareskrim Polri. Certification serves as a systematic approach to enhance human resource capacity, functioning as a primary tool to guarantee the professionalism and efficacy of investigators in executing law enforcement responsibilities.

The competence and efficacy of investigators at the Directorate of General Crimes (Dit Tipidum) Bareskrim Polri are crucial elements in guaranteeing the effectiveness of law enforcement. Investigator competency encompasses a range of abilities, skills, and information essential for the effective execution of their responsibilities. Technical competency encompasses knowledge of proper investigation protocols, proficiency in evidence processing, and the application of cutting-edge technologies, including digital forensics, to combat cybercrime. Legal competency involves a comprehensive understanding of criminal law and criminal procedural legislation, whereas ethical competency guarantees that investigators operate in accordance with the values of justice, transparency, and accountability. In addition, social competency is essential, namely excellent communication skills with diverse stakeholders, including victims, witnesses, and perpetrators, as well as the capacity to interact and work in teams with other agencies (Anugrah et al., 2023).

Conversely, investigator performance is assessed according to productivity and the quality of work in case management. The primary metrics of investigator performance encompass the volume of cases concluded within a specified timeframe and the caliber of investigations, which entails meticulous evidence collection and the preparation of precise reports. The efficacy of investigators in advancing cases to prosecution and trial phases is a significant metric. Moreover, the integrity and work ethic of investigators significantly impact their effectiveness, necessitating that they remain devoid of unethical activities and abuse of authority. The degree of public satisfaction with investigators' outcomes serves as a performance metric that reflects public confidence in the professionalism and transparency of the National Police. Nonetheless, the Dit Tipidum Bareskrim Polri encounters numerous problems, including constrained human resources, uneven training distribution, and a deficiency of investigator certification that adheres to established norms. The impact analysis are as follows:

1) Impact on Investigator Competence

The certification program aims to guarantee that investigators possess the requisite technical capabilities, legal acumen, and analytical competencies that adhere to investigative task standards. The certification material encompasses training in criminal procedural law, investigation methodologies, forensic technology use, and communication and mediation competencies. Certification provides investigators with a comprehensive awareness of legal procedures, enabling them to manage cases in accordance with the law and reduce administrative errors. Certification promotes investigators to adhere to elevated standards, yielding more precise and reliable decisions in case management. Nonetheless, a significant proportion of investigators remain uncertified. This obstructs equitable allocation of expertise among sub-directorates, resulting in inconsistencies in the caliber of investigators, particularly in cases necessitating advanced technical abilities.

2) Impact on Investigator Performance

Certification enhances competency and impacts investigators' performance, including case resolution time, investigative efficacy, and public satisfaction with police services. Certified investigators typically exhibit more efficiency and accuracy in case processing due to the presence of explicit standard criteria. Certified investigators can offer superior legal

clarifications to the public, hence enhancing public confidence in the Directorate. Certification promotes collaborative efforts among investigators through standardized methods, hence reducing confusion between units. Nonetheless, training disparities and delays in credential issuance adversely affect performance. Subdirectorates with a higher number of uncertified investigators sometimes encounter challenges in managing intricate investigations, hence impeding law enforcement efficiency.

The risk of legal violations arising from delayed certification processes, particularly in the organization of labor unions, represents a significant issue that impacts employment justice. Such delays can lead to an increase in complaints regarding unfair labor practices, ultimately resulting in reduced compliance with legal deadlines. This situation can undermine the success of union certification and foster an environment where employers may exploit these delays to engage in unlawful practices, thereby cultivating a culture of non-compliance with the law. The delays are directly linked to a decline in successful outcomes for labor unions, as evidenced by a rise in complaints about unfair labor practices against employers (Campolieti et al., 2007b). Although timely legal interventions, such as expedited ULP hearings, can mitigate some of the negative effects of these delays, the success of certification remains hindered if the response is not prompt (Campolieti et al., 2007b). The inability to complete the certification process in a timely manner may lead to employer resistance against labor unions, fostering a culture of intimidation and non-compliance with labor laws, which in turn erodes trust in the certification system (Campolieti et al., 2007a). This erosion of trust can incite worker tensions, potentially leading to unrest or strikes, thereby disrupting employment relations. While some argue that delays allow for a more thorough assessment of union implications, leading to more informed decisions, this perspective often overlooks the immediate risks of exploitation and legal violations that may occur during protracted certification processes.

3) Long Term Implications

In the long term, optimal certification will encourage a more professional work culture and enhance company competitiveness. Certified investigators are generally more adaptable to regulatory modifications, the implementation of new technologies, and contemporary investigative methodologies. Certification establishes standardized work processes throughout all Directorates, hence enhancing performance consistency. Certified investigators bear an increased obligation to adhere to legal and ethical norms, hence decreasing the risk of misconduct. Enhanced proficiency enables investigators to manage cases with a more strategic, efficient, and focused methodology (Maimunah et al., 2023).

The certification of investigators significantly influences competency and effectiveness at the General Crimes Directorate of Bareskrim Polri. When executed comprehensively and proficiently, certification can enhance technical competencies, investigative efficacy, and public confidence. Nonetheless, implementation issues, including delays and training deficiencies, must be promptly resolved to maximize the advantages of certification in enhancing the professionalism of law enforcement in Indonesia. To ensure the equitable benefits of certification, the Directorate of General Crimes, Bareskrim Polri, must guarantee that all investigators undergo training and certification aligned with their job specifications, minimize the certificate issuance timeframe to promote the application of competencies, and implement an evaluation mechanism to continuously assess the impact of certification on enhancing investigators' performance.

The regulations governing the rights of investigators within the framework of certification encompass various elements that ensure the protection of the rights of suspects and the enforcement of fair legal practices. According to the Criminal Procedure Code,

investigators are tasked with the responsibility of ensuring that the available evidence is sufficient before designating an individual as a suspect. This aligns with the legal obligation requiring investigators to not only respect the rights of suspects, such as the right to a fair trial and access to legal representation, but also to maintain a balance of power between the investigator and the suspect (Wahyudi et al., 2023). In this context, it is crucial to consider the challenges arising from existing regulations, particularly concerning Research Certification.

Regulations such as the Minister of Home Affairs Regulation No. 3 of 2018 raise concerns regarding researchers' freedom of expression and the potential hindrance to scientific progress, which may ultimately restrict investigators' ability to conduct comprehensive and effective research (Herman, 2024). In this context, it is crucial to strike a balance between individual rights and the efficiency of investigations that can uphold the protection of human rights (Mozin, 2024). Overall, while the legislation provides a framework for safeguarding the rights of suspects, challenges for investigators persist, particularly in reconciling legal obligations with the necessity for effective research amidst restrictive certifications (Daskalova & Heldeweg, 2019).

The findings of this research carry significant implications for enhancing the competencies and performance of investigators within the Directorate of General Crimes, Criminal Investigation Agency of the Indonesian National Police. The implementation of investigator certification aims to elevate professionalism in law enforcement through specialized training and comprehensive evaluations. This initiative positively influences the technical skills, ethical standards, and legal understanding of investigators, enabling them to address complex cases, such as cybercrime and corruption, with greater efficiency and quality. Furthermore, certification contributes to minimizing administrative errors and expediting the investigative process, thereby bolstering public trust in the police force. However, the execution of certification still encounters challenges, including uneven training distribution, delays in certificate issuance, and budget constraints, which may hinder the equitable development of competencies across sub-directorates. In the long term, optimal certification can foster a more professional work culture, enhance institutional competitiveness, and prepare investigators to be more adaptable to regulatory and technological changes. Therefore, improvements in the training and certification system, better budget allocation, and ongoing evaluations of training modules are essential to ensure that investigators' competencies align with the demands of their roles.

5. Conclusion

The implementation of investigator certification at the Directorate of General Crimes at Bareskrim Polri seeks to enhance the technical proficiency, ethical standards, and legal compliance of investigators in law enforcement, particularly in addressing intricate issues such as cybercrime and corruption. This procedure encompasses specialized training, competency evaluation, and the issuance of an official certificate following an assessment that involves case simulations, written examinations, and interviews. Nonetheless, its execution encounters challenges like budget constraints, inadequate infrastructure, and the uneven distribution of training among sub-directorates. To enhance its efficacy, enhancements must be implemented in the certificate issuance procedure, budget distribution, and ongoing assessment of training modules, to guarantee that investigators possess requisite abilities and uphold professional, transparent, and equitable law enforcement.

Investigator certification significantly influences the competency and performance of the General Crimes Directorate, Bareskrim Polri, by enhancing the technical skills, legal

knowledge, and analytical capabilities of investigators. Certification enhances investigators' performance, minimizes administrative errors, and accelerates the efficiency and quality of investigations. Nonetheless, obstacles in the execution of certification, such as disparities in training and delays in certificate issuance, may impede equitable competency distribution and impede law enforcement efficacy. In the long term, optimum certification can enhance the professionalism and competitiveness of the National Police, promote a more efficient work culture, and bolster public trust in the efficacy of investigators. To optimize its effectiveness, the National Police Criminal Investigation Directorate must guarantee equal training distribution and address challenges in the certification process.

Based on the aforementioned explanation, several recommendations can be proposed to enhance the certification of investigators concerning their competencies and performance within the Directorate of General Criminal Investigation of the Indonesian National Police. Firstly, to ensure that all investigators receive training and certification in accordance with established standards, it is essential to distribute training evenly across each sub-directorate, particularly in regions lacking qualified investigators. This approach can help mitigate disparities in the quality of investigations, especially in situations that require advanced technical expertise. Secondly, to prevent delays that may hinder law enforcement, a more effective post-training certification system should be implemented. Streamlining procedures and expediting the issuance of certificates can facilitate the swift application of skills in the field. Thirdly, it is crucial to establish a comprehensive evaluation system to assess the impact of certification on investigators' performance. This assessment should encompass elements such as technical proficiency, timeliness in case resolution, and public satisfaction with the outcomes of investigations. Fourthly, the certification program should be regularly updated to include training on the latest forensic and digital technologies, given the increasing prevalence of cybercrime. This will enhance investigators' capacity to address increasingly complex forms of crime. Fifthly, certification should be accompanied by the formation of collaborative teams of investigators who share a uniform understanding of operational procedures. This will reduce miscommunication and improve the efficiency of investigations. Finally, increasing the number of investigators participating in training and certification tailored to their specific duties will help alleviate workload, expedite the investigation process, and enhance overall performance.

6. References

Ambarwati. (2022). *Metode Penelitian Kualitatif*. Al Qalam Media Lestari.

Anugrah, R. P., Hanoum, F. C., Satmoko, N. D., Tomahuw, R., Anggraini, R. I., Manik, E., Satyanegara, D., Dewi, I. C., Ganika, G., & Baali, Y. (2023). *Manajemen Kualitas*. Penerbit Widina.

Aziz, R. Z. A. (2019). *Total Quality Management: Tahapan Implementasi TQM dan Gugus Kendali Mutu Usaha Mikro Kecil dan Menengah (UMKM)*. Darmajaya Press.

Campolieti, M., Riddell, C., & Slinn, S. (2007a). Labor law reform and the role of delay in union organizing: Empirical evidence from Canada. *ILR Review*, 61(1), 32–58.

Campolieti, M., Riddell, C., & Slinn, S. J. (2007b). Certification delay under elections and card-check procedures: Empirical evidence from Canada. *Industrial & Labor Relations Review*, 61(1), 32–58.

Daskalova, V. I., & Heldeweg, M. A. (2019). Challenges for responsible certification in institutional context: the case of competition law enforcement in markets with certification. *Certification–Trust, Accountability, Liability*, 23–71.

Gustiana, R., Hidayat, T., & Fauzi, A. (2022). Pelatihan Dan Pengembangan Sumber Daya

Manusia (Suatu Kajian Literatur Review Ilmu Manajemen Sumber Daya Manusia). *Jemsi*, 3(6).

Herman, R. H. (2024). Legal Obligation of Researchers to Have a Research Certificate According to Minister of Home Affairs Regulation Number 3 of 2018: Violation of the Right to Freedom of Opinion and Obligation to ADVANCE Science. *Jurnal Ilmu Sosial Dan Pendidikan (JISIP)*, 8(3), 2034–2044.

Juniarti, A. T., & Putri, darra G. (2021). Faktor faktor Dominan Yang Mempengaruhi Kinerja. In *Angewandte Chemie International Edition*, 6(11), 951–952.

Kahfi, K. A., Nita, S., & Fadilla, F. (2022). Recruitment scheme of investigators in the directorate of general crime at the indonesia national police through the talent scouting strategy. *International Journal of Innovative Technologies in Social Science*, 4 (36).

Lightfoot, G. D., Sanford, S. M., & Shefrin, A. (1999). Can investigator certification improve the quality of clinical research? *Quality Management in Healthcare*, 7(3), 31–36.

Maimunah, M., Lesmana, D., & Panjaitan, D. (2023). The effect of professional certification, professional commitment, and professionalism on lecturer's performance. *Journal of Business and Information Systems* (e-ISSN: 2685-2543), 5(2). <https://doi.org/10.36067/jbis.v5i2.181>

Mozin, N. (2024). Perlindungan Hukum Terhadap Hak-Hak Terdakwa Dalam Penyelesaian Perkara Pidana Di Gorontalo. *Multidisciplinary Indonesian Center Jurnal (MICJO)*, 1(1), 555–565. <https://doi.org/https://e-jurnal.jurnalcenter.com/index.php/micjo> Email: Mozin, N. (2024). Perlindungan Hukum Terhadap Hak-Hak Terdakwa Dalam Penyelesaian Perkara Pidana Di Gorontalo. *Multidisciplinary Indonesian Center Jurnal (MICJO)*, 1(1), 555–565. <https://doi.org/https://e-jurnal.jurnalcenter.com/index.php/micjo>

Nurniah, Sukriah, N., & Dahsan, H. (2018). Analisis Manfaat Sertifikat Kompetensi Terhadap Peluang Kerja Alumni Jurusan Akuntansi Politeknik Negeri Ujung Padang. *Prosiding Seminar Hasil Penelitian (SNP2M)*, 3.

Nurwicaksono, M. B. H., Dwilaksana, C., & Simanjuntak, P. J. (2023). Career Development Challenges in Strengthening the Performance of the POLRI Baintelkam. *POLICY, LAW, NOTARY AND REGULATORY ISSUES*, 2(4), 349–364. <https://doi.org/10.55047/polri.v2i4.828>

Purnawati, A., Hasmin, M. Y., Irmawaty, I., & Muliadi, M. (2022). *Hukum dan Pembangunan*.

Rahardjo, D. A. S. (2021). Manajemen sumber daya manusia. *Penerbit Yayasan Prima Agus Teknik*, 1–114.

Ramlawati, R. (2020). *Total Quality Management*. Nas media Pustaka Anggota IKAPI.

Sari, K. M. K., & Nasriani, N. (2021). Dampak Sertifikasi Terhadap Peningkatan Kualitas Mengajar Dan Kedisiplinan Guru Di SMP Negeri 1 Tolitoli. *MEDIA BINA ILMIAH*, 15(9), 5199–5208.

Sejati, Y. D. C., & Nugroho, M. A. S. (2023). Upaya peningkatan kompetensi penyidik direktorat tindak pidana siber bareskrim polri dalam menangani kasus cyber crime. *Jurnal Riset Manajemen Akuntansi Indonesia*, 1(2), 380–408.

Silaen, N. R. (2021). Konsep Kinerja Karyawan. *Kinerja Karyawan (Hal. 1–12)*. Bandung: Widina Bhakti Persada.

Sofwan, A. G., & Rahayu, A. Y. S. (2022). Analisis Desain Struktur Organisasi Pada Lembaga Sertifikasi Profesi LEMDIKLAT POLRI. *Jurnal Ilmu Kepolisian*, 15(3). <https://doi.org/10.35879/jik.v15i3.340>

Wahyudi, O., Fadlan, F., Dahlan, D., Erniyanti, E., & Respatino, S. (2023). Juridical Analysis Of Suspect Determination Procedures Police Investigators Against Criminal Offenders (Research Study In Barelang Police). *International Journal of Education, Language, Literature, Arts, Culture, and Social Humanities*, 1(4), 23–34.