PolisiKu App as Government's Media Communication Platform

Case Study in Indonesia National Police

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Abstract—This article discusses PolisiKu Application. Indonesia National Police (INP)'s first national online application. This application is the result of integration of 26 online applications that were previously built separately by work units and territorial units within the INP. PolisiKu is the result of integration of 26 region's online applications, to improve security services. This research focuses on how to adapt and apply Information Communication Technology (ICT) of PolisiKu for Police officers, in realizing digital-based community services. The method used is explorative research, to get insight from the application officer, how adaptation is done by INP personnel with the presence of the technology and how it is applied in implementing digital security services to the community. The results obtained turned out that Polri personnel, especially Baintelkam officers, had not been able to adapt to the connectivity of SKCK services, related to data security and the legality of the legality of community leaders. In addition, for readiness of traffic management officers, the availability of infrastructure is not evenly distributed, so access to SIM Online has not been implemented nationally. While this is just the Information Technology Division and Baharkam and Bareskrim who are ready with Police Post data and services Emergency Call, because of the back office system from the police headquarter until police resort station to assist operations and digitization of services from the police in PolisiKu.

Keywords—mobile gov app; ICT; explorative research

I. INTRODUCTION

The impact of the development of the 4.0 industrial revolution can be felt by the general public through devices. Internet-based devices affect the development of existing government service institutions. In its development the device has given birth to Mobile Government (mGov) technology. Mobile-Government (mGov) develops a service system carried out through an open network and is virtual. Service modes and changes in this pattern require changes in behavior in the attitudes and intentions of citizens. mGov makes a technology-based transformational government service system even more mobile, dynamic, easily accessible, available, and increases citizen participation regardless of their class.

For many years, the people receive government services by coming directly to the service place. all service processes are passed manually / face to face. The transformational governance offered through eGov ensures a revolutionary change in the public administration service delivery system that summarizes organizational reforms from the service provider side and changes in behavior attitudes from the service recipient side.

In this research we will discuss the PoliceKu mobile application which is a service product in the form of an application from INP.

PolisiKu is an application developed by the INP. This software is available in Android and IOS. The Police have the main feature, which is to find the nearest police post from the position of the people who are using the application. Then there are supporting features in the application such as being able to search police station information and telephone numbers of police stations throughout Indonesia, users can make public complaint calls, users can provide aspirations through the Halo Police feature, there are features to access online One Roof System Administration (SAMSAT), and there are channeling facilities information from police public relations to the public. This application will experience future development in order to obtain centralized police services [1]. This application is present to assist the community in matters relating to the National Police. This hope is certainly present due to the development of adequate technological infrastructure that is present in the midst of the community in order to facilitate Polri services for the community.

This research seeks to identify "how is the adaptation and application of PolisiKU ICT application to the INP organization in realizing digital-based community services?"

II. LITERATURE REVIEW

A. Information and Communication Technology (ICT)

ICT in Indonesian is refers to technology that provides access to information through telecommunications [2]. Unlike Information Technology (IT), ICTs focus on communication technologies, including the Internet, wireless networks, cellular telephones, and other communication media as these technologies can affect society. Through information and communication technology, the community has the latest communication skills. For example, an individual can communicate in real-time with other people in various countries using technology, such as instant messaging, voice over IP (VoIP), and video conferencing. Society Ideology

ICT is the incorporation of audiovisuals, telephones and networks, all using one means for transmission. This is also used by organizations, especially the government in developing access to information for the community. Following are some of the ICTs implemented by the government in a country: (1) online services, (2) intelligence systems that regulate information flow, evaluation and visionary predictions, (3) business system / database application to link transactional needs of government institutions with the public, (4) back office system, and (5) infrastructure [3].

B. Application of Mobile Government

Mobile technology for government is called m-government. M-government is a strategy that involves the use of all types of cellular technology and wireless services, applications, and devices. The aim is to increase benefits for parties involved in e-government, including citizens, businesses and all government units (Kushchu, 2007 in Barcelar de Lima [4]).

PolisiKu is a type of m-government as a service to mediate the government with the public (G2C). This service allows citizens to interact with the government in a manner that is responsive to citizens' needs and communication preferences. G2C services allow citizens to keep up with government information, ask questions, request services, complete transactions, send comments, report problems, request emergency assistance and access data.

III. RESULT AND DISCUSSION

This study uses an exploratory research approach that explains how the Mobile Police application is used in the communication of INP apparatus in the context of its services to the community and how adaptation in the application of the technology to internal Police itself. Explorative research is used to describe new topics or issues where data is still difficult to explore. In this research, it is the phenomenon of the Police service and the concept of digital police services.

The unit of analysis of this study was the user of the Mobile Police app at the Police Headquarters of the IT Division, in Baintelkam as the Connected Service and the National Police Corps as the owner of access to Online SIM services in PolisiKu application. In accordance with the unit of analysis, the subject of the research is the dynamics of the implementation and adaptation of public / bureaucratic services for the Mobile Police app as a communication media for the police in a participatory manner. The subjects who will be the informants of this research are Polri personnel at the operational level, but also understand SIM (Driving Liscence) services and SKCK services at the Central level, because this application level is national in scope, as the party that influences and is directly related to the virtual service.

A. PolisiKu M-government application

The National Police headed by the National Police Chief is a non-governmental State Institution that is directly under the President, who is in charge of carrying out the duties of the President in accordance with the laws and regulations, including Law No. 2 of 2002 concerning the Indonesian National Police.

Carrying out operational activities and fostering police capability carried out by all police functions from the central level to the responsibility for carrying out the hierarchical duties and authorities of the police from the lowest level to the central level, namely the Chief of Police.

The main duties of the Indonesian National Police in accordance with the Police Law are: (1) maintaining public security and order, (2) enforce the law, and (3) providing protection, protection and service to the community.

All three are implemented in the structure and various work units, some of which will be discussed related to this research are the IT Division, Baintelkam (Intelligence and Security Agency), and Korlantas (Traffic Corps). All three were used as sources of information for this study, because they refer to the main features offered by the PolisiKu application, namely: (1) search for the nearest police station and telephone throughout Indonesia, (2) conduct public complaints, (3) give aspiration through the Halo Police feature, (4) online samsat features, and (5) channeling information from the National Police Public Relations to the public [1].

Here is a simple look of PolisiKu application:

Fig. 1. Display of PolisiKu Application

Through the interview with Capt Febri, the police officer in charge of my Police application, stated that this application was launched in December 2016. Built by the Information

Technology Division of the National Police Headquarters. Integrating address data and telephone numbers of police stations throughout Indonesia, which later became the basis for emergency calls for users of the application. The second data integration is with the SIM Online service data, connecting with the data bank and the services owned by Korlantas Polri, especially the online SIM extension service. The third major integration is with Baintelkam, which is for SKCK services (Police Certificate of Good Conduct). This integration is still half online, because the new community can access online forms, and still have to print and bring it to the nearest police station. As well as crowd permit services and security or escort, both under the authority of the National Police Chief of Defense.

In addition to being digitizing police services, Kleinhans and Reinut stated that many local governments around the world use social media and applications to implement three communication strategies: representation, involvement of civil society, network development [5]. In PolisiKu, representation is also displayed in this application, especially the representation of the mental revolution echoed by National Police Chief General Tito Karnavian, and the present National Police slogan, the ProMoTer Police (Professional, Modern, Trusted). The civil society involvement strategy is also contained in the Report button, where the public can report through the application, about suspicious matters or police officers who are found to have committed violations. This facility is widely used mainly after the Surabaya Brimob and Bomb Prison bomb cases. The last is the construction of the network, with the embedded online application in the smart device of the community, indirectly shows the support and legitimacy of the presence of the National Police. The physical network that is built through the number of users can later be used for the development of other services, so that the image of the Professional, Modern and Reliable Police can be achieved.

The concept of the mobile application itself is a tangible form of the opening of interactive / two-way communication channels, both the National Police as an institution and the user of the application. In Ganapati states that smart device applications used by the Government are 'citizen-oriented' [6]. So that through interactive communication it is expected to bring up an interactive city candidate, which provides participation and collaboration space, where citizens are not only contributors. Of course by prioritizing public needs.

Based on research sources, it is stated that the existence of this technology has also brought about changes for the Indonesian National Police. This was actually discussed by Pacey, who stated that technology is a system and praxis. Technology as a system of values and work praxis that follows it, are in a constellation of progress or human progress. Dynamics of efficiency and certain objectives inevitably presuppose a system of progress in technology.

The existence of information and communication technology requires the readiness of personnel to be ready with the changes, and ready with the ability of each personnel, the organization is required to be oriented to the progress process, because the medium has passed / replaced some functions of the personnel themselves. This raises adaptation to the Polri

organization. In artifacts, new tools are needed to support the application system, both servers, internet networks, manning structures, and data integration from related work units (Baintelkam, Korlantas, Bareskrim and Baharkam).

In its application, there are several recitations of the relevant work unit, such as Baintelkam in its online form, choosing to return to the traditional concept. because there is still a need for an identification filter / filter from the neighborhood leader around the SKCK applicant, for example: Chairperson of the citizens associations. To avoid the existence of fictitious SKCK proposals or even from recidivism. Furthermore, from Korlantas, it was found that the application of SIM Online was still not evenly distributed nationally, it was only spread in several big cities in Indonesia, 177 security guards at the provincial and district police levels http://sim.korlantas.polri.go.id/show_location/show_list_locati on/- / 165 so that there is still a need for additional infrastructure and networks to make it connected nationally. As for Baharkam and Bareskrim, as work units that are expected to go down directly if there are reports of threats to order and security have almost the same obstacles, namely the back office system prepared by the Indonesian Police IT Div. city).

The M-Government Police Application and the ITK Concept Utilization of the PoliceKU application is fully consumed through mobile devices. Therefore, several challenges that interfere with user mobility can arise. Just as a connection is down because of a bad network or device that is malfunctioning. Another thing that needs to be anticipated is the quality of the network or bandwidth that is not enough to support all types of e-service cellphones, or temporarily jammed, making services unavailable (Ilarri, Mena & Illarramendi, 2010; Väätäjä, 2012) in Johansson and Andersson [7]. Referring to this, both the government and related industries need to improve matters related to mobile devices, location detection technology, and big data (authentication & fraud detection). The PoliceKU application must be accessible via the community mobile device so that the purpose of making the application can be carried out, taking into account the standard network quality of the majority of Indonesian mobile devices. In addition, in terms of location detection technology must be in accordance with the conditions that exist in the field. The PoliceKU mobile application requires data from users, such as name, mobile number, and email address. The data is user privacy data so the government must try to avoid data leakage.

IV. Conclusion

The government especially the National Police plays an important role, namely optimizing the existing Information and Communication Technology functions to build an interactive, participatory and information-based environment, improving the quality of public services and optimizing administrative functions [8] through increased cooperation between the National Police work units and the community. The emergence of a new trend from the context of 'smart city' raises a wider discussion about the use of ITK in government institutions, especially decentralization of information in the IR 4.0 era, this will encourage government agencies to continue thinking about new ways to communicate, interact and provide public services.

The results of this study indicate that the implementation of the Police by the National Police is more oriented to encourage community participation to interact with the smart device media, be more aware / care for the surrounding environment and facilitate police services through digitizing information and services and police communication.

Adaptation that occurs within the National Police itself has pros and cons, pro because there are demands for progress orientation with the existence of these new technologies, contra arises because of the limited infrastructure and the security filter itself which is regulated by the police service law and SOP.

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