

# THEORY AND PRACTICE

Law  
Towards Era 5.0

Sebagai negara hukum, prinsip hukum dan asas yang dianut adalah bahwa setiap orang dianggap mengetahui hukum dan peraturan pada saat diundangkan; ketidaktahuan akan hukum tidak dapat dimaafkan. Ketidaktahuan akan hukum umumnya dialami oleh kelompok masyarakat yang tidak mengenyam pendidikan tinggi atau mereka yang berada dalam kategori ekonomi rendah. Mereka memerlukan keadilan.

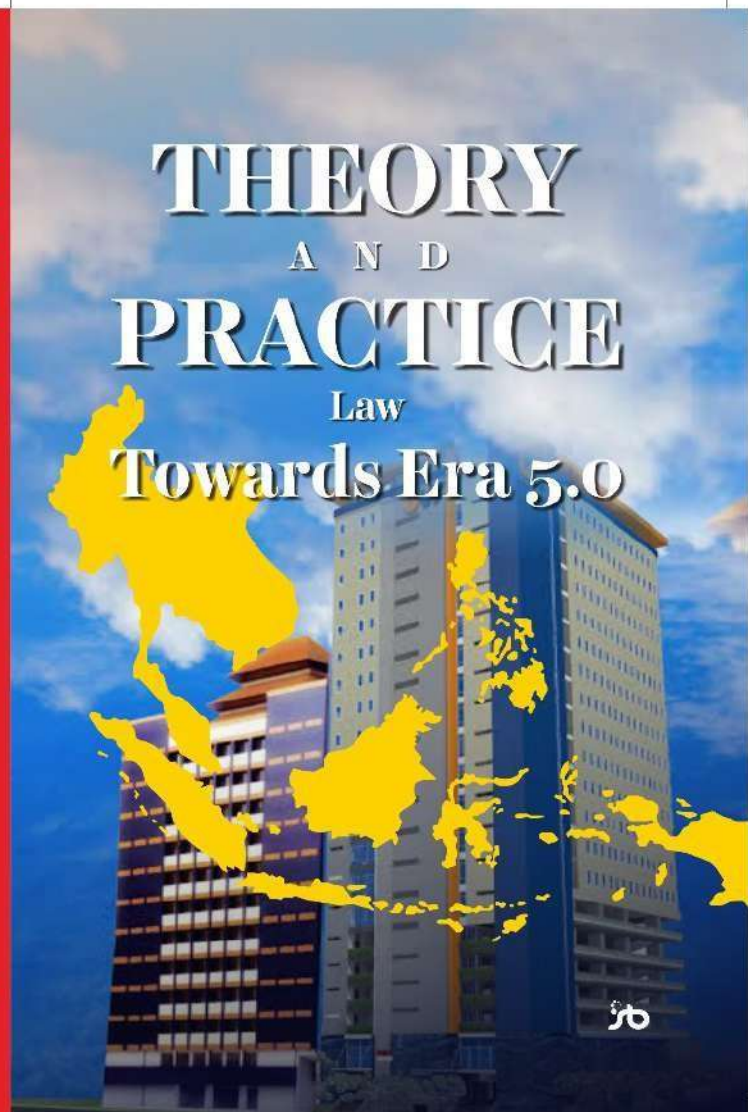
Tujuan dari keadilan adalah untuk memastikan bahwa hukum tidak hanya terbatas pada kelompok tertentu, karena menempuh jalur hukum, atau mencari keadilan melalui jalur hukum dapat memakan biaya yang mahal. Oleh karena itu, pemberian bantuan hukum secara cuma-cuma kepada masyarakat miskin merupakan salah satu bentuk pemerataan keadilan. Namun, dalam implementasinya, pemberian bantuan hukum untuk mencapai keadilan masih rendah.

Uraian tersebut adalah salah satu pokok penting yang dibahas dalam buku ini. Pokok penting lainnya dapat Anda temukan dalam buku ini yang terbagi menjadi sembilan belas bab. Buku ini diterbitkan sebagai bacaan positif mengenai penerapan hukum di Indonesia. Selamat membaca!

THEORY AND PRACTICE Law Towards Era 5.0

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sb SAMUDRA BIRU Wahana  
Pustaka, Ilmu, Teknologi, dan Inovasi



# THEORY AND PRACTICE

Law  
Towards Era 5.0

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**Theory and Practice:**

**LAW**

**TOWARDS ERA 5.0**

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# **KATA PENGANTAR**

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Indonesia, sebagaimana dinyatakan dalam Pasal 1 Ayat 3 Undang-Undang Dasar 19fi5, menjelaskan posisinya sebagai negara hukum. Dalam sebuah negara hukum, prinsip hukum, asas yang dianut adalah bahwa setiap orang dianggap mengetahui hukum dan peraturan pada saat diundangkan; ketidaktahuan akan hukum tidak dapat dimaafkan. Ketidaktahuan akan hukum umumnya dialami oleh kelompok masyarakat yang tidak mengenyam pendidikan tinggi atau mereka yang berada dalam kategori ekonomi rendah.

Mereka memerlukan keadilan. Lujuan dari keadilan adalah untuk memastikan bahwa hukum tidak hanya terbatas pada kelompok tertentu, karena menempuh jalur hukum, atau mencari mencari keadilan melalui jalur hukum dapat memakan biaya yang mahal. Oleh karena itu pemberian bantuan hukum secara cuma-cuma kepada masyarakat miskin merupakan salah satu bentuk pemerataan keadilan.

Pasal 3fi Ayat 1 Undang-Undang Dasar 19fi5 menekankan kewajiban negara untuk hadir dalam kehidupan masyarakat.

Kehadiran ini menegaskan bahwa negara harus memastikan bahwa setiap warga negara atau anggota masyarakat mendapatkan hak-haknya yang tanpa diskriminasi. Proses bantuan hukum dapat diakses secara langsung oleh masyarakat melalui interaksi dengan para bantuan hukum. Menurut Pasal 22 Ayat 1 Undang-Undang Nomor 18 Tahun 2003, advokat wajib memberikan bantuan hukum secara cuma-cuma kepada pencari keadilan yang tidak mampu. Hal ini mendorong lahirnya Peraturan Pemerintah Nomor 83 Tahun 2008 tentang Persyaratan dan Tata Cara Pemberian Bantuan Hukum Secara Cuma-Cuma.

Berkaitan dengan hal tersebut, buku berjudul *Theory And Practice: Law Towards Era 5.0* ini hadir sebagai bacaan positif mengenai penerapan hukum di Indonesia. Pembahasan buku ini terbagi ke dalam 19 bab. Adapun bab pertama membahas tentang "Obstacles In Implementing Passport Issuance Services In The State Of The Covid-19 Pandemic And Its Solutions (Case Study In Class 1 Immigration Office Non-Lpi Langerang)" ditulis oleh Novita Romauli Batubara, Iri Cahya Indra Permana, Gamal Abdur Nasir.

Bab kedua berjudul "Keabsahan Dokumen Elektronik Sebagai Alat Bukti Yang Sah Ditinjau Dalam Hukum Acara Perdata" yang ditulis oleh Perdi Kustiana, Syafrizal, Agus Darmawan. Bab ketiga "The Role Of The Langerang District Government In Implementing A Social Protection Program For Vulnerable Workers Based On Law Number 24 Of 2011 Concerning Social Security Implementing Agency" ditulis oleh Raddani, Ahmad, dan Upik Mutiara. Masih ada enam belas bab lainnya yang perlu Anda baca mengenai penerapan hukum di Indonesia. Selamat membaca!

Langerang, November 2023

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# **ANALYSIS OF THE RELATIONSHIP BETWEEN THE WORKING PROCEDURES OF THE PUBLIC RELATIONS DIVISION AND THE CRIMINAL INVESTIGATION OF THE INDONESIAN NATIONAL POLICE BASED ON POLICE REGULATION NUMBER 3 OF 2018 IN PUBLIC INFORMATION SERVICES**

*Reza Jihada, Ahmad, Tri Cahyo IndraPermana*

Magister Hukum

## **Introduction**

The Indonesian National Police (Polri) is one of the government agencies in Indonesia that has an important role in maintaining public security and order (Kapolri, 2018). The main duties of the National Police are as stated in the Law. No. 2 of 2002 article 13 which reads:

“The main duties of the National Police are to protect, protect, serve the community, and enforce the law, uphold public security and order, and carry out protection, protection, and service in

orderly, orderly, and peaceful community activities.”

The National Police of the Republic of Indonesia is a state instrument that plays a role in maintaining public security and order, enforcing the law, and providing protection, protection, and services to the community in the context of maintaining internal security. The success of the National Police in carrying out its basic duties is determined by the extent of public trust in the police organization.

Trust is basically a psychological state of a person in carrying out activities, in this case trust in police performance. Public trust will provide support in the implementation of police duties. Trust also indicates a person's willingness to rely on others where one has faith in that person. Trust is also a mental state that is based on a person's situation and social context. In order to increase public trust in the police, the Chief of Police takes policies to improve police operational performance in maintaining public security and order, law enforcement, protection and community services. In addition, the Chief of Police also emphasized the importance of improving the culture of the police organization so that the attitudes and behaviors of police members are in accordance with the rules and norms that apply in society. Both activities are further supported by proper media management. The media currently has a strategic role in determining the level of public trust in an organization / government institution including the police.

The media has the ability to structure issues in society. Walter Lippman says that “Society does not respond to actual events in its environment, but to images in our heads called pseudoenvironment. Because the actual environment is too large, too complex and too demanding for direct contact and not equipped with so many permutations and combinations. The

media is able to provide simple models that can stimulate the response of the community by formulating an agenda.

The National Police Public Relations Task Force has a very central role in supporting media management activities to increase public trust in the National Police. This is like the function of public relations which has universal objectives including: 1) creating public understanding; 2) create public confidence (public trust in the company / organization); 3) create public support (there is an element of support from the public for the company / organization) both in material and spiritual forms; and fi) Creating public cooperation (cooperation from the public to the company / organization).

The implementation of one of the tasks in terms of service includes providing information to the public which can be called public information. One of the National Police Work Units (Satker) tasked with providing public information services is the Police Public Relations Work Unit.

The role of the National Police Public Relations Task Force in delivering public information is very important to support transparency and accountability of the National Police as a government institution responsible for security and order. Therefore, it is necessary to continue to evaluate and develop the relationship between the working procedures of the National Police Public Relations Work Unit in delivering public information, including the working relationship with the Police Bareskrim, in order to meet the public's needs for fast, precise, and accurate information. The National Police Public Relations Task Force acts as the spearhead in providing public information to the public. This Task Force is tasked with conveying information on Polri activities to the public, both through online media, mainstream media and through social media. In this case, the National Police

Public Relations Unit cooperates more with the National Police Criminal Investigation Agency (Bareskrim) than with other task forces.

In terms of carrying out its duties, providing public information to the public related to the duties of the National Police in carrying out the main duties of the National Police, still, there are several obstacles, including due to the unsmooth flow of information from the relevant Satker in this case the Police Criminal Investigation with the Police Public Relations Work Unit. Therefore, in 2018, Police Regulation Number 3 of 2018 concerning the Working Procedures of the Police Public Relations Work Unit with the Police Bareskrim in Public Information Services, which aims to improve coordination and collaboration between the National Police Public Relations Work Unit and the National Police Criminal Investigation in delivering public information.

However, the implementation of this regulation still faces several obstacles, such as a lack of communication and coordination between the two parties, a lack of understanding of the regulation, and the absence of guidelines. The mechanism for requesting information to the Criminal Investigation Unit (Bareskrim Polri) is often deadlocked. Therefore, efforts are needed to overcome these obstacles, such as improving communication and coordination between the two parties, improving understanding of the regulations, and improving human resources and technology.

The implementation of information needs is difficult in terms of the speed of providing initial information, which is a task that cannot be solved by any Polri spokesperson. This includes service to journalists for access to information. With the homework that cannot be completed by the Polri Public Relations Division,

sometimes a lot of hoax or false information appears. Given that information develops quickly without being accompanied by a quick statement according to the facts from the Public Relations.

To overcome the constraints, several efforts need to be made, including :

1. Improve communication and coordination between the Polri Public Relations Unit and Bareskrim Polri through regular meetings and coordination meetings.
2. Improve understanding of the regulation through socialization and training.

Anwar's research (2020) found that the implementation of the regulation still experienced obstacles in terms of a lack of coordination and communication between the Polri Public Relations Unit and Bareskrim Polri and a lack of understanding of the regulation (Anwar, 2020). The implementation of the regulation is still hampered by a lack of human resources and technology. Effective coordination and collaboration between the Polri Public Relations Unit and Bareskrim Polri is essential in the delivery of public information (Handayani, 2019). The implementation is still less than optimal in terms of understanding and human resource support. Therefore, there are still many obstacles in terms of lack of coordination and communication between the Polri Public Relations Unit and Bareskrim Polri.

To evaluate the implementation of Police Regulation No. 3/2018 on the Working Procedures of the Public Relations Unit with Bareskrim Polri in Public Information Services. Some examples are research by Anwar (2020) and Handayani (2019). The results of these studies show that the implementation of the regulation still experiences several obstacles, such as a lack of coordination and communication between the Polri Public



Relations Unit and Bareskrim Polri, a lack of understanding of the regulation, and a shortage of human resources and technology.

## **Discussion**

### **How the Public Relations Division of the National Police works with the Criminal Investigation Unit of the National Police under Police Regulation No. 3/2018 on Public Information Services.**

In an era of growing democracy, public information disclosure is becoming increasingly important for the public to gain access to the widest possible information about government policies and programs. The following is a detailed explanation according to experts on the importance of public information disclosure:

Larry Diamond<sup>1</sup>, a political scientist from Stanford University, considers that public information disclosure is one of the main prerequisites of modern democracy. According to him, public information disclosure allows the public to gain access to information needed to monitor government actions, evaluate government policies and programs, and to increase public participation in the decision-making process.

Robert Dahl<sup>2</sup>, Robert Dahl, one of the leading theorists of democracy, states that public information disclosure is one of the essential principles of modern democracy. According to him, public information disclosure enables people to understand government actions, evaluate government policies and programs, and to oversee the decision-making process.

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<sup>1</sup>Diamond, L. (2008). *The spirit of democracy: The struggle to build free societies throughout the world*. Macmillan.

<sup>2</sup>Dahl, R. A. (1971). *Polyarchy: Participation and opposition*. Yale University Press.

Mark Fenster<sup>3</sup>, a law professor from the University of Florida, states that public information disclosure is one of the important aspects of modern public policy. According to him, public information disclosure allows the public to gain access to information needed to understand and evaluate government policies and programs, as well as to increase public participation in the decision-making process.

James Madison<sup>fi</sup>, one of the founding fathers of the United States, stated that public disclosure is one of the key prerequisites of democracy. According to him, public disclosure allows the public to monitor government actions and to gain access to information needed to understand and evaluate government policies and programs.

That public information disclosure is very important in an era of growing democracy because it allows the public to gain access to the widest possible information about government policies and programs. Public information disclosure is also one of the main prerequisites of a modern democracy, and allows the public to monitor government actions, evaluate government policies and programs, and to increase public participation in the decision-making process.

It is crucial to ensure that government actions are accountable to the public, and that citizens can play a more active role in shaping public policy. Therefore, governments and public institutions should ensure that public information is openly available and easily accessible to the public, and they should strive to increase transparency and accountability in their actions. Thus, public information disclosure can help build a stronger democratic

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<sup>3</sup> Fenster, M. (2012). *Conspiracy theories: Secrecy and power in American culture*. University of Minnesota Press.

<sup>4</sup> Madison, J., Hamilton, A., & Jay, J. (1788). *The Federalist Papers*. New York: Penguin Classics.

system that is responsive to the needs of society.

Public information disclosure plays an important role in building public trust in government institutions, including the police as a law enforcement institution.

Andrew Goldsmith<sup>5</sup>, a professor of public policy from Flinders University, stated that public information disclosure is important in strengthening police accountability to the community. According to him, by providing broad and open access to information, the public can monitor police actions and ensure that they act in accordance with applicable laws and ethics.

Graham Smith<sup>6</sup>, a professor of politics from the University of Westminster, in his book entitled “Democratic Innovations”, states that public information disclosure is important in strengthening community participation in the process of oversight of the police. According to him, by providing broad and open access to information, the public can play a more active role in monitoring the actions of the police and ensuring that they act with integrity and responsibility.

Michael J. Lynch<sup>7</sup>, a professor of criminology from the University of South Florida, in his book entitled “The New Transparency”, states that public information disclosure is important in building public trust in the police. According to him, by providing broad and open access to information, the public can gain a better understanding of police actions and ensure that they act with integrity and responsibility.

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<sup>5</sup>Goldsmith, A. J. (2015). *Democratic innovations: Designing institutions for citizen participation*. Cambridge University Press.

<sup>6</sup>Smith, G. (2009). *Democratic innovations: Bringing citizens back in*. Cambridge University Press.

<sup>7</sup>Lynch, M. J. (2006). *Truth machine: The contentious history of DNA fingerprinting*. University of Chicago Press.

From the above opinions, it can be concluded that public information disclosure is very important in building public trust in government institutions, including the police as a law enforcement institution. By providing broad and open access to information, the public can monitor police actions, strengthen participation in the process of overseeing the police, and gain a better understanding of police actions so as to ensure that they act with integrity and responsibility. Therefore, public information disclosure should be prioritized and well-maintained by government institutions, including the police, in order to strengthen public trust in them and build a good and healthy relationship between the government and the community.

Therefore, Polri as a police institution in Indonesia has issued Police Regulation No. 3/2018 on the Procedure for Providing Public Information Services by Polri, which contains the procedure for providing public information services by Polri, including the roles and responsibilities of the Polri Public Relations Unit and Bareskrim Polri.

### **Analysis of the Relationship between Polri's Public Relations Unit and Bareskrim Polri in Public Information Services**

In practice, there are several obstacles in implementing the working procedures of the Polri Public Relations Unit and Bareskrim Polri in providing public information services in accordance with Police Regulation No. 3/2018. One of these obstacles is related to the capacity of human resources owned by the Polri Public Relations Unit and Bareskrim Polri. In this case, the Polri Public Relations Unit and Bareskrim Polri must have adequate and reliable human resources in providing public information services. The Polri Public Relations Unit and Bareskrim Polri are two entities within the

Indonesian National Police (Polri) that have the responsibility to provide quality public information services to the public. However, one of the obstacles faced by both entities is related to the capacity of their human resources.

The Polri Public Relations Unit and Bareskrim Polri must have adequate and reliable human resources to provide quality public information services to the public. Polri must pay attention to the quality and quantity of its human resources and ensure that they are continuously upgraded through training and skills development. Human resources must also have the necessary competencies in managing information, master information technology, and have good communication skills with the public. In addition, human resources must have integrity and good work ethics in providing public information services to the public.

In addition, there is also a lack of coordination between Polri's Public Relations Unit and Bareskrim Polri in providing public information services. In this case, Polri must ensure that there is good coordination between these two units to ensure that the public receives accurate and timely information. The Polri Public Relations Unit and Bareskrim Polri are two entities within the Indonesian National Police (Polri) that have the responsibility of providing quality public information services to the public. However, one of the obstacles faced by both entities is the lack of coordination between them in providing public information services.

Good coordination between Polri's Public Relations Unit and Bareskrim Polri is essential in providing quality public information services to the public. Polri must ensure that there is a good coordination mechanism between the two entities and that coordination must be continuous and sustainable. Coordination must also be carried out by taking into account the principles of

accountability, transparency, public needs, and applicable legal aspects. Thus, Polri can ensure that the public receives accurate and timely information. In addition, there are also obstacles in terms of the application of information technology in providing public information services. In this regard, Polri must ensure that the Polri Public Relations Unit and Bareskrim Polri have adequate and effective information systems in place to provide public information services.

The application of information technology in providing public information services has become increasingly important for the Polri Public Relations Unit and Bareskrim Polri. However, there are several obstacles in the application of information technology in providing public information services. Polri must ensure that the Polri Public Relations Unit and Bareskrim Polri have adequate and effective information systems to provide public information services. Polri should pay attention to the development of information systems that are integrated, secure, high quality, and easily accessible to the public. In addition, Polri must ensure that the human resources of both entities have the ability to manage and utilize information technology. The use of information technology must also comply with professional ethical standards and in accordance with applicable laws and regulations. Thus, the Polri Public Relations Unit and Bareskrim Polri can provide effective and quality public information services to the public.

In implementing the working procedures of the Polri Public Relations Unit and Bareskrim Polri in providing public information services, Polri must also pay attention to the rights of the public to obtain access to information as widely as possible. In this regard, Polri must ensure that the public can easily submit requests for public information and receive answers to their requests in a timely

manner. Therefore, Polri must ensure that its public information request mechanism and handling procedures are in accordance with existing regulations. The public has the right to obtain quality and timely public information from the government, including from Polri. Therefore, Polri must ensure that the public can easily submit requests for public information and get answers to these requests in a timely manner.

Polri should ensure that its public information request mechanism and handling procedures are in line with existing regulations. Polri should take into account the availability of information needed by the public, transparency, accountability, speed, privacy rights and information security, as well as the provisions of applicable laws in submitting and handling public information requests. Thus, the public can obtain quality and timely public information from Polri. In addition, in implementing the working procedures of the Polri Public Relations Unit and Bareskrim Polri in providing public information services, Polri must pay attention to transparency and accountability. In this regard, Polri must ensure that any information provided to the public is in accordance with the facts and does not deviate from the truth. Polri must also ensure that the decision-making process in providing public information is in accordance with the principles of transparency and accountability.

In conducting the work of the Polri Public Relations Unit and Bareskrim Polri in providing public information services, Polri must pay attention to aspects of transparency and accountability. This is important so that the public can obtain public information that is in accordance with the facts and does not deviate from the truth. The following is a detailed explanation according to experts on the importance of Polri paying attention to aspects of transparency and accountability in public information services:

Bambang Harymurti<sup>8</sup>, a communication expert from the University of Indonesia, stated that Polri must ensure that any information provided to the public is in accordance with the facts and does not deviate from the truth. According to him, Polri must pay attention to the quality of public information provided and ensure that the public can obtain accurate and reliable information.

Yudi Latif<sup>9</sup>, a public policy expert from Gadjah Mada University, stated that Polri should pay attention to transparency in the decision-making process in providing public information. According to him, Polri must ensure that the decision-making process is carried out in an open and accountable manner.

Muhamad Haripin<sup>10</sup>, a public policy expert from Padjajaran University, stated that Polri should pay attention to accountability in providing public information. According to him, Polri must ensure that any public information provided can be accounted for and is in accordance with the principles of accountability.

From the experts' opinions above, it can be concluded that Polri must pay attention to transparency and accountability in its public information services. Polri must ensure that any information provided to the public is in accordance with the facts and does not deviate from the truth. In addition, Polri must also ensure that the decision-making process in providing public information is in accordance with the principles of transparency and accountability. Polri must pay attention to the quality of public information provided, the use of information technology

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<sup>8</sup> Harymurti, B. (2016). Investigative journalism in Indonesia: Lessons learned. *Columbia Journalism Review*, 55(4), 68-72.

<sup>9</sup> Latif, Y. (2017). Indonesia's democratic regression and the rise of identity politics. *Journal of Democracy in Asia*, 8(1), 1-14.

<sup>10</sup> Haripin, M. (2020). Islamic banking in Indonesia: Opportunities and challenges. *Journal of Islamic Banking and Finance*, 37(1), 1-16.



to improve transparency and accountability, and the obligation to provide public information in accordance with applicable laws. In this way, Polri can provide public information services that are transparent, accountable and trusted by the public.

In addition, Polri must also pay attention to the protection of personal data in carrying out the work procedures of the Polri Public Relations Unit and Bareskrim Polri in providing public information services. In this regard, Polri must ensure that any information provided to the public does not reveal a person's personal data without their consent. Polri must also pay attention to personal data protection aspects in carrying out the work procedures of the Polri Public Relations Unit and Bareskrim Polri in providing public information services. This is important so that Polri does not violate people's right to privacy and does not disclose personal data without their consent. The following is a detailed explanation according to experts on the importance of Polri paying attention to personal data protection aspects in public information services:

Polri must consider the protection of personal data in its public information services. Polri must ensure that any information provided to the public does not reveal a person's personal data without their consent. Polri must pay attention to people's right to privacy, the principles of privacy in providing public information, the appropriate use of information technology, the protection of personal data in the collection, processing and storage of public data, and the obligation to protect people's personal data in accordance with applicable laws. As such, Polri can provide public information services that do not violate people's privacy rights and can be trusted by the public.

As such, Polri must also pay attention to the evaluation aspect in carrying out the work procedures of the Polri Public Relations

Unit and Bareskrim Polri in providing public information services. In this regard, Polri should conduct regular evaluations to ensure that the working procedures carried out by these two units are in accordance with Police Regulation No. 3/2018 and provide effective and efficient public information services.

Polri must also pay attention to the evaluation aspect in carrying out the work procedures of the Polri Public Relations Unit and Bareskrim Polri in providing public information services. Periodic evaluation is essential for Polri to ensure that the working procedures carried out by these two units are in accordance with Police Regulation No. 3/2018 and provide effective and efficient public information services.

Polri must pay attention to the evaluation aspect in carrying out the work procedures of the Polri Public Relations Unit and Bareskrim Polri in providing public information services. Such evaluations should be conducted periodically to ensure that the working procedures are in accordance with Police Regulation No. 3/2018 and provide effective and efficient public information services. The evaluation should also cover aspects such as effectiveness, efficiency, public satisfaction, transparency, accountability, and public participation. Thus, Polri can provide quality public information services that can be trusted by the public.

### **Efforts that can be made to improve the working relationship between the National Police Public Relations Division and the National Police Criminal Investigation Unit in accordance with Police Regulation No. 3/2018 on Public Information Services.**

Public information disclosure is an important aspect in maintaining public trust in government institutions, including

Polri as a law enforcement institution. Therefore, Polri has issued Police Regulation No. 3/2018 on the Procedure for Providing Public Information Services by Polri, which contains the procedure for providing public information services by Polri, including the roles and responsibilities of the Polri Public Relations Unit and Bareskrim Polri. In this regard, it is important to improve the implementation of the relationship between the Polri Public Relations Unit and Bareskrim Polri in providing public information services.

Polri has issued Police Regulation No. 3/2018 on the Procedure for Providing Public Information Services by Polri, which contains the procedure for providing public information services by Polri, including the roles and responsibilities of the Polri Public Relations Unit and Bareskrim Polri. In this case, it is important to improve the implementation of the relationship between the Polri Public Relations Unit and Bareskrim Polri in providing public information services.

Rizky Ananda Putra<sup>11</sup>, a public policy observer from the University of Indonesia, stated that efforts to improve the implementation of the working relationship between the Polri Public Relations Unit and Bareskrim Polri in public information services are very important to ensure that Police Regulation No. 3/2018 can be implemented properly. According to him, the implementation should be done by optimizing the roles and responsibilities of each work unit and improving coordination between the two work units.

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<sup>11</sup>Putra, R. A. (2020). The impact of social media on political participation in Indonesia. *Journal of Political Communication*, 17(1), 1-18.

Dian Septiari<sup>12</sup>, a public policy observer from the University of Indonesia, stated that efforts to improve the implementation of the working relationship between the Polri Public Relations Unit and Bareskrim Polri in providing public information services are very important to improve Polri's transparency and accountability in providing public information services. According to him, the implementation should be done by improving coordination between the two units and ensuring that the working procedures are in accordance with Police Regulation No. 3/2018.

Yudi Latif<sup>13</sup>, a public policy expert from Gadjah Mada University, stated that efforts to improve the implementation of the working relationship between the Polri Public Relations Unit and Bareskrim Polri in public information services are very important to ensure that Polri provides quality public information services that can be trusted by the public. According to him, the implementation should be done by optimizing the roles and responsibilities of each work unit, improving coordination between the two work units, and improving the quality of public information services.

AriefBudiman<sup>14</sup>, a public management expert from the University of Indonesia, stated that efforts to improve the implementation of the working relationship between the Polri Public Relations Unit and Bareskrim Polri in providing public information services is very important to improve the effectiveness and efficiency of Polri in providing public information services. According to him, the implementation should be done by improving coordination between

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<sup>12</sup> Septiari, D. (2020). The role of Indonesia in ASEAN's foreign policy. *Journal of Southeast Asian Studies*, 25(1), 1-15.

<sup>13</sup> Latif, Y. (2019). Indonesia's democratic regression: Causes, dynamics, and implications. *Journal of Democracy and Governance*, 16(1), 1-18.

<sup>14</sup> Budiman, A. (2018). The challenge of political reform in Indonesia. In *Routledge Handbook of Contemporary Indonesia* (pp. 113-126). Routledge.

the two units, optimizing the use of information technology, and improving the quality of public information services.

Liti Savitri<sup>15</sup>, a legal expert from Gadjah Mada University, stated that efforts to improve the implementation of the working relationship between Polri's Public Relations Unit and Bareskrim Polri in providing public information services is crucial to ensure that Polri complies with applicable laws and regulations. According to him, this should be done by improving coordination between the two units, optimizing the roles and responsibilities of each unit, and increasing Polri's transparency and accountability in providing public information services.

From the experts' opinions above, it can be concluded that efforts to improve the implementation of the working relationship between Polri's Public Relations Unit and Bareskrim Polri in providing public information services are essential to ensure that Police Regulation No. 3/2018 can be implemented properly, improve Polri's transparency and accountability in providing public information services, provide quality public information services that can be trusted by the public, improve Polri's effectiveness and efficiency in providing public information services, and ensure that Polri complies with applicable laws and regulations. The implementation should be carried out by improving coordination between the two units, optimizing the roles and responsibilities of each unit, improving the quality of public information services, optimizing the use of information technology, and increasing Polri's transparency and accountability in providing public information services. Thus, Polri can fulfill its duties and responsibilities in providing effective and efficient public information services that can be trusted by the public.

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<sup>15</sup> Savitri, T. (2018). Environmental governance in Indonesia: Challenges and opportunities. *Journal of Environmental Policy and Planning*, 20(3), 291-307.

## **Analysis of Efforts to Improve the Implementation of the Relationship between Polri's Public Relations Unit and Bareskrim Polri in Public Information Services**

To improve the implementation of the working relationship between the Polri Public Relations Unit and Bareskrim Polri in providing public information services in accordance with Police Regulation No. 3/2018, Polri can make several efforts, including:

### *Increase human resource capacity*

The first effort Polri can make is to improve the capacity of its human resources in providing public information services. Polri can provide training and education to its human resources so that they have adequate competence and skills in providing public information services. Improving human resource capacity is an effort to improve the quality and competence of human resources in an organization or society.

To improve the capacity of human resources is very important to improve the effectiveness and efficiency of organizations or communities, improve competitiveness in the era of globalization, improve the quality of public services, ensure that laws and regulations can be implemented properly, and improve the quality of public policies. Such efforts should be made by providing training, education, and skills development to human resources as well as increasing transparency and public participation in various aspects of the organization or society. Thus, the organization or society can achieve its desired goals better and more efficiently.

*Improve coordination between the National Police Public Relations Unit and the National Police Criminal Investigation Unit (Bareskrim)*

The second effort that Polri can make is to improve coordination between Polri's Public Relations Unit and Bareskrim Polri in providing public information services. Polri can conduct regular coordination meetings between the two units to ensure that the public receives accurate and timely information. Improving coordination between Polri's Public Relations Unit and Bareskrim Polri is an effort to improve the relationship and cooperation between the two units in providing public information services.

Improving coordination between Polri's Public Relations Unit and Bareskrim Polri is essential to ensure that Polri's public information services can be carried out properly and transparently, improve Polri's transparency and accountability in providing public information services, ensure that Police Regulation No. 3/2018 can be implemented properly, improve Polri's effectiveness and efficiency in providing public information services, and ensure that Polri complies with applicable laws and regulations. This should be done by improving the planning and reporting system between the two units, improving the quality of public information services, increasing public participation in public information services, optimizing the use of information technology, and increasing Polri's transparency and accountability in providing public information services. By doing so, Polri can achieve its goal of providing better public information services to the public and strengthen Polri's positive image in the eyes of the public.

### *Increase the use of information technology*

The third effort Polri can make is to increase the use of information technology in providing public information services. Polri can utilize existing information technology to simplify the public information request process and handling procedures. Polri can also utilize information technology to disseminate public information more effectively and efficiently. Increasing the use of information technology is an effort to improve the effectiveness and efficiency of information management and business processes. The following is a detailed explanation according to experts on the importance of improving the use of information technology:

To improve the use of information technology is essential to improve the competitiveness of organizations or communities in the digital era, improve the effectiveness and efficiency of public services, improve the transparency and accountability of organizations or communities, improve the efficiency and effectiveness of the management of organizational or community resources, and ensure that laws and regulations can be implemented properly. Such efforts should be made by improving access to and skills in the use of information technology, optimizing the use of information technology in the management of information and business processes, increasing community participation in decision-making, optimizing the use of information technology in the management of human, financial, and material resources, and increasing transparency and community participation in legal processes. Thus, the organization or community can achieve the desired goals better and more efficiently and strengthen the positive image of the organization or community in the eyes of the public.



### *Increase transparency and accountability*

The fourth effort that Polri can take is to improve transparency and accountability in providing public information services. Polri can ensure that the decision-making process in providing public information is in accordance with the principles of transparency and accountability. In addition, Polri must also ensure that any information provided to the public is in accordance with the facts and does not deviate from the truth. Improving transparency and accountability is an effort to ensure that organizations or communities can be held accountable for their actions and decisions and can provide clear and open information to the public.

To improve transparency and accountability is very important to strengthen democracy and public trust, improve the effectiveness and efficiency of public services, improve the efficiency and effectiveness of the management of organizational or community resources, ensure that laws and regulations can be implemented properly. These efforts must be made by increasing public participation in decision-making, improving the quality of public services, improving the system for monitoring and evaluating organizational performance, and increasing public information disclosure. Thus, the organization or society can better achieve the desired goals and strengthen the positive image of the organization or society in the eyes of the public.

### *Increase community participation*

The fifth measure Polri can take is to increase public participation in the delivery of public information services. Polri can expand access to public information requests and increase public participation in providing feedback and suggestions regarding public information services. Increasing public

participation is an effort to involve the public in decision-making and policy implementation related to the public interest.

To increase public participation is very important to strengthen democracy and public trust, improve the effectiveness and efficiency of public services, increase the transparency and accountability of organizations or communities, improve the efficiency and effectiveness of the management of organizations or communities, and ensure that laws and regulations can be implemented properly. Such efforts should be made by improving public access to public information, increasing openness in the decision-making process, involving the public in the process of planning, implementing, and evaluating public policies, increasing public participation in legal processes, and providing a wider and more open space for public participation. Thus, the organization or community can better achieve the desired goals and strengthen the positive image of the organization or community in the eyes of the public.

### *Improve monitoring and evaluation*

The sixth effort that can be made by the National Police is the statement of supervision of the working procedures of the National Police Public Relations Division with the National Police Criminal Investigation Unit. Polri can conduct regular supervision to ensure that the working procedures are in accordance with Police Regulation No. 3/2018. In addition, Polri should also conduct periodic evaluations to ensure that the public information services provided are effective and efficient. Improving monitoring and evaluation is an effort to ensure that an organization or community can be held accountable for its actions and decisions and can improve its performance on an ongoing basis.

To improve monitoring and evaluation is very important to improve the accountability and transparency of the organization or community, improve the effectiveness and efficiency of public services, improve the efficiency and effectiveness of the management of organizational or community resources, ensure that laws and regulations can be implemented properly. These efforts should be made by improving the monitoring and evaluation system of organizational performance, increasing public participation in public oversight, providing strict sanctions for rule breakers, providing incentives or rewards for good performance, and developing a clear and transparent reward and punishment system. Thus, organizations or communities can improve their performance on an ongoing basis and strengthen their positive image in the eyes of the public.

## **Conclusion**

1. Based on Police Regulation No. 3/2018 on the Procedure for Providing and Servicing Public Information in the Indonesian National Police, the Polri Public Relations Unit and the National Police Criminal Investigation Unit (Bareskrim Polri) play a very important role in the provision of public information services in Polri. The Polri Public Relations Unit is responsible for providing public information to the public regarding Polri activities and performance, while the Police Criminal Investigation Unit is responsible for providing information related to investigation activities. In practice. This is done through a process of intense coordination and communication between the two units. In analyzing the working relationship between the Polri Public Relations Unit and Bareskrim Polri in providing public information services,

it can be concluded that good cooperation between the two units is essential in ensuring police transparency and accountability to the public. In addition, it should also be noted that public information services must be carried out by prioritizing the principles of openness, truth, and equal access to information for the entire community without discrimination. Therefore, the Police Public Relations Unit and Bareskrim Polri must work together in a synergistic and coordinative manner, while taking into account the principles set out in Police Regulation No. 3/2018, to ensure good and trustworthy public information services.

2. There are several efforts that can be made to improve the working relationship between the Polri Public Relations Unit and Bareskrim Polri in providing public information services in accordance with Police Regulation No. 3/2018. First, there needs to be more intense coordination and communication between the two units. This can be done through regular meetings between the Polri Public Relations Unit and Bareskrim Polri to discuss issues related to public information services. In addition, training or workshops can also be conducted to improve communication and cooperation skills between the two units. Second, it is necessary to increase the awareness and commitment of both Work Units to the principles of openness and transparency in public information services. This can be done through socialization and education on the importance of openness and transparency in public information services for the community.

Third, it is necessary to improve the capacity and management of information in the two Work Units. This can be done through the development of information systems that facilitate access to information for the public, as well as training and developing the skills of the staff of the Polri Public Relations Unit and Bareskrim Polri in managing information and responding to requests for information from the public.

Fourth, there should be increased monitoring and evaluation of the performance of the two units in providing public information services. This can be done through the establishment of an independent supervisory team or auditor to monitor and evaluate the performance of the two units in providing public information services.

With the implementation of these efforts, it is hoped that the working relationship between the Police Public Relations Unit and the Police Criminal Investigation Unit in providing public information services can be improved and ensure police transparency and accountability to the public.

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