

EFFECTIVENESS OF THE ELECTRONIC INVESTIGATION MANAGEMENT SYSTEM (E-MP) IN THE GORONTALO POLDA

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Abstract: This research aims to analyze and describe the effectiveness of the Electronic Investigation Management (E-MP) system at the Gorontalo Regional Police, examining the 5 (five) principles that must be fulfilled in policy effectiveness, namely: Right policy, Right implementation, Right target, Right environment, and Right process. The approach used in this research is qualitative. The research method is descriptive qualitative. Data collection was carried out using interview techniques, observation and documentation studies. The data analysis technique in this research was carried out by data reduction, data presentation and drawing conclusion/verification. The research results show 1) In terms of system accuracy indicators, E-MP has supported the duties and functions of investigations at the Gorontalo Regional Police; 2) The indicator of accuracy in implementing the E-MP system at the Gorontalo Regional Police shows that the system is being implemented properly in accordance with the initial objectives of the E-MP implemented at the Gorontalo Regional Police; 3) The E-MP target accuracy indicator at the Gorontalo Regional Police shows the success of the system with clarity of work targets as planned; 4) The environmental accuracy indicator of the E-MP system at the Gorontalo Regional Police shows that the internal environment is good with interaction between the National Police and the Gorontalo Regional Police through coordination and monitoring. However, the external environment is not yet good, public perception of the E-MP system at the Gorontalo Regional Police is not completely good due to lack of socialization; 5) The indicator of the accuracy of the E-MP system process at the Gorontalo Regional Police shows that the level of E-MP acceptance at the Gorontalo Regional Police is good. Personnel acceptance of E-MP as a useful rule and tool for drug investigations. The Narcotics Directorate and the public, especially suspects, can understand and accept all the rules that have been set. The Narcotics Directorate and the community are ready to be involved in implementing and being part of the implementation of the Electronic Investigation Management (E-MP) system at the Gorontalo Regional Police.

Keywords: Effectiveness; Electronic Investigation Management System (E-MP)



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Introduction

Public administration is one of the social sciences that examines state management systems that link them to policy. Public administration is closely related to various regulations and policies relating to the public. Public administration is a process of implementing decisions or policies for the benefit of the state, citizens or society. Public administration consists of all operations aimed at fulfilling or enforcing public policy. Public administration is the application of law in a detailed and

systematic manner. It can also be said that public administration is nothing more than policies, practices, rules and regulations (Veronica, 2021).

Public policy as one of the scopes of public administration is government activity to solve problems that occur in society, either directly or through government institutions. Public policy is implemented by state administration which is run by the government bureaucracy. Public policy takes the form of legal rules where the government is the main actor in making them. The public policy cycle itself can be linked to policy making, policy implementation and policy evaluation. How public involvement in each policy stage can be a measure of the level of state compliance with the mandate of the people who are sovereign over it (Wahyuni, 2022).

The implementation of public policy needs to be measured for its effectiveness as a parameter for the success of achieving the goals and targets set in the public policy. By looking at effectiveness, it means seeing whether an alternative action in a public policy achieves the expected results or consequences, or achieves the goal of implementing an action. In implementing public policy, effectiveness is measured by the success of achieving the goals and targets set in public policy (Dunn, 2013).

Measuring effectiveness can be done by looking at the principles that must be fulfilled in policy effectiveness, according to (Nugroho, 2018) there are 5 (five) principles of policy effectiveness, namely: 1) Appropriate policy, the accuracy of policy is assessed from the extent to which existing policies contain things. which actually solves the problem it is intended to solve; 2) Exact implementation, there are three institutions that can be implementers, namely the government, cooperation between government and the public/private sector, or implementation of policies that are monopolistic in nature; 3) The right target, whether the intervention target is in accordance with what was planned, does not overlap or conflict with other policy interventions. whether the target is ready for intervention or not; 4) Exactly the environment, the environment in this case is divided into the internal environment and the external environment; 5) Appropriate process, consisting of three processes, namely Policy Acceptance, Policy Adoption, and Strategic Readiness.

Effectiveness is one of the decision criteria used to suggest solutions to policy problems. Among the policies whose effectiveness needs to be seen is the Electronic Investigation Management (E-MP) system policy. Bareskrim Polri has implemented an Electronic Investigation Management (E-MP) system in 2017. This application can be accessed by Investigators/Assistant Investigators in each of their activities carrying out inquiries and investigations with the hope of achieving excellent community service to the furthest regional levels and productive police synergy. supported by special material equipment (almatus) from the National Police based on police technology. The Electronic Investigation Management System (E-MP) is a means of changing the work culture of the National Police's investigation system, from previously producing documents using conventional methods to a more modern one by making investigative administration documents (mindik) part of a system that is integrated with other systems within the National Police and will continues to be developed so that it can be connected with other systems outside the National Police through an Information Technology-based Integrated Handling System (SPPT TI) (Na'im, 2023).

There isThe implementation of the Electronic Investigation Management (E-MP) system is expected to be able to support the implementation of detective functions at the National Police Headquarters, Polda, Polres/TA and Polsek/Ta levels which currently really need the role of database support, a level of precision and accuracy in carrying out tasks, so it is necessary information technology system support. The Electronic Investigation Management System (E-MP) is an application that really helps members of the Investigation Department from leadership level to investigators and assistant investigators to be able to interact in working within an investigation management system, starting from police reports, assigning personnel in handling a case to These cases have been handled and everything is integrated with each other. The Electronic Investigation Management System (E-MP) for leaders is useful for controlling and searching for data related to police reports, criminal acts, case developments and most importantly for analyzing and evaluating the performance of Polri members, especially Bareskrim ranks. With this Android-based system

application, leaders and investigators can control and find out about the cases they are handling quickly, precisely and accurately according to the data input into the web-based system application. This is in line with Perkap Number 6 of 2019 concerning Criminal Investigation Article 45 paragraphs (1) and (2). It is also emphasized that to measure the success of investigations carried out by investigators/assistant investigators, performance evaluations are carried out through the Electronic Investigation Management (E-MP) system.). In addition, superior investigators can supervise and control investigations through the Electronic Investigation Management (E-MP) system.

The benefits obtained by external Polri, in this case the public, namely with this application the public can access this application to monitor the progress of investigation results (SP2HP Online) using cellphones, laptops, etc., thereby fostering a sense of public trust and transparency towards police officers in their implementation. The task is because through this application the public can directly monitor and monitor the results of the investigation's progress. So the public can easily enjoy this application to see the progress of the results of investigations that have been carried out by criminal investigators in dealing with crimes, crimes and other social problems and there is no need to come to the police station to see the progress of the investigation results (Agustoni, 2020).

The Electronic Investigation Management System (E-MP) has also been utilized by the Gorontalo Regional Police to improve excellent criminal investigation services. The Gorontalo Regional Police is a part of the National Police which has a task area in Gorontalo Province. The Gorontalo Regional Police have certain units with different task specifications. One of them is the Directorate of Narcotics Research (Ditresnarkoba) which is the element implementing the main tasks under the Regional Police Chief. The Narcotics Directorate is tasked with carrying out inquiries and investigations into criminal acts of drug abuse, including counseling and guidance in the context of preventing and rehabilitating victims of drug abuse. In carrying out its duties, the Narcotics Directorate carries out the functions of 1) Investigating and investigating criminal acts of drug abuse; 2) Analyzing drug cases and their handling and assessing the effectiveness of the implementation of the duties of the Narcotics Directorate; 3) Supervision of investigations into drug crimes within the Gorontalo Regional Police; 4) Guidance and counseling in the context of prevention and rehabilitation of drug abuse victims; and 5) Collecting and processing data as well as presenting information and documentation of the Narcotics Directorate's program activities.

The Narcotics Directorate is led by the Narcotics Directorate who is responsible to the Regional Police Chief, and in carrying out daily duties is under the control of the Deputy Regional Police Chief. In carrying out its duties, the Narcotics Directorate is assisted by the Deputy Narcotics Director who is responsible to the Narcotics Directorate. The Gorontalo Regional Police Narcotics Directorate consists of: 1) Planning and Administration Subdivision; 2) (Subbagrenmin); 3) Operational Development Section (Bagbinopsnal); 4) Investigation Supervisory Section (Bagwassidik); and 5) Sub Directorate (Subdit).

As time goes by, the use of the Electronic Investigation Management (E-MP) system by the Gorontalo Regional Police's Narcotics Directorate in its duties and functions of carrying out inquiries and investigations into criminal acts of drug abuse is still facing various problems related to the ineffectiveness of the Electronic Investigation Management (E-MP) system in order to improve services. prime criminal investigation at the Gorontalo Regional Police. Based on preliminary observations, researchers indicate that the Electronic Investigation Management (E-MP) system is not yet effective, in line with the theory conceptualized (Nugroho, 2018) regarding the 5 (five) principles of policy effectiveness, namely: 1) Appropriate policy, 2) Appropriate implementation, 3) Appropriate target, 4) Right environment, and 5) Right process.

Methods

Researchers carried out research at the Gorontalo Regional Police, this was based on several ideas, namely:

1. The Gorontalo Regional Police have adopted a new breakthrough provided by the National

Police Headquarters, namely the use of the Electronic Investigation Management (E-MP) application. This application is a web-based system that can be accessed via the internet using a mobile phone, laptop, computer or other tools. This Electronic Investigation Management (E-MP) application technology was only developed and used by Bareskrim Polri in 2017. This application is used to improve Polri services to the public and to investigators themselves.

2. To date, the Electronic Investigation Management (E-MP) application has been implemented in accordance with applicable provisions, namely Regulation of the Head of the National Police of the Republic of Indonesia Number 06 of 2019 concerning Criminal Investigations, article 1 number (25) administrative registration of investigations is the recording of investigative process activities in an organized manner. manually and/or through the e-investigation management application and in article 1 number (26) the electronic investigation management application, hereinafter referred to as E-MP, is a website-based application used by investigators or assistant investigators in the investigation management system, as a means due to various obstacles. in implementation. Researchers still find problems in implementing Electronic Investigation Management (E-MP) at the Gorontalo Regional Police.

Data analysis in this research means systematically organizing the material from interviews and observations, interpreting it and producing new thoughts, opinions, theories or ideas. This is what according to (Raco, (2018)) is called findings. Findings in qualitative analysis means looking for and finding themes, patterns, concepts, insights and understanding. Everything is summarized by the term affirmation which has meaning (statement of meanings). Analysis means processing data, organizing data, breaking it down into smaller units, looking for patterns and common themes. Analysis and interpretation always go hand in hand.

Results

This section presents a discussion of the research results which is a discussion of the findings obtained regarding The effectiveness of the Electronic Investigation Management (E-MP) system at the Gorontalo Regional Police uses theoretical analysis according to (Nugroho, 2018) that there are 5 (five) principles that must be fulfilled in policy effectiveness, namely: 1) Correct policy, 2) Correct implementation, 3) Correct target, 4) Right environment, and 5) Right process.

Policy Accuracy

According to (Nugroho, 2018), the accuracy of a policy is assessed by the extent to which the existing policy contains things that actually solve the problem to be solved. Exact policy in a policy can be interpreted as a benchmark for how a policy is assessed whether it is truly necessary for the public (society) or not. The first indicator in measuring the effectiveness of a policy is to see whether the policy is appropriate or not. Regarding this assertion (Nugroho, 2018), this research found that the accuracy indicators of the Electronic Investigation Management (E-MP) system at the Gorontalo Regional Police have been running effectively for internal personnel. This is because personnel at the Gorontalo Regional Police have used the Electronic Investigation Management (E-MP) system in the investigation process. The Electronic Investigation Management System (E-MP) is very appropriate and really needed to expedite the investigation process at the Gorontalo Regional Police.

The above statement confirms strong support for the implementation of E-MP in the Gorontalo Regional Police. This statement highlights the benefits and need for E-MP in simplifying the investigation process. E-MP is considered very appropriate for the Gorontalo Regional Police, this shows that the system suits the needs and context of the police investigation process. E-MP is seen as necessary to speed up investigations meaning that the system is expected to bring significant improvements in the speed and efficiency of investigations. Overall, the statement reflects positive sentiment towards the adoption and potential impact of E-MP in the Gorontalo Regional Police. This shows recognition of the potential benefits of E-MP in increasing the effectiveness of investigations.

Researchers emphasize that E-MP should not replace traditional investigative methods but instead complement and enhance them. Technology should serve as a tool to support investigative work, not as a substitute for human expertise and judgment. Ongoing monitoring and evaluation is essential to identify areas for improvement and ensure E-MP is used effectively and responsibly. Regular assessments can help identify potential challenges and opportunities to optimize system impact. By considering these additional points carefully and conducting ongoing evaluations, Gorontalo Regional Police can maximize the potential of E-MP to improve the investigation process and achieve better results.

In line with research findings (Agustoni, 2020) that in one of the National Police Chief's Priority Programs, namely improving public services that are easier for the community and based on information technology, the National Police Criminal Investigation Unit discovered the E-Investigation Management Application (E-MP) which aims to make it easier for police members to providing IT-based services to the community, specifically in creating investigative administrative files. The Investigation E-management application has been created since 2017 and has been implemented in all police stations in Indonesia with the aim of this application being able to be applied by all investigative members in Indonesia and simplifying the performance of investigative members in terms of investigation administration.

The findings of this research are that the socialization of the Electronic Investigation Management (E-MP) system in the Gorontalo Regional Police has succeeded in increasing the knowledge and understanding of personnel well enough to use the Electronic Investigation Management (E-MP) system. However, socialization of the Electronic Investigation Management (E-MP) system to the public is still lacking, many people do not know about the Electronic Investigation Management (E-MP) system. Only a small portion of the public is aware of the Electronic Investigation Management (E-MP) system, namely those who are involved with drug problems. Socialization of the Electronic Investigation Management (E-MP) system to the wider community is still not carried out intensively through various media, such as billboards, banners, announcements, social media and websites. In line with research findings (Mawuntu, et al, 2022) that the government is pursuing forms of socialization by making billboards, banners and information conveyed via social media such as Facebook, and announcements via other media.

In relation to the above, it can be emphasized that the internal socialization of E-MP to police personnel was successful, which shows that police personnel have gained sufficient knowledge and understanding to use the E-MP system. Public awareness about E-MP is still low, which shows that outreach efforts to the general public about E-MP are still less effective. Many people do not know about the existence and function of the E-MP system. Therefore, researchers emphasize the need for a sustainable and better public awareness raising campaign about E-MP. While progress has been made within policing, broader public understanding is critical to increasing transparency and building trust in the investigative process. Effective public outreach must use diverse communication channels by utilizing various media, including local radio, television and social media platforms, to help reach a wider audience. Community involvement is needed through the ability to: Collaborating with community leaders, organizations and educational institutions can increase awareness and understanding of E-MP. Public information materials and campaigns should explain E-MP in simple, easy-to-understand language, address potential concerns and highlight its benefits. Regularly evaluating the effectiveness of public awareness efforts and incorporating feedback can help refine strategies and improve community outreach outcomes. By implementing an effective public awareness raising strategy, the Gorontalo Regional Police can ensure that E-MP is not only used well internally, but is also understood and accepted by the communities it serves. This can contribute to a more transparent, efficient and trustworthy investigation process.

Accuracy of Implementation

According to (Nugroho, 2018), implementing a policy certainly requires good communication between the relevant agencies. If the relationship is not good then policy implementation cannot be successful. Regarding this assertion (Nugroho, 2018), this research found that the indicators of

accuracy in implementing the Electronic Investigation Management (E-MP) system at the Gorontalo Regional Police have been running effectively because overall, the Electronic Investigation Management (E-MP) system at the Gorontalo Regional Police shows the potential to increase the accuracy of the implementation of the criminal investigation process. Implementation of clear SOPs, an effective monitoring system, good communication and coordination, and a culture of collaboration between stakeholders are important factors in achieving the effectiveness of the Electronic Investigation Management (E-MP) system at the Gorontalo Regional Police.

Observing the above, the researcher emphasizes the importance of a positive evaluation of the implementation of the Electronic Investigation Management System (E-MP) in the Gorontalo Regional Police. This statement highlights the system's potential to improve the accuracy of criminal investigations and identifies key factors that contribute to its effectiveness. Therefore, the implementation of E-MP at the Gorontalo Regional Police is considered effective because this overall assessment shows that the system functions well and provides the expected benefits. E-MP has the potential to increase the accuracy of criminal investigations meaning the system can contribute to more precise, reliable and error-free investigation results. Four key elements play an important role in the success of the system, namely clear SOPs (Standard Operating Procedures) that are well defined and followed consistently ensuring standardized and efficient investigation procedures. An effective monitoring system where regular monitoring and evaluation helps identify areas for improvement and maintain system integrity. Good communication and coordination, through which effective communication and collaboration between stakeholders encourages a cohesive and efficient investigation process. There is a culture of collaboration where the collaborative environment encourages knowledge sharing, problem solving, and collective efforts to achieve investigative goals.

Continuous evaluation and improvement is essential through Further assessment and feedback mechanisms can help identify areas for further improvement and optimization of the Electronic Investigation Management (E-MP) system at the Gorontalo Regional Police. Training and capacity building is essential by providing adequate training and support to personnel ensuring they are well equipped to use the system effectively. Adaptation to developing technology and investigative needs. The Electronic Investigation Management (E-MP) system at the Gorontalo Regional Police must be able to adapt to incorporate new technology, new investigative techniques and changing legal requirements. Balancing efficiency and transparency because apart from making the process efficient, it is important to maintain transparency and accountability in investigative procedures. By taking these considerations into account and maintaining a commitment to continuous improvement, the Gorontalo Regional Police can further strengthen the effectiveness of the E-MP and its contribution to accurate and efficient criminal investigations.

In line with research findings (Mawuntu, et al, 2022) that in implementation decisions, there are micro-scale policy implementers divided into their respective main tasks and functions. In implementing a policy, of course good communication is needed between the relevant agencies. If the relationship is not good then policy implementation cannot be successful. In line with research findings (Raslin, et al, 2020) which confirms that one way to realize services in the field of law or police law enforcement is the electronic Investigation Management (E-MP) system approach. E-MP is an application that really helps detective members from leadership level to investigators and assistant investigators to be able to interact while working in an investigation management system. The interaction starts from the police report, the assignment of personnel to handle a case until the case has been handled.

In relation to the above, the researcher emphasizes the importance of effective implementation and communication in achieving the success of the Electronic Investigation Management (E-MP) system at the Gorontalo Regional Police in law enforcement. Researchers emphasize the division of roles and responsibilities among implementers, the importance of effective implementation and communication in achieving the success of the Electronic Investigation Management (E-MP) system and the important role of communication in ensuring smooth collaboration. The implementation of the importance of effective implementation and communication in achieving success of the micro-

scale Electronic Investigation Management (E-MP) system has a special role and function, so the importance of a clear division of work and expertise in carrying out the Electronic Investigation Management (E-MP) system initiative.

Effective communication is critical to success Electronic Investigation Management (E-MP) system at the Gorontalo Regional Police where strong communication channels and collaboration between stakeholders are very important for the successful implementation of the system. Poor communication hampers the effectiveness of the Electronic Investigation Management (E-MP) system at the Gorontalo Regional Police, this is because inadequate communication can cause misunderstandings, delays, and ultimately hinder the achievement of policy goals. The Electronic Investigation Management System (E-MP) at the Gorontalo Regional Police facilitates interaction and collaboration in investigation management where the E-MP System functions as a platform for interaction and collaboration between investigators, from senior management to detectives and assistants, so that the investigation process becomes more efficient, starting from police report to case closure.

There is a link between the effective implementation of the Electronic Investigation Management (E-MP) system at the Gorontalo Regional Police, communication, and the role of E-MP in improving law enforcement operations. Hence the importance of a structured approach, clear communication, and collaborative efforts in achieving successful policy outcomes, particularly in the context of criminal investigations.

Target Accuracy

According to (Nugroho, 2018) the intervention targets are in accordance with what was planned, do not overlap or conflict with other policy interventions. Whether the target is ready for intervention or not. Regarding this assertion (Nugroho, 2018), this research found that the indicator of target accuracy for the Electronic Investigation Management (E-MP) system at the Gorontalo Regional Police showed quite effective results in increasing the effectiveness of the investigation process. The implementation of the E-MP system in the Gorontalo Regional Police has shown positive results, this is characterized by clear target setting, continuous monitoring and evaluation, and accountability which are important factors in achieving target accuracy. Consistency in the use of E-MP is characterized by the accuracy and quality of data entered, as well as maximum use of system features.

In relation to the above, the statement highlights the effectiveness of the Electronic Investigation Management System (E-MP) in achieving target accuracy and improving the overall investigation process at the Gorontalo Regional Police. This statement emphasizes the importance of setting clear targets, continuous monitoring and evaluation, accountability, and consistent use of systems in achieving these positive results. E-MP has proven effective in increasing the accuracy of the investigation process, indicating that the implementation of E-MP has resulted in a more precise and efficient investigation process. Setting clear targets is very important because setting clear and measurable targets provides direction and focus for improvement efforts. Continuous monitoring and evaluation is essential because regularly assessing progress and identifying areas for improvement helps ensure continued effectiveness.

Researchers emphasize the importance of accountability The Electronic Investigation Management (E-MP) system at the Gorontalo Regional Police plays an important role by holding individuals and teams accountable for achieving targets, fostering commitment and driving results. Consistent use of E-MP is the key to effectiveness. Regular and comprehensive use of system features maximizes its potential benefits. Data accuracy and quality are critical: Ensuring accurate and complete data input maintains the integrity of the system and its output. There is a positive assessment of the impact of E-MP on the accuracy of investigations and the efficiency of the overall process at the Gorontalo Regional Police. This statement highlights the key factors that contributed to this success and provides valuable insight for other law enforcement agencies considering or implementing similar electronic investigation management systems.

Therefore, in the Electronic Investigation Management (E-MP) system at the Gorontalo

Regional Police it is necessary to provide ongoing training and support to E-MP users to increase their proficiency and encourage the adoption of new features. Adaptation to evolving investigative needs where the system must be able to adapt to incorporate new technology, new investigative techniques, and changing legal requirements. Addressing data security and privacy issues by implementing strong data security measures and ensuring compliance with privacy regulations is essential to protect sensitive information. Further encouraging feedback and collaboration by fostering a culture of feedback and collaboration among E-MP users can lead to further improvements and innovation. By taking these considerations into account and maintaining a commitment to continuous improvement, the Gorontalo Regional Police can further strengthen the effectiveness of the E-MP and its contribution to accurate, efficient and accountable criminal investigations.

In line with (Mawuntu, et al, 2022) that the target being intervened is in accordance with what was planned, does not overlap or conflict with other policy interventions, whether the target is ready for intervention or not. In relation to this research, the E-MP System was designed to facilitate effective target setting and monitoring, thereby enabling the establishment of clear investigative objectives, tracking progress and identifying areas for improvement. Therefore, the Gorontalo Regional Police require an effective intervention strategy that must be in line with the planned targets. Intervention aims to overcome certain challenges or obstacles that prevent achieving targets. Regular evaluation and adjustments are essential to ensure target alignment. Regularly checking progress and making adjustments when necessary can help ensure the intervention remains effective in supporting the achievement of planned targets.

Environmental Accuracy

According to (Nugroho, 2018), the environment in this case is divided into the internal environment and the external environment. The internal policy environment here means the interaction between policy formulating institutions and policy implementers. In this case, how does the policy formulating institution, which means the central government, interact with the policy implementer, which means the regional government? Interaction is carried out through coordination and monitoring. Coordination and monitoring carried out include reporting any obstacles that occur related to the policy to find joint solutions, monitoring the extent to which this policy is implemented, and facilitating facilities that are lacking or needed. The external policy environment means the environment outside the policy consisting of public opinion or the public's perception of the policy. Regarding this assertion (Nugroho, 2018), this research found that the environmental accuracy indicators of the Electronic Investigation Management (E-MP) system at the Gorontalo Regional Police showed positive potential in supporting the effectiveness of the system. This is indicated by the structured interaction between the National Police and the Gorontalo Regional Police in the use of E-MP, including the introduction and training stages, implementation, monitoring and evaluation, as well as technical support. Public perception of the E-MP system in the Gorontalo Regional Police is not entirely good, influenced by the lack of socialization and political and social issues related to the police.

The overall implications of the Electronic Investigation Management (E-MP) system at the Gorontalo Regional Police underscore the importance of addressing the system's technical effectiveness and public perception to fully exploit its potential benefits. Although structured interactions and collaborative efforts show promise, improving public understanding and addressing underlying social perceptions is critical to maximizing the positive impact of E-MP systems. Therefore, the Electronic Investigation Management (E-MP) system in the Gorontalo Regional Police must strengthen public awareness and must implement a comprehensive public awareness raising campaign to educate the public about the E-MP system, its features, and its benefits to improve the investigation process and increase public security. Address social issues by conducting open dialogue with community leaders and representatives to address underlying concerns or perceptions regarding the police and the E-MP system. Demonstrate transparency by encouraging transparency and accountability in the implementation and utilization of the E-MP system, ensuring that the public has access to clear information and can provide feedback. By addressing these challenges and

implementing effective strategies to improve public perception, E-MP systems can fully realize their potential to improve investigative effectiveness and strengthen public trust in the police.

In line with research (Mawuntu, et al, 2022) that the fourth aspect in measuring policy effectiveness is environmental provisions. Interaction is carried out through coordination and monitoring. Coordination and monitoring carried out include reporting any obstacles that occur related to the policy to find joint solutions, monitoring the extent to which this policy is implemented, and facilitating facilities that are lacking or needed. Regarding this research, coordination and monitoring are important aspects in ensuring the effectiveness and success of the Electronic Investigation Management (E-MP) system at the Gorontalo Regional Police. The urgency of coordination and monitoring can be emphasized that coordination and monitoring enable effective communication and collaboration between the parties involved in implementing E-MP. This is important to ensure that the system is implemented in accordance with the stated objectives and procedures. Through targeted coordination, various obstacles and obstacles that may arise can be identified and overcome quickly and precisely. Continuous monitoring of E-MP performance allows identification of areas that need improvement and optimization. Data and information obtained from monitoring can be used to make regular adjustments and system improvements. This contributes to increasing the effectiveness of E-MP in supporting the investigation and inquiry process. Transparent and accountable coordination and monitoring can help build public trust in E-MP. The public can see that the system is managed well and responsibly, and that their input and complaints are listened to and acted upon. This is important to maintain public trust in law enforcement and increase support for E-MP. E-MP operates in a dynamic and complex environment. The needs and demands of investigations and inquiries may change over time.

Continuous coordination and monitoring enable the system to adapt to these changes and evolve to meet newly emerging needs. Data and information collected through coordination and monitoring can be a valuable resource for decision makers. This information can be used to assess the effectiveness of E-MP, identify priority areas for improvement, and make informed decisions to maximize system benefits. Coordination and monitoring are important elements in ensuring the successful implementation of E-MP in the Gorontalo Regional Police. By implementing effective coordination and monitoring, this system can achieve its goals of increasing the effectiveness and accountability of investigative and investigative processes, as well as building public trust in law enforcement.

Process Accuracy

According to (Nugroho, 2018) the final aspect in looking at effectiveness is process determination. A process is basically a sequence of implementation or related events that initially come together from a plan to become a goal. In this process, according to Matland, individuals, groups, organizations, institutions and society can be involved. Through this process, parties consisting of individuals, groups, institutional organizations and the community prepare a plan which is then realized according to the expected goals. The decision process consists of three processes, namely Policy Acceptance, Policy adoption, Strategic Readiness. Regarding this assertion (Nugroho, 2018), this research found that the indicators of the accuracy of the Electronic Investigation Management (E-MP) system process at the Gorontalo Regional Police showed that the level of E-MP acceptance at the Gorontalo Regional Police was good. This is indicated by the personnel's acceptance of E-MP as a useful rule and tool for increasing efficiency and transparency in drug investigations. The Narcotics Directorate and the public (both as suspects and residents who are not involved in the case) can understand and accept all the rules that have been set. The Narcotics Directorate and the community are ready to be involved in implementing and being part of the implementation of the Electronic Investigation Management (E-MP) system at the Gorontalo Regional Police

Conclusion

This research can draw the following conclusions:

1. Indicators of the accuracy of the Electronic Investigation Management (E-MP) system at the Gorontalo Regional Police show that the system supports the duties and functions of investigations at the Gorontalo Regional Police. This is proven by the achievement of the objectives, namely the ease of the investigation process, outreach to personnel, a good level of understanding of personnel, and support for the implementation of investigative duties and functions at the Gorontalo Regional Police. However, outreach to the wider community is still not carried out intensively through various media, such as billboards, banners, announcements, social media and websites.
2. Indicators of the accuracy of implementing the Electronic Investigation Management (E-MP) system at the Gorontalo Regional Police show that the system was implemented as it should be in accordance with the initial objectives of the E-MP implemented at the Gorontalo Regional Police. This is proven by the system being implemented according to the SOP, as well as effective coordination and communication between system implementers.
In terms of the accuracy of targets for the planned Electronic Investigation Management (E-) system, as well as consistency in implementing the Electronic Investigation Management (E-MP) system at the Gorontalo Regional Police according to the SOP.
3. In terms of environmental accuracy indicators, the Electronic Investigation Management (E-MP) system at the Gorontalo Regional Police shows that the internal environment is good, as evidenced by the interaction between the National Police and the Gorontalo Regional Police through coordination and monitoring. However, the external environment is not yet good as evidenced by the public's perception of the E-MP system at the Gorontalo Regional Police which is not completely good due to a lack of socialization.

The indicator of the accuracy of the Electronic Investigation Management (E-MP) system process at the Gorontalo Regional Police shows that the level of acceptance of the E-MP at the Gorontalo Regional Police is good. This is proven by personnel's acceptance of E-MP as a useful rule and tool for drug investigations. The Narcotics Directorate and the public, especially suspects, can understand and accept all the rules that have been set. The Narcotics Directorate and the community are ready to be involved in implementing and being part of the implementation of the Electronic Investigation Management (E-MP) system at the Gorontalo Regional Police.

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