

STRATEGIES FOR OPTIMIZING THE "EKSUS SMART" APPLICATION FOR THE COMMUNITY TO INCREASE TRANSPARENCY IN THE PERFORMANCE OF INVESTIGATORS IN HANDLING CRIMINAL ACTS

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Abstract

The Indonesian National Police (POLRI) confront a myriad of challenges in criminal investigations, contending with dynamic crime scenes and the need for prompt decision-making. Police Chief Listyo Sigit Prabowo leads the charge in operational transformation through the 6th program, the POLRI Transformation Road Map, focusing on elevating law enforcement performance. At the core of this initiative is the "EKSUS SMART" application, developed to streamline investigations. While holding promise for enhancing POLRI investigators' performance, practical obstacles necessitating optimization have emerged. This study aims to evaluate the utilization of "EKSUS SMART" in criminal investigations by POLRI investigators, proposing strategies to boost public participation in reporting crimes. Optimization goals encompass efficiency, effectiveness, and transparency in crime handling, coupled with fostering public trust in law enforcement. Employing qualitative research and drawing on theories like Diffusion of Innovation (DOI) and the Technology Acceptance Model (TAM), the study underscores the intricate nature of criminal case management, requiring high levels of expertise and professionalism. While "EKSUS SMART" contributes positively to efficiency and transparency, resolving technical, legal, and social challenges is crucial for its optimal application in upholding public safety. Specific optimization strategies, including heightened public awareness, user-friendly design, and instilling trust in reporting processes, are deemed essential. Improvements in investigator services, training, and communication skills are identified, along with the need for enhanced coordination and collaboration among investigators, government, and the public, achievable through improved information infrastructure and increased public interest in transparency and investigations.

Keywords: Community Participation, Eksus Smart, Investigator Performance, Optimization

1. INTRODUCTION

The Indonesian National Police (POLRI) encounters multifaceted challenges in the course of criminal investigations. These challenges encompass diverse dimensions, ranging from the crime scene (*Tempat Kejadian Perkara* or TKP) to the exigency of prompt and critical decision-making, often entailing matters of life and death. Such decisions are made based on restricted information within the dynamic context of active and evolving events. Moreover, investigators grapple with the imperative to preserve the TKP, amass evidentiary materials, and formulate investigative plans conducive to establishing rational grounds (motives) for identifying perpetrators and effecting the apprehension of criminal suspects (Gehl & Plecas, 2017).

Confronting these multifaceted challenges in the realm of law enforcement, Police Chief Listyo Sigit Prabowo, under the framework of the Precision Police Transformation Road Map, has instituted a key policy involving operational transformation. This

initiative is actualized within the sixth program, denoted as the Enhancement of Law Enforcement Performance. This program, encapsulated in point 23, focuses on law enforcement processes that align with societal notions of justice. The tangible activities within this program are articulated in actions 89 and 90, designed to ensure legal certainty, preclude protracted investigations, and expedite the resolution of cases, particularly those that attract public attention. The present implementation of these actions is reinforced by the deployment of the "EKSUS SMART" application, an internal tool within the POLRI Headquarters for routine activities in specific divisions. This application serves to assist investigators and their counterparts in the administrative documentation of investigations, commencing from police reports up to case P-21 and extending into phase 2 through an integrated big data system (Prabowo, 2021).

According to Cynthia Lum et al. (2018), "EKSUS SMART" contributes significantly to curtailing investigation time. The application functions as a supervisory tool for monitoring investigator performance in a more structured investigative process. Formal interactions facilitated by this application between investigators and leadership contribute to a reduction in investigation duration. Furthermore, "EKSUS SMART" is specifically designed to ensure transparency in investigative performance, incorporating features for the generation of investigative documents (Strom, 2017). Abdallah et al. (2016) posit that technological innovation, including the utilization of applications such as "EKSUS SMART," exhibits a positive and significant relationship with cost, delivery, flexibility, and innovative performance.

Nevertheless, Widha (2017) offers a divergent perspective on the utilization of technological innovation in law enforcement, particularly within the police institution. Widha contends that digital technology primarily serves as a managerial tool employed by leaders in the oversight of investigators, particularly in the context of Police Reports. The lack of transparency in POLRI investigations is underscored in the report by ICW (2015), evident in the non-responsiveness to public information requests related to case details, budgets, and the progress of corruption cases, as mandated by Law No. 14 of 2008 on Public Information Disclosure.

Fuad's (2019) analysis, based on an Ombudsman survey, reveals deficiencies in compliance with technical administrative elements across 15 investigation documents, impacting the technical compliance of various administrative elements within the investigation process. Sulistyorini & Indriati (2020) highlight challenges such as resistance, evasion, and a lack of compliance and commitment in the face of technological innovation. Raslin et al. (2021) research indicates a low acceptance of technology implementation within investigations among police personnel.

In addition, Pornomo & Hayati (2021) assert that despite the implementation of various technological applications in investigations, effective communication between the community and the police regarding investigation information is lacking. From the information presented, indications arise that the implementation of technology in investigations, exemplified by the "EKSUS SMART" application, has not reached its optimal level. Despite being designed as a mobile-based tool to facilitate coordination and monitoring in criminal investigations, allowing real-time reporting and online development tracking, the application's usage has not fully realized its potential in evaluating investigator performance. The goal of this technology implementation is to create efficiency and effectiveness in addressing criminal acts and improving investigation quality (Perkasa & Pakpahan, 2023). However, challenges such as low

acceptance, limited understanding among investigators, technical constraints, and the application's broadened use in all investigation aspects remain obstacles (Mansur, 2005).

Confronted with these challenges, substantiated by the presented evidence, there is a compelling need to optimize the utilization of the "EKSUS SMART" application to enhance public participation in reporting criminal acts and ameliorate the transparency of the justice system for greater accountability. The optimization of the "EKSUS SMART" application for public utilization is anticipated to enhance transparency and accountability in handling criminal acts, fostering increased community participation in the fight against crime. Active community involvement is indispensable in preserving security and order within the community.

This research aims to explore the significance of optimizing the "EKSUS SMART" application to enhance transparency in the performance of Indonesian National Police (POLRI) investigators in handling criminal cases. The primary focus is to address transparency issues in crime handling, with the expectation that increased transparency will build public trust and support law enforcement efforts. Additionally, the study aims to analyze the current usage conditions of the application by POLRI investigators and detail strategies for optimizing its use to boost public participation in reporting crimes. Thus, the research provides an in-depth understanding of challenges and opportunities, offering concrete steps to maximize the application's benefits. The goal is to improve the efficiency and effectiveness of criminal case handling while encouraging more active community participation in crime reporting.

2. THEORETICAL FRAMEWORK

2.1. Diffusion of Innovation (DOI) Theory

The Diffusion of Innovation (DOI) theory explain a comprehensive framework elucidating the process by which innovations disseminate within a societal or group context. The theory investigates the extent of an innovation's acceptance and adoption among the populace, along with the multifarious factors exerting influence upon its dissemination dynamics (Andreeva, 2021). Xu et al. (2020) articulate DOI through the delineation of five principal groups integral to the diffusion process:

- a. Innovators: Pioneering individuals characterized by their early embracement of an innovation and proclivity for risk-taking in experimentation.
- b. Early Adopters: Entities adopting the innovation subsequent to the innovators, wielding substantial influence over the broader community.
- c. Early Majority: Constituting individuals adopting the innovation subsequent to the early adopters, possessing considerable sway over their peers.
- d. Late Majority: Encompassing those adopting the innovation subsequent to the early majority, frequently beset by uncertainty and trepidation in the adoption endeavor.
- e. Laggards: Comprising individuals markedly tardy in the adoption of innovation, evincing a tendency to neglect transformative advancements.

Meanwhile, Zainol et al. (2017) expounds on five pivotal dimensions within the DOI framework:

- a. **Characteristics of Innovation:** Encompassing factors that shape the public perception of the innovation, including relative advantage, compatibility, complexity, trialability, and observability.
- b. **Communication:** Entailing the manner and sources through which information regarding the innovation is disseminated, incorporating considerations of information sources, communication channels, and the nuanced nature of conveyed messages.
- c. **Social System:** Encompassing the influence wielded by social groups on the adoption of innovation, encapsulating social norms, reference group influence, and leadership opinions.
- d. **Time:** Encompassing factors affecting the velocity and patterns of innovation adoption, such as antecedent rates of adoption, market penetration levels, and product life cycles.
- e. **User Characteristics:** Encompassing factors delineating how individual idiosyncrasies impact innovation adoption, including demographic factors, personality attributes, and attitudes towards technology or innovation.

In practical application, a judicious integration of these dimensions aids organizations in formulating marketing and promotional strategies conducive to efficacious innovation diffusion. DOI serves as a conceptual framework to comprehend the reception and adoption of innovation by diverse stakeholders, enabling enterprises to harness factors influencing the diffusion process for the expeditious adoption and market expansion (Albis et al., 2021).

The elucidation thus far elucidates the pertinence of the DOI theory in explicating the dissemination of the "EKSUS SMART" application innovation within the societal milieu. The model encapsulates five salient factors exerting influence on innovation diffusion, namely relative advantage, compatibility, complexity, trialability, and observability. Analytical scrutiny through the DOI lens facilitates the identification of factors influencing the adoption and utilization of the "EKSUS SMART" application by the populace.

2.2. Technology Acceptance Model (TAM)

The Technology Acceptance Model (TAM) constitutes a theoretical framework deployed to discern the determinants impacting the acceptance and utilization of technology within diverse contexts (Linh & Tuyen, 2020). Conceived by Fred Davis in 1986, TAM has burgeoned into a preeminent theoretical framework within the ambit of technological usage behavior research. TAM postulates that user acceptance of technology is contingent upon their perceptions concerning the benefits and user-friendliness of said technology. The construct of benefits refers to the gain users anticipate from the utilization of technology, while user-friendliness pertains to the simplicity inherent in the operation of the technology (Venkatesh et al., 2016)

Zhang et al. (2021) expound upon two primary dimensions inherent in TAM:

- a. **Perceived Usefulness:** Connoting the degree to which users believe that the utilization of technology will augment their performance or productivity. Greater conviction in the accrual of benefits or advantages from technological employment enhances the likelihood of user acceptance.

- b. Perceived Ease of Use: Signifying the extent to which users perceive technology as facile to operate and learn. The ease with which technology can be navigated directly correlates with the propensity of users to accept and employ it.

In light of the aforementioned factors, organizations are empowered to engineer technology that is inherently predisposed to user acceptance and utilization, thereby augmenting overall technological adoption (Venkatesh et al., 2003). TAM, as a theoretical framework, proffers invaluable insights for the comprehension and prognostication of technological usage behavior. In the specific context of the "EKSUS SMART" application, a TAM-centric analysis facilitates the identification of factors shaping user acceptance of the application.

2.3. Concept of Investigative Supervision

Supervision, within the organizational framework, constitutes a conceptual apparatus elucidating principles and practices pertinent to oversight or supervision. This construct encompasses manifold strategies employed by managerial figures to supervise and regulate the performance of subordinates. Integral to this concept is the exploration of mechanisms through which managers can motivate employees towards effective and efficient work, concurrently identifying and resolving organizational issues (Syafie, 2003).

Central to this conceptualization is the depiction of supervision as a systematic process, comprising delineated stages guiding managers in the execution of their duties. Its paramount significance within the management and organizational milieu is underscored by its potential to ensure the efficacious and effective attainment of organizational objectives. Concurrently, deficient supervision may precipitate suboptimal performance, goal non-attainment, and other organizational vicissitudes. Santoso and Haryanto (2022) delineate several investigative supervision typologies:

- a. Active and Passive Supervision:
 - 1) Active supervision denotes on-site oversight of pertinent activities.
 - 2) Passive supervision entails remote oversight via scrutiny and examination of accountability documents substantiated by evidence of financial transactions.
- b. Internal and External Supervision:
 - 1) Internal supervision transpires within the confines of the organizational unit.
 - 2) External supervision manifests as an examination conducted by entities external to the supervised organizational unit.
- c. Preventive and Repressive Supervision:
 - 1) Preventive supervision is oriented toward pre-emptive oversight of activities to forestall deviations.
 - 2) Repressive supervision occurs subsequent to activity execution, typically at the fiscal year-end.

The conceptual framework of supervision extends beyond the organizational ambit to encompass societal dimensions, particularly within the realms of technology and digital media. This inquiry scrutinizes the socio-political and economic ramifications of

surveillance, delving into its implications for individual privacy, civil liberties, and societal control. In essence, surveillance theory posits that the capacity to monitor and accumulate information holds profound social and cultural implications.

Surveillance theory further engages with ethical dimensions, probing issues germane to privacy, power dynamics, and trust. Interrogations surrounding data access, collection methodologies, and individual rights vis-à-vis personal information control are central to this discourse. In sum, surveillance theory provides a critical vantage point for appraising the societal deployment of surveillance, fostering sagacious considerations of its merits, demerits, and impact on civil liberties and democratic values.

Firmansyah & Mahardhika (2018) delineation of the supervision process encompasses five stages:

- a. Setting Standards Stage: Establishing performance targets and standards as decision-making benchmarks.
- b. Determination of Activity Measurement Stage: Defining the metrics for the proper execution of activities.
- c. Activity Measurement Stage: Encompassing iterative processes such as report scrutiny, methodological assessments, testing, and sampling.
- d. Comparison of Activity with Standards and Deviation Analysis Stage: Identifying and analyzing the causes of deviations, instrumental in decision-making.
- e. Correction Taking Stage: Implementing corrective measures in response to identified deviations.

Investigative supervision denotes the monitoring and oversight executed by designated institutions to ascertain the adherence of case investigations to extant legal procedures, safeguarding against violations of human rights and individual entitlements enshrined in law. Typically orchestrated by independent bodies, these oversight activities serve to scrutinize the endeavors of investigators and law enforcement officials. Examples of such institutions in Indonesia include the National Commission on Human Rights (Komnas HAM), Ombudsman, and the Investigator and Prosecutor Honor Council (DKPP) (Kusuma & Suprap, 2021). The overarching objective of investigative supervision is to ensure the professional, transparent, and equitable conduct of investigations, safeguarding against legal rights violations, thereby fortifying public confidence in the judicial system and ensuring individual rights protection throughout legal proceedings.

2.4. Concept of "EKSUS SMART" Application

The "EKSUS SMART" application, proprietary to the Indonesian National Police Headquarters (MABES POLRI), specifically within the Criminal Investigation Agency (BARESKRIM POLRI), encapsulates a digital tool exclusively accessible to internal Mabes POLRI personnel. This application functions as a facilitator of routine operations within the BARESKRIM POLRI division.

Encompassing features such as case file access and management, a communication platform, case progress tracking, and provision of diverse resources including legal databases and training materials, "EKSUS SMART" emerges as an instrumental asset for MABES POLRI. This application augments operational efficiency, intercommunication, and affords users access to indispensable resources, thereby enhancing their efficacy. "EKSUS SMART" enables investigators and field operatives to access execution-related

information ubiquitously and at any time through electronic devices such as smartphones or laptops (Purnama and Santoso, 2022).

Developed by Ronadigitech and unveiled in May 2022, the application is accessible via the Google Play Store. It holds a content rating of "Everyone," while security ratings are currently unavailable (Yuliana and Fitrianto, 2023). This widespread availability through the Google Play Store ensures that users across diverse platforms and devices can easily integrate the application into their digital ecosystems, emphasizing Ronadigitech's commitment to delivering a seamless and inclusive user experience.

3. RESEARCH METHODS

The research on the Optimization Strategy of the "EKSUS SMART" Application for the Public to Enhance Transparency in Investigators' Performance in Handling Criminal Acts employs a qualitative, descriptive research methodology. This approach involves data collection through interviews, observations, and document analysis. The subsequent analysis encompasses data reduction, presentation, and verification techniques to unravel the intricacies of the application's development strategies and shed light on its potential impact on transparency in criminal investigations.

Qualitative methods allow for a nuanced exploration of the application's optimization dynamics, delving into stakeholders' perspectives and experiences. By engaging in direct observation and document analysis, the study seeks to provide a comprehensive understanding of the challenges and opportunities associated with the "Eksus Smart" application's deployment for law enforcement purposes. This research not only presents findings but also offers valuable insights into the complexities of the application's development strategy, emphasizing its potential to enhance the effectiveness and accountability of investigators in addressing criminal activities.

4. DISCUSSION

4.1. The Usage Conditions of the 'EKSUS SMART' Application in Handling Criminal Cases by Indonesian National Police Investigators

The handling of criminal acts by Indonesian National Police investigators is one of the primary functions of the Republic of Indonesia National Police. This function aims to conduct investigations and criminal investigations professionally, transparently, and accountably. The handling of criminal acts by Indonesian National Police investigators is based on the provisions of the Criminal Procedure Code (KUHP). According to KUHP, investigation is a series of investigator actions, in the manner and according to the procedures stipulated in this law, to search for and collect evidence that, with that evidence, clarifies the criminal act that occurred and identifies the suspect.

Indonesian National Police investigators are officials authorized by law to conduct investigations. They have the authority to perform various investigative actions, including:

- a. Receiving reports or complaints from the public.
- b. Conducting investigations.
- c. Ordering a stop, examining, and bringing in a suspected person.
- d. Conducting searches and seizures.

- e. Ordering the creation of a receipt for seized items.
- f. Making arrests, detentions, and custodies.
- g. Examining witnesses, experts, and suspects.
- h. Conducting case conferences.
- i. Compiling investigation reports.

The handling of criminal acts by Indonesian National Police investigators begins with the receipt of a police report from the public. After receiving the police report, Indonesian National Police investigators will conduct an investigation to search for and collect evidence that can substantiate the suspicion of a criminal act. If sufficient evidence is found during the investigation, the investigators will issue an investigation order.

During the investigation stage, Indonesian National Police investigators will take various investigative actions to search for and collect evidence that can prove the criminal act that occurred. These investigative actions can be taken against suspects, witnesses, and others involved in the criminal act. After the investigation is completed, Indonesian National Police investigators will compile the investigation report. This report will be submitted to the public prosecutor for referral to the court.

The handling of criminal acts by Indonesian National Police investigators is a complex process that requires high expertise, integrity, and professionalism. Investigators must be able to work professionally, transparently, and accountably to ensure the effective and just handling of criminal acts. By improving the quality of the handling of criminal acts by Indonesian National Police investigators, it is hoped that legal enforcement will be fair and provide a sense of security to the public.

The use of the "EKSUS SMART" application in handling criminal acts by Indonesian National Police investigators can be said to still be in the development stage. This is because the application is relatively new, and there are still some features that are not optimal. However, in general, the application has provided significant benefits to Indonesian National Police investigators in the process of handling criminal acts. The benefits perceived by investigators include:

- a. Increased efficiency and effectiveness of investigators in handling criminal acts.
- b. Increased transparency and accountability of investigators in handling criminal acts.
- c. Improved coordination and cooperation among Indonesian National Police investigators.

This application can assist investigators in searching for and collecting information related to the handled criminal acts. It also helps investigators in planning and executing investigations, as well as in creating investigation reports. Despite being in the development stage, the "EKSUS SMART" application has had a positive impact on the process of handling criminal acts by Indonesian National Police investigators. The application is expected to continue to be developed and improved to provide greater benefits to investigators and the public.

The "EKSUS SMART" application is used by Indonesian National Police investigators in handling criminal acts. This application provides various features and conveniences for investigators in carrying out their duties. Investigators can use the "EKSUS SMART" application to register ongoing criminal acts. This application allows investigators to record important information about criminal acts, including the type of

criminal act, time of occurrence, and location. This application enables investigators to collect evidence related to the ongoing criminal acts. Investigators can use this application to upload photos, videos, or documents that serve as evidence in the case. The application also allows investigators to monitor the progress of the case, including the status of the case, investigation notes, and other relevant information.

The "EKSUS SMART" application facilitates collaboration between investigators and relevant parties in handling criminal acts. Investigators can communicate and share information with other agencies, such as the prosecutor's office, the court, or other institutions involved in handling the case. The application also allows investigators to create reports and monitor the progress of case handling. By using the "EKSUS SMART" application, Indonesian National Police investigators are expected to be more effective and efficient in handling criminal acts. This application helps investigators manage information, collect evidence, and collaborate with relevant parties. While it has the potential to enhance transparency in the performance of investigators in handling criminal acts, its use may also encounter various obstacles and challenges. Some of these obstacles encompass technical, ethical, legal, and social aspects. Some possible challenges that may arise include:

a. **Data Security Issues**

This application will collect and store highly sensitive data. Data security issues and the potential for cyber-attacks are major obstacles. Inadequate data protection can lead to unauthorized access, data alteration, or the theft of crucial information.

b. **Technical Incompetence**

Limitations in technical understanding or inadequate training of law enforcement personnel can be obstacles. Complex systems may be difficult for technically unskilled personnel to use.

c. **Privacy Concerns**

The collection and use of personal data related to criminal acts can raise privacy concerns. Clear policies and mechanisms are needed to protect individual privacy and prevent the misuse of information.

d. **Public Response**

The public may be concerned about privacy and the use of data by law enforcement. Effective communication is needed to educate the public about the benefits and purposes of using the application.

e. **Technological Access Inequality**

Not all regions or law enforcement units may have equal access to technology. This inequality can create disparities in the implementation of the application and transparency in different areas.

f. **Legal Challenges**

There is potential for legal issues related to the use of this application, including questions about the admissibility of evidence obtained through this technology. A clear legal framework is needed to support the use of such applications.

g. **Internal Resistance**

Some law enforcement members may resist change and the adoption of new technology. Training programs and management support are needed to address this resistance.

h. **Implementation Costs**

The development, implementation, and maintenance of such applications can involve significant costs. Limited finances can be a barrier to adoption and long-term maintenance.

i. **Poor Data Quality**

The performance of the application depends heavily on the quality of the data entered into it. If the data entered is inaccurate or incomplete, it can reduce the effectiveness of the application.

Addressing each of these obstacles requires serious attention from those involved in the development, implementation, and use of such applications. Thoughtful design, effective risk management, and active involvement of all stakeholders can help overcome most of these obstacles.

4.2. Optimization Strategy for Enhancing Public Engagement in Reporting Criminal Activities through the "EKSUS SMART" Application

The "EKSUS SMART" application, developed by the Information and Communication Technology Division (Div TIK) of the Indonesian National Police (POLRI), constitutes a technological initiative aimed at supporting the investigative processes related to criminal cases. Its purpose is to streamline the reporting of criminal activities by the public, both through online and offline modalities.

The genesis of the imperative to optimize the utilization of the "EKSUS SMART" application among the public, thereby fostering increased participation in reporting criminal activities, lies in the ambition to ameliorate and augment the investigative services available to citizens. This involves enhancing information technology proficiency, fostering coordination and collaboration among investigators, governmental entities, and the public, cultivating public interest in transparency and investigative proceedings, and facilitating broader access to information technology for the citizenry.

The concept of public participation in reporting criminal activities is pivotal within the framework of law enforcement, signifying the active involvement of citizens in providing information or reporting criminal activities to the competent authorities. In numerous instances, public participation stands as a linchpin for establishing a more secure environment and promoting transparency in law enforcement, especially in the context of reporting corruption.

To optimize the use of the "EKSUS SMART" application among the public, a multifaceted strategic approach is requisite. These strategies should encompass the enhancement of information technology competencies, the reinforcement of coordination and collaboration structures among investigators, governmental bodies, and the public, the elevation of public interest in transparency and investigative procedures, and the facilitation of accessible information technology for the citizenry. To enhance transparency in investigative performance and augment public participation in reporting criminal activities, several optimization strategies for the "EKSUS SMART" application can be implemented:

- a. **Enhanced Socialization and Education:** Systematic dissemination of information about the "EKSUS SMART" application to the public through diverse channels, including mass media, social platforms, and legal education forums. This initiative aims to instill a comprehensive understanding among the public

- regarding the utility and operational aspects of the "EKSUS SMART" application, thereby fostering heightened interest and utilization.
- b. **User-Friendly Design:** Streamlining the "EKSUS SMART" application's interface to ensure ease of use for the public. Simplification of the registration process and incorporation of features such as online reporting and tracking functionalities are essential components to enhance user experience and efficacy.
 - c. **Trust-building Measures:** Instilling confidence among the public that reports submitted through the "EKSUS SMART" application will be treated with due seriousness by POLRI. This necessitates an elevation of transparency and accountability standards in the investigative processes conducted by POLRI.
 - d. **Service Augmentation:** Improving the suite of services provided by investigators to the public, including comprehensive case reporting, note provision, and direct interaction avenues via the application.
 - e. **Effective Training Protocols:** Development and implementation of rigorous training programs for investigators, focusing on refining investigative skills and upholding transparency throughout the criminal proceedings.
 - f. **Communication Skills Enhancement:** Enhancing the communication proficiency of investigators to articulate information effectively and transparently regarding ongoing or concluded cases.
 - g. **Coordinated Collaboration:** Intensifying coordination and collaboration mechanisms among investigators, governmental entities, and the public to actualize the overarching goal of transparency in handling criminal activities.
 - h. **Infrastructure Upgradation:** Elevating the quality of information infrastructure, encompassing internet networks and information technology access. This is crucial to bolster the utilization of the "EKSUS SMART" application and foster seamless collaboration between governmental entities and investigators.

The implementation of these strategic measures holds the promise of enhancing transparency in investigative endeavors and galvanizing increased public involvement in reporting criminal activities.

5. CONCLUSION

The investigative authority of the Indonesian National Police (POLRI) encompasses various actions, such as receiving public reports, conducting investigations, and making arrests when necessary. The intricate process of managing criminal cases begins with the reception of police reports from the community, followed by investigations aimed at gathering evidence to substantiate allegations of criminal activities. The adept management of criminal cases by POLRI investigators necessitates a high level of expertise and professionalism. The "EKSUS SMART" application contributes positively by augmenting the effectiveness and transparency in handling criminal cases. However, there exist technical, legal, and social challenges that must be addressed for the optimal utilization of the application in maintaining public safety and order.

While the application harbors substantial potential, its optimization demands the implementation of specific strategies. Some of these optimization strategies involve

augmenting public awareness and education regarding the "EKSUS SMART" application, streamlining the application design for user-friendly navigation, and bolstering public trust in the reporting process. Essential facets of improvement encompass enhancing investigator services, developing investigator training, and refining communication skills to foster transparency and increased community participation. Furthermore, there is a pressing need for improved coordination and cooperation among investigators, the government, and the community through advancements in information infrastructure and heightened public interest in matters pertaining to transparency and investigation. The successful implementation of these strategies is anticipated to render the "EKSUS SMART" application more effective in supporting the handling of criminal cases and fostering active community participation in crime prevention initiatives.

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