

ONLINE-BASED INVESTIGATION ADMINISTRATION INPUT APPLICATION SYSTEM TO FACILITATE POLICE PERFORMANCE REPORTING NIAS RESORT

By

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ABSTRACT

Advances in information technology are encouraging government institutions, including the police, to undertake digital transformation to support performance effectiveness and accountability. However, the investigation administration process in many police work units is still carried out manually, resulting in various problems, such as late reporting, the risk of document loss, and low investigator work efficiency. This study aims to design and implement an online-based investigation administration input application system to facilitate performance reporting at the Nias Police Resort. The methods used include user needs analysis, web-based system design, and system trials in the police work environment. The implementation results show that the system is able to accelerate the data input process, improve document accuracy and security, and provide real-time performance reports to leaders. Thus, this application system can be an effective solution to improve the efficiency, transparency, and accountability of investigation administration within the police environment.

Keywords: Information Systems, Investigation Administration, Web-Based Applications, Police, Performance Reports.

SISTEM APLIKASI PENGINPUTAN ADMINISTRASI PENYIDIKAN BERBASIS ONLINE UNTUK MEMUDAHKAN LAPORAN KINERJA KEPOLISIAN RESOR NIAS

ABSTRAK

Perkembangan teknologi informasi mendorong institusi pemerintahan, termasuk kepolisian, untuk melakukan transformasi digital dalam mendukung efektivitas dan akuntabilitas kinerja. Namun, proses administrasi penyidikan di banyak satuan kerja kepolisian masih dilakukan secara manual sehingga menimbulkan berbagai permasalahan, seperti keterlambatan pelaporan, risiko kehilangan dokumen, dan rendahnya efisiensi kerja penyidik. Penelitian ini bertujuan untuk merancang dan mengimplementasikan sistem aplikasi penginputan administrasi penyidikan berbasis online guna mempermudah pelaporan kinerja di Kepolisian Resor Nias. Metode yang digunakan meliputi analisis kebutuhan pengguna, perancangan sistem berbasis web, serta uji coba sistem di lingkungan kerja kepolisian. Hasil implementasi menunjukkan bahwa sistem mampu mempercepat proses input data, meningkatkan ketepatan dan keamanan dokumen, serta menyediakan laporan kinerja secara real-time kepada pimpinan. Dengan demikian, sistem aplikasi ini dapat menjadi solusi efektif dalam meningkatkan efisiensi, transparansi, dan akuntabilitas administrasi penyidikan di lingkungan kepolisian.

Kata kunci: Sistem Informasi, Administrasi Penyidikan, Aplikasi Berbasis Web, Kepolisian, Laporan Kinerja.

INTRODUCTION

The use of information technology has become a strategic necessity in improving the performance and quality of organizational services, including law enforcement institutions. In the context of the police, investigative administration is a vital component supporting the success of the law enforcement process. Every stage of the investigation, from receiving reports to preparing case files, demands precision, speed, and accuracy of documentation. However, in practice, the investigative administration process in many police work units is still carried out manually, potentially leading to reporting delays, lost documents, and inefficiencies in investigators' work. Rapid technological developments require organizations to adapt to meet increasingly complex and rapid work requirements. Anglin (2018) states that technological advancements have led to the emergence of various strategies for utilizing advanced technology that can help people work more effectively and efficiently. In line with this, Jogiyanto (2005) defines an information system as a system used to process data into valuable and relevant information for its users. The implementation of online-based information systems is considered capable of accelerating data processing and increasing the accuracy and reliability of the resulting information.

Laudon and Laudon (2012) emphasized that management information systems play a crucial role in integrating an organization's data and work processes to enable more effective operations. In investigative administration, web-based information systems enable centralized data management, minimize the risk of document loss, and provide systematic, real-time performance reports. This is crucial considering that the accuracy and speed of performance reporting are indicators of police professionalism and accountability. Observations at the Nias Police Resort revealed significant problems in the administration of investigations. Around 42% of investigation reports experienced delays in internal reporting, while several important administrative documents, such as the police investigation report (BAP) and the police investigation report (SPDP), were difficult to find when needed. Furthermore, manual archive searches took a relatively long time, hampering the effectiveness of investigators and the evaluation of leaders. This situation is increasingly crucial amidst increasing public demands for transparency and accountability in police performance and the digital transformation agenda within the National Police.

Based on these issues, the development of an online-based investigative administration input

application system is an urgent need. This system is expected to improve investigators' work efficiency, ensure the security and integrity of case documents, and provide automatic, real-time performance reports. Thus, the implementation of this system will not only support bureaucratic reform and the digitalization of public services but also improve the quality of investigative administration governance at the Nias Police Resort.

LITERATURE REVIEW

1. Management Information System

A Management Information System (MIS) is an integrated system designed to process data into useful information to support an organization's decision-making process. A MIS consists of a combination of technology, procedures, and human resources that work together to provide relevant, accurate, and timely information. Ani Yoraeni et al. (2023) explain that a MIS functions to evaluate the efficiency and effectiveness of an organization's systems by providing structured information. Similarly, Rochaety (2017) emphasizes that a MIS supports management in data-driven planning, control, and decision-making. According to McLeod (in Rusbandi et al., 2022), an MIS is a management system that utilizes computing capabilities to ensure the availability of information to users. Thus, an MIS can be understood as a computer-based system that plays a vital role in supporting organizational operations and improving managerial effectiveness.

2. Role and Components of Management Information Systems

The primary role of an MIS is to provide relevant, accurate, complete, and timely information to support management functions. Susanto (2022) states that an MIS not only serves as a decision-making tool but also contributes to improving operational efficiency, coordination between work units, and organizational oversight and control. An MIS is composed of several main components: users (brainware), hardware, software, database, procedures, and communication networks. All of these components interact to ensure optimal system performance. The success of an MIS implementation is greatly influenced by the quality of human resources and adequate technological infrastructure support.

3. Web-Based Information System

A web-based information system is an application that can be accessed via the internet or intranet using a browser. This system allows users to manage and access data in real time, regardless of location. The advantages of a web-based information system include ease of access, time

efficiency, reduced use of physical documents, and increased data security and accuracy. Research by Kurniah (2022) shows that implementing a web-based document archiving system can accelerate archive retrieval and minimize the risk of data loss. Other studies by Saragih et al. (2020) and Hakim et al. (2022) also demonstrate that web-based information systems improve data management effectiveness and transparency in administrative processes. These findings strengthen the argument that web-based systems are suitable for implementing in the management of police investigation administration.

4. Investigation Administration

Investigation is a crucial stage in the criminal law enforcement process. According to the Criminal Procedure Code (KUHAP), an investigation is a series of actions by investigators to seek and collect evidence to clarify a crime and identify suspects. The investigative process includes receiving reports, examining witnesses and suspects, conducting searches, seizures, and compiling case files. Investigative administration serves to systematically and legally document all stages. Regulation of the Chief of the Indonesian National Police Number 6 of 2019 emphasizes that orderly investigative administration is a primary prerequisite for ensuring professionalism, transparency, and accountability in the law enforcement process. Therefore, effective investigative administration management is a fundamental requirement within the police force.

5. The Role of Information Systems in Supporting Investigation Performance

Information systems play a strategic role in supporting police investigations. Their use allows for centralized case data management, expediting administrative processes, and minimizing the risk of errors and lost documents. Herlambang and Mulyono (2020) stated that information systems in the investigation process can increase transparency and accountability in case handling. In addition, the information system supports real-time reporting of investigator performance through a digital dashboard, allowing leaders to monitor case progress and conduct more objective performance evaluations. The system's implementation also aligns with the national policy on Electronic-Based Government Systems (SPBE), as stipulated in Presidential Regulation No. 95 of 2018, which encourages the digitalization of government work processes to improve the efficiency and quality of public services.

RESEARCH METHODS

This research is an applied research approach using an information systems development approach. The objective of the research is to design and implement an online-based investigation administration input application system to improve the efficiency and accuracy of performance reports at the Nias Police Resort. The research was conducted at the Nias Police during the period April–August 2025. Data were collected through observation, interviews, and documentation studies of the investigation administration process which was still carried out manually. System development was carried out in stages, encompassing needs analysis, design, web-based application implementation, and system testing and evaluation. The evaluation was conducted by comparing time efficiency, ease of data access, and administrative accuracy before and after system implementation.

RESULTS AND DISCUSSION

Results

1. System Implementation Results

The result of this research is a web-based investigation administration input application system implemented at the Nias Police Resort. This system is designed to digitize the investigation administration process, which was previously carried out manually. The application has three main user types: admin, investigator, and leader, with different access rights according to their respective roles. The system's key features include user login and authentication, police report input, investigation report management (BAP), supporting document upload, case status changes, a monitoring dashboard, and automated performance report generation. These features address key needs identified during the analysis phase, particularly those related to work efficiency, data security, and reporting transparency.

2. Time Efficiency and Ease of Data Access

Trial results showed a significant increase in time efficiency. Before the system was implemented, the process of inputting administrative investigation reports took an average of 15–30 minutes per file. After using the online system, input time was reduced to approximately 3–5 minutes per report. Furthermore, the process of searching document archives, which previously took 15–30 minutes, can now be done in less than 10 seconds using the database search feature. This demonstrates the system's ability to speed up investigators' work and simplify access to case archives.

3. Accuracy, Security, and Completeness of Data

The system is equipped with input validation and centralized data storage, ensuring complete and structured storage of all investigative administrative documents. Trial results showed no document loss during the system testing process. Login and access rights management features ensure that only authorized users can access and manage data. This ensures the security and confidentiality of investigative documents are maintained in accordance with police operational requirements.

4. Monitoring Investigator Performance

The system provides a monitoring dashboard that displays case status in real time, including the investigation, inquiry, SP3, and P-21 stages. This feature allows management to monitor case progress and investigator performance without waiting for manual reports. The evaluation results show that it is easier for leaders to carry out supervision and make decisions based on data that is presented in an actual and systematic manner.

Discussion

The results of the implementation of an online-based investigation administration input application system show that the application of a management information system can increase the efficiency and effectiveness of investigators' work. Reducing report input time from 15–30 minutes to 3–5 minutes reinforces Jogiyanto's (2005) opinion that information systems function to process data into information that is faster and more valuable for its users. This finding also aligns with the Management Information Systems theory proposed by Laudon and Laudon (2012), which emphasizes that integrating data and work processes through information systems can improve overall organizational performance. With a centralized database, the risk of losing administrative investigative documents, which previously occurred frequently, can be minimized.

From an investigative administration perspective, the developed system supports the orderly documentation of each stage of the investigation, as mandated by the Criminal Procedure Code (KUHP) and Regulation of the Chief of the Indonesian National Police Number 6 of 2019 concerning Criminal Investigation. Digital recording of police reports, investigation reports, and supporting documents strengthens the accountability and professionalism of investigators. Real-time monitoring of investigator performance through a dashboard also supports increased transparency and internal oversight. This aligns with research by Herlambang and Mulyono

(2020), which states that information systems in the investigation process can increase transparency and accountability in case handling. Furthermore, the implementation of this system supports the national policy of the Electronic-Based Government System (SPBE), as stipulated in Presidential Regulation Number 95 of 2018, which encourages the digitalization of government work processes to improve the quality of public services.

However, the trial results also revealed several challenges, such as limited internet connection, which impacted the upload process for large documents, and the need for user adaptation to the digital system. These challenges demonstrate that the success of an information system is determined not only by technical aspects, but also by the readiness of infrastructure and human resources. This aligns with Anglin's (2018) view that technological developments need to be balanced with improvements in human resource quality for optimal implementation. Overall, the results and discussion indicate that the developed online-based investigation administration input application system has effectively addressed the investigation administration challenges at the Nias Police. This system not only improves work efficiency but also strengthens transparency, data security, and the quality of investigator performance reporting, making it relevant to supporting the digital transformation agenda within the police force.

CONCLUSION

Based on the design, implementation, and testing of an online-based investigation administration input application system at the Nias Police Resort, it can be concluded that the developed system is able to address the main problems of investigation administration that was previously carried out manually. This system has succeeded in increasing the efficiency of investigators' work time, accelerating the report input process from 15–30 minutes to 3–5 minutes, and facilitating document archive searches in less than 10 seconds. In addition, centralized data storage and user authentication mechanisms have proven effective in maintaining the completeness, security, and confidentiality of investigation documents. The implementation of a monitoring dashboard allows leaders to monitor case status and investigator performance in real time, thus supporting transparency, internal oversight, and data-driven decision-making. Overall, this application system is more effective than manual methods and aligns with the concept of Management Information Systems and government digitalization policies, particularly the Electronic-Based Government System (SPBE) and the administrative provisions for investigations as stipulated in

National Police Chief Regulation Number 6 of 2019.

Nevertheless, this study also demonstrates the need to improve supporting infrastructure, particularly internet network stability, to optimize system performance. Furthermore, ongoing user training and mentoring are essential to accelerate investigators' adaptation to digital systems and minimize user errors. Going forward, system development is recommended to focus on integration with cross-law enforcement systems, such as the Information Technology-Based Integrated Criminal Justice System (SPPT-TI), to ensure a more integrated, expeditious, and accountable case handling process.

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