



Police Service Through Jogo Malang Application in the Malang City Resort Police Area (Polresta)

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Abstract

Police service is one of the police duties that attempts to respond to social problems in the community. To provide a sense of comfort and efficiency, the use of technology through applications can encourage services to the community more easily and effectively. Jogo Malang, which was initiated by the Malang Police, is a technology application that allows the public to easily submit complaints on social problems they face. The purpose of this research is to determine police services using the JOGO MALANG application in order to boost security by the City Resort Police (POLRESTA) of Malang City. To obtain a description of the subject under study, descriptive research with a qualitative approach was performed. Interviews, observation, and documentation were utilized to obtain data. While the data analysis technique utilized in this study refers to the interactive model developed by Huberman & Miles, which includes data gathering, data reduction, data presentation, conclusion drawing, and data verification. This study was carried out at the City Resort Police Office (POLRESTA) in Malang City. The study's findings indicate that the hardware provided is adequate for the application implementation procedure. The second sign is software that is simple to use. Furthermore, HR and the resources provided are made up of people who match the standards for doing a good job. The fourth indicator is data and information demonstrating that the implementers were extremely cautious when implementing. According to their primary roles and responsibilities, indicators of the organizational structure via which officials are recruited can be determined. The sixth factor is communication, in which the Malang City Police is deemed to be successful in interacting with various parties involved in promoting applications and reporting/complaints. The final sign is the implementer's attitude, which shows that the application is liked by both the implementer and the user community.

Keywords: *Application Implementation; Jogo Malang; Security Improvement; City Resort Police (Polresta); Malang City*

Introduction

Public service is an activity or sequence of activities that fulfills service demands for every citizen and resident of commodities, services, and/or administrative services given by public service providers in compliance with laws and regulations. As a responsibility and promise of the organizer to the community in the context of quality, fast, easy, affordable, and measurable services, a service

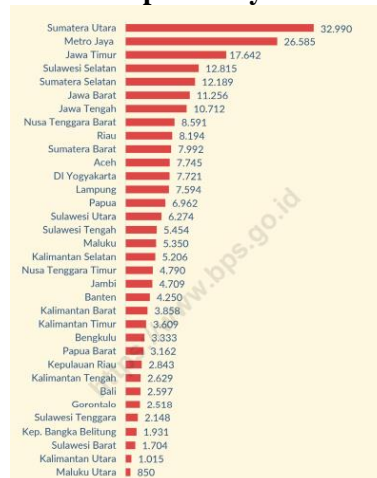
standard is a benchmark that is used as a guideline for service delivery and a reference for measuring service quality (Indonesia, 2009). The existence of public services is due to the existence of human needs that must be addressed; nevertheless, because human needs are limitless, the human notion of public service will evolve in rhythm with the evolution of human needs itself (Alamsyah, 2011).

The quality of public services provided by employees to customers is defined by understanding the customer and is backed by the company's internal, resulting in high-quality public services (Ramseok-Munhurrin et al., 2010). Public services carried out by government and private agencies are useful for making it easier for the public to access public services, including the National Police with the 2016 National Police Chief priority program on Promoters (Professional, Modern and Reliable) which has 11 programs with 306 activities and 8 quick wins. The second Promoter Program, namely: Improved public services that are easier for the community and IT-based with activities, including: a) Public services that are easy and accessible to the public, faster, free of middlemen and based on IT; b) Provide regulations and processes at service counters that are not complicated; c) Quick Response; and d) Modernization of technology to support public education (Chusyairi & Usman, 2017).

In line with the Law of the Republic of Indonesia Number 25 of 2009 concerning Public Services which explains that public services are activities in the context of fulfilling service needs in accordance with laws and regulations for every citizen and resident of goods, services and/or administrative services provided by public service providers, the State Police of the Republic of Indonesia shall try to make it happen by enacting the Law of the Republic of Indonesia Number 2 Article 13 of 2002 concerning the State Police of the Republic of Indonesia. Where the Law states that the main tasks of the Indonesian National Police are: (1) maintaining public security and order; (2) enforce the law; (3) provide protection, protection, and service to the community. In realizing the objectives in accordance with the main task, various efforts have been made, one of which is to eradicate criminality by the Police.

The Police in realizing the eradication of crime have tried their best through various efforts so that the protection of the community is realized. The crime rate in Indonesia is still very high, this is confirmed in data by the Central Statistics Agency (hereinafter referred to as BPS):

Figure 1
Number of Crimes Reported by Polda/Province, 2020



Source: Operations Control Bureau, Police Headquarters

Regional Police (hereinafter referred to as Polda) of East Java is included in the fifth largest category in terms of the number of incidents (total crime), but in terms of crime rate it is the fifth lowest group. This is of course due to the influence of the large population of East Java Province. Regarding the

crime rate, the West Papua Police recorded the highest crime rate, namely 328 (per 100.000 population), followed by the Maluku Police (303) and North Sulawesi (252).

Based on figure 1, it can be seen that the number of crimes in each region has a number of different levels of crime and it can be explained that crime in the territory of Indonesia is very high. Therefore, the Indonesian National Police are required to be able to minimize crime in Indonesia. Crime is generally seen as contrary to legal, social, and religious norms that exist in society. Various forms of crime are carried out by criminals in various forms including: theft; immoral acts; pickpocketing; persecution; drugs; extortion; murder; fraud; corruption; etc. In line with this, various types of crimes reported by the community show that the community also takes part in efforts to eradicate crime, one of which is through complaints to the police.

Based on data taken from the statistics of public reports/complaints by the Ombudsman of the Republic of Indonesia in 2020, where the police agency ranks fourth with a percentage of 10.08% as the substance of the most reports. The following is a figure of the substance of the public complaint report to the Indonesian Ombudsman in 2020:

Figure 2
Substance of Public Complaint Reports to the Indonesian Ombudsman, 2020



Source: <https://ombudsman.go.id/>

Based on data from the Reported Agencies, the 3 (three) most reported agencies are: Local Government at 39.59%, Police at 11.34%, and the National Land Agency at 10.01%. In addition to having the authority to provide a sense of security to the public, the Indonesian National Police in Law Number 2 Article 13 of 2002 concerning the Indonesian National Police is also authorized to provide optimal services to the community. In order to provide services as the main task of the police to the community, within the ranks of the police, the so-called Integrated Police Service Center or SPKT was formed. SPKT is a police officer tasked with providing integrated police services to reports or complaints by the public, providing assistance and assistance, and provide information services. SPKT as one of the implementing elements of the main task is found at the regional level Polri organization which includes the Regional Police of the Republic of Indonesia (hereinafter referred to as Polda) at the provincial level, the State Police of the Republic of Indonesia Resort (hereinafter referred to as Polres) at the city level, and the State Police of the Republic of Indonesia Sector (hereinafter referred to as Polsek) in the district.

Malang as one of the cities in East Java Province certainly has a high level of community problems, one of which is crime. The high crime rate in Malang City can be seen in the table below, where the Malang City Police recorded several prominent cases that occurred in 2019 and 2020 as follows:

Table 1
Number of Crimes and Realized Settlement by Type of Crime in Malang City

Jenis Kejahatan	Lapor		Selesai	
	2019	2020	2019	2020
Pembunuhan	2	2	2	2
Penemuan Mayat	33	50	33	50
Penganiayaan Berat (Anirat)	1	3	1	1
Pengrusakan	3	9	2	10
Pemerasokan	16	29	5	14
Penganiayaan Ringan	62	52	31	21
Mengakibatkan Orang Luka	1	0	1	0
Kekerasan dalam Rumah Tangga (KDRT)	29	20	24	10
Senjata Tajam (Sajam)	0	2	0	1
Pencurian dengan Kekerasan (Curas)	8	8	16	11
Pencurian dengan Pemberatan (Curat)	29	55	45	22
Curamnor	222	373	76	48
Penadahan	1	0	0	8
Curi Biasa	82	61	10	33
Percobaan Pencurian	0	1	0	0
Perkosaan	1	0	1	0
Perzinahan	3	1	0	1
Pornografi	1	0	1	0
Perjudian	12	8	12	8
Kebakaran	26	27	26	27
Pembakaran	0	0	0	0
Narkoba	210	211	210	211
Minuman Keras (Miras)	10	7	10	7
Pemerasan	10	3	1	1
Penipuan	20	97	3	15
Penggelapan	119	59	14	23
Parapapasan	0	1	0	0
Penghinaan	1	1	1	1
Perbuatan Tidak Enak (PTE)	4	0	0	0
Kejahatan Asusila	0	1	0	0
Pemalsuan Surat	2	6	2	2
Uang Palsu	0	0	0	0
Kecelakaan Meninggal Dunia	1	45	1	45
Kecelakaan Mengakibatkan Luka	10	10	10	10
Informasi Transaksi Elektronik (ITE)	10	3	0	1
Fiducia	56	46	3	3
Perlindungan Anak	23	20	16	12
Pergi tanpa Pamit	41	14	7	15
Ketertiban Umum	1	0	1	0
Lain-Lain	44	43	30	35
TOTAL	1094	1268	595	648

Source: Indonesian National Police Resort Malang City

<https://malangkota.bps.go.id/indicator/34/382/1/-jumlah-tindak-kejahatan-dan-realisis-penyelesaian-menurut-jenis-kejahatan-di-kota-malang.html>

Based on the table above, the Malang City Police recorded the number of criminal cases reported in 2019, namely a total of 1.094 crimes and 595 cases were completed. Meanwhile, in 2020 there were 1.268 criminal reports and 684 cases were completed. From the table above, it can be seen that in 2019 and 2020 the highest cases were in drug cases. This shows that the crime case in Malang City is quite high. Therefore, Malang City Police is trying to reduce the crime rate in Malang City, in its implementation, Malang City Police is receiving reports or complaints from the public through the Integrated Police Service Center (hereinafter referred to as SPKT).

SPKT Polresta Malang City in its implementation encountered various obstacles in the field. These obstacles include that there are still many Malang City people who have not been able to fulfill their management obligations to come to the SPKT office because the SPKT operating hours coincide with work and school hours, in addition to providing services at SPKT requires queuing time which is quite time consuming even though for the service itself is very fast.

Another obstacle faced by the community is administrative problems. The problem arises when there is an error in the file submitted, so people have to fix the file and then come back again. This of course results in people being overwhelmed and lack of time efficiency. Based on these conditions, a new breakthrough or innovation is needed to help the community get services from officers easily and flexibly. This is necessary so that services can be carried out at various times and places, without the public having to come to the SPKT Polresta Malang City.

Recognizing the various obstacles and problems that occur in the midst of the heterogeneity of the Malang City community who are critical and concerned about the operational dynamics of the Police, as well as by empowering the opportunities possessed both internally and externally by the Malang City Police, the Malang City Police has tried to formulate community services with a communication center

device, Coordination, Command and Control and Information (K3I) of the Malang City Police which has been owned and seeks to utilize the latest and trendy communication technology (many owned/used by the wider community), namely android type mobile phones, with this formulation it is hoped that even though the cost is minimal but can be accessed throughout layers of society, especially the city of Malang.

Policy implementation in principle is not only limited to the process of implementing a policy but also includes the actions or behavior of individuals and government and private groups, as well as administrative bodies or bureaucratic units that are responsible for implementing programs in achieving goals, but also observing the various political, social, economic forces that have an influence on the goals to be achieved (Howlett et al., 2009; John, 2013). Policy implementation is intended to understand what happens after a program is formulated, as well as what impacts arise from the policy program.

The tendency of the existence of the Police station as a service base to the community in the field of security and order which is relatively static, is faced with the development of the community environment being served in terms of geography and demography from time to time it is getting denser, wider and bigger, so the ratio of the Police-community 1:916 in turn, the police do not have sufficient strength and capability to cover all legal areas that are their responsibility at the same time, while the community if they need police assistance still have to come physically to the police station so it is possible that there are people who are not served properly. proportionally, especially if the community is faced with a situation that really needs the help of police officers (Mustolih, 2019).

The use of the concept of innovation in developing countries is mainly related to the introduction or use of technology, information and communication technology (ICT) in the government system by the government. The use of ICT in the public sector not only encourages government responsibility and improves the efficiency of its services, but also makes it easier for the general public to access information and use government-provided services (Desmal et al., 2019). The process of using ICT in the public sector is often referred to as e-government (e-gov). The use of e-go in public services brings convenience to various stakeholders, both organizers and beneficiaries. In addition, the use of e-go in the government service system can offer several benefits from various aspects: the organizational side (organization) and the community side (consumer) (Cahyadi, 2003).

This innovative program seeks to accommodate the high crime rate and the demand of the people of the city of Malang for better public services, one of which is caused by services to the community which tend to still move independently or have not been well integrated, even though when compared to complex community problems, of course, the Police service according to The community's frame is still convoluted and seems slow which has implications for the decline in public confidence in the community. To anticipate the challenges and threats mentioned above, the National Police has prepared several policies and strategies for action, namely through proactive policing (prevention before disturbances to the security and social order) by increasing early detection and action detection activities by increasing community policing activities (polmas) through problem solving, raise awareness, compliance and legal compliance by increasing prevention activities against various forms of intolerance and pro-violent radicalism so that they do not spread and tear unity and integrity (Mustolih, 2019).

The expected benefits from the institution or organization side include cost savings in serving the community arising from savings in paper use, human resources and time, as well as increasing the ability of government agencies in exchanging information. While the benefits that are expected to be received by the community are in the form of faster service and information provision, fast access to electronic documents and forms, continuous service (24 hours), increasing the ability to serve oneself (self-service), increasing the ability to seek information, and so on. The same thing was stated by Hartono & Mulyanto (2010) that the application of e-gov offers public services that can be accessed 24 hours, anytime, and from wherever the user is. E-gov also allows the provision of public services not to be done face-to-face so that services become more efficient.

Furthermore, *e-gov* offer new opportunities for the government to interact and serve the community in a transformative way that was previously impossible. The adoption of e-gov is not only about building websites and using the Internet, it is also changing the way services are delivered and the basic relationship between government and citizens. E-gov can be used by governments to improve service delivery, reduce costs, and encourage community participation (Otieno & Omwenga, 2015). The Malang City Police recognizes the various benefits of introducing e-gov into public services and successfully launched an application called "JOGO MALANG" in 2019. By using this application, it is hoped that the general public will feel safe and comfortable and can easily get police services through smartphones.

The JOGO MALANG application is a multi-agency online-based program that was specifically built to help the mission of the Indonesian National Police in serving and meeting the needs of the community's sense of security to be more prime, efficient, and have a faster response. In operation, this application is controlled by the Malang City Police Command Center unit. The goal of this application is to make it easier for the police to give services and information to the citizens of Malang City. The implementation of this JOGO MALANG application by Malang City Police is based on the Indonesian National Police Regulation No. 7 of 2019 Regarding Command Center. With the JOGO MALANG application, it is believed that the Malang City Police will be able to expand and become more efficient and effective. The origins of this application may be traced back to the Malang City Police Department's goal to be closer to the community while also communicating with it on a regular basis. Furthermore, the development of this application stems from a desire to give police services to the community under one cover, namely an application.

Although the JOGO MALANG application is one of the flagship programs provided by the Malang City Police, in its application there are still shortcomings, one of which is the lack of public interest in using the application. It is based on the results of the presentation by Head of Subdivision of Public Relations of Malang City Police, Mr. Iptu Ni Made Seruni Marhaeni, where since it was launched on January 22, 2021, until now, the Jogo Malang application has been downloaded by around 6140 people. Of this number, the half are active users of the application, he also explained that from the age range, there were 350 downloaders aged 17 - 24 years. Meanwhile, aged 24 years and over, there were thousands of people (Sudingko & Heryanto (Edt.), 2020)) Although the number of people who are registered as Malang City residents based on data from the Malang City Population and Civil Registration Service uploaded on the Malang City Government's official website shows that the population of Malang City in 2020 is 933. 739 people.

Additionally, according to Taffita (2018) the positive impact resulted from the Go Sigap application for the Gresik Police in terms of reducing crime rates, but there were obstacles in the lack of public interest in using the application, where only 0.21 % of the entire Gresik community had downloaded the application. It is also known that most of the people of Gresik City do not know about the various functions of the features provided in the Go Sigap application. These constraints show the similarities between the Go Sigap application and JOGO MALANG, both of which have problems with the lack of people's desire to use the application.

Based on the explanation described above, this study aims to determine the implementation of the JOGO MALANG application as an effort to increase security by the City Police Resort (POLRESTABES) of Malang City.

Method

The type of research used is descriptive research with a qualitative approach to find out the description of the subject under study. The location in this study was conducted at the City Resort Police

Office (POLRESTA) of Malang City. This study focuses its research based on 7 indicators in realizing better services using electronic government (e-gov) according to Rianto & Lestari (2012). These indicators look at the implementation of e-gov based on seven components consisting of:

1. *Hardware*, this indicator identifies what hardware is used by the Malang City Police and the community in implementing the JOGO MALANG application.
2. *Software*(Software), this indicator identifies e-gov resources in the form of any software needed for the implementation of the JOGO MALANG application.
3. *Human Resources*, this indicator looks at the human resources (HR) in the organization in the process of implementing the JOGO MALANG application.
4. *Data and Information*, this indicator includes data and information in the form of sheets of paper or in the form of digital data which is the main ingredient in the JOGO MALANG application implementation process to support the purpose of creating applications in providing services to the community.
5. *Organizational Structure*, this indicator is useful to see whether or not there is an organizational structure in implementing the JOGO MALANG application at the Malang City Police Station.
6. *Communication*, this indicator discusses how communication and coordination are involved in the process of implementing the JOGO MALANG application.
7. *The attitude of the implementer*, this indicator includes the attitude shown by the implementers/officers and users towards the implementation of the JOGO MALANG application program.

Data collection techniques used are interviews, observation, and documentation. While the data analysis technique used in this study is referring to the interactive model by Huberman & Miles (2002), where the model consists of: data collection, data reduction, data display, conclusion drawing or data verification (conclusion drawing/verification).

Results and Discussion

One form of application of e-gov by the Malang City Police in its service is an Android-based application innovation named "JOGO MALANG." The JOGO MALANG application is a special application that was created with the aim of supporting the task of the Indonesian National Police to serve and meet the needs of the community's sense of security to be more prime, efficient, and have a faster response. In the process of implementing this application, it is monitored by the Sub-Division of the Malang City Police Command Center in a room called the Control Center. With this application, it is easier for the police to provide services to the community, especially people in the Malang City area.

Hardware

Because the application of information and communication technology (ICT) cannot be separated from the demand for hardware resources, hardware is one of the most important components in establishing e-government. The hardware itself serves to support the computerization of a technology during the process. Technology is one of the most essential resources in determining the success of an information technology application (IT). Because the quality of technology affects the quality of an IT product, suitable hardware or hardware is required in the process of establishing e-gov.

Santoso & Septiani (2020) further explain that hardware reliability and capability are the success and failure factors of computer-based IT implementation, other supporting factors such as room conditions can also influence. In addition, the existence of a backup or the availability of a backup server is also part of the success and failure factors of an IT implementation. Therefore, in the application of e-gov it is necessary to have adequate hardware so that the implementation process can run optimally and the success rate increases while minimizing failure.

The increasing role of IT in business processes makes organizations compete to implement IT for integrated processes. One of them is through the implementation of e-gov, where ideally the implementation of e-gov is expected to help increase interaction between government, society, and business so as to encourage political and economic development (Supangkat & Negara, 2006).

The implementation of e-gov in every government institution refers to the stages of developing e-gov nationally, and is adjusted to the conditions that exist in each government institution including (Inpres No. 3 of 2003 in (Sutanta & Wardoyo, 2012)):

- a. The level of preparation includes: 1) creation of government websites in each institution, 2) education and training of human resources, 3) provision of public access facilities, 4) socialization of the existence of electronic information services, both for public and internal use, 5) e-leadership development and awareness building, and 6) preparation of supporting regulations.
- b. The level of maturation includes: 1) the creation of an interactive public service information site, and 2) the creation of hyperlinks.
- c. The level of consolidation includes: 1) providing electronic transaction facilities, and 2) unifying the use of applications and data with other institutions (interoperability).
- d. The level of utilization includes: 1) developing various applications for integrated G2G, G2B, and G2C services, 2) developing effective and efficient e-gov service processes, and 3) improving towards best service quality (best practice).

Figure 3
Hardware Owned by Subsection Command Center of Polresta Malang City



Source: <https://www.jawapos.com/jpg-today/20/12/2017/ngalam-command-center-resmi-beroperasi/>

The need for adequate hardware for an IT program must be considered, to meet the need for adequate hardware in the implementation of the JOGO MALANG application, the hardware provided by the Malang City Police Command Center Subdivision is 9 computer units (PCs), each of which has different specifications and have different functions, then these computers are connected to the internet to be able to access internal websites that are connected to the JOGO MALANG application. For data storage, there are 4 server units that function for CCTV servers and a special server for application use. Other hardware owned by the Command Center Subdivision unit are communication tools in the form of telephones and Handy Talky (HT), This communication tool is very important to facilitate communication between units and officers in the field. To optimize the function of the hardware, the

operator will carry out maintenance, which is checked one by one every day, starting from computers, servers, internet networks, telephones and other communication tools. Then within a period of once a month a computer defrag is carried out to clean the system on existing computers.

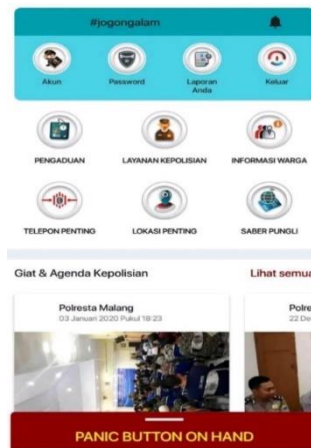
In addition to the hardware required by the Malang City Police Subdivision Command Center, the public as users and police officers on duty in the field also need hardware. The hardware needed by the community and field officers is a smartphone that has an Android operating system.

Software

Another very important e-gov resource is software. Santoso & Septiani (2020) revealed in the implementation of an IT program, suitability, ease of use and reliability are also factors of success and failure of the implementation of information systems, therefore in the creation of an e-gov program it is necessary to emphasize the three these factors to be implemented successfully. The practice of implementing the JOGO MALANG application program can be judged to be very suitable (suitability) to the needs of the community and easy to use by the community in receiving fast, efficient, and responsive police services only through simple media, namely smartphones. In addition, this application can be relied upon by users in getting various forms of police services without having to come to the police station,

There are two types of software that needed in the operation of JOGO MALANG, namely website-based which can only be accessed internally by the Malang City Police Subdivision Command Center which is connected to the JOGO MALANG application, and application-based software that can be downloaded on Google Playstore for Android smartphone users. For the operation of the JOGO MALANG internal website at the Command Center Subdivision, an operator team schedule is held for monitoring in the Control Center room.

Figure 4
Features of the JOGO MALANG CITY Police Service Application



Source: <https://www.timesindonesia.co.id/read/news/249551/aplikasi-jogo-malang-jadi-andalan-polresta-malang-kota-berikan-pelayanan-masyarakat>

The creation of a software is not all created by the authorized agency, in connection with this application the Malang City Police in collaboration with third party developers as vendors. Where once a week a meeting will be held with the vendor to find out what is lacking or problematic in the application, such problems as bugs, errors, or viruses, which will be evaluated with the vendor for repair. To protect software devices that support operations in the Command Center Subsection, each computer is installed with an original antivirus from the Windows operating system, namely Windows Defender. Although this application is the flagship application of the Malang City Police, but there are still technical obstacles in the operation of the JOGO MALANG application, namely network problems. The existence of problems or errors on the network is due to the internet network for using applications that are not strong enough

and sometimes the loss of signal causes trouble in the application. This is in accordance with what was expressed by the Head of Subdivision of Public Relations of the Malang City Police, Mr. Ipda Ni Made Seruni Marhaeni, SH stated that,

"Maybe the problem is sometimes a network problem, we don't know when it's slow or the error is, this is really annoying right, but once a week we have to check, or every day we check for network problems."

Human Resources

The most important resource in implementing a program is human resources (HR). Rianto & Lestari (2012) revealed that human resources or HR is one of the resources contained in an organization, including all people who carry out activities or activities. The availability of human resources needed in the implementation of an e-gov program are specialists who are experts in technology, information, and communication (ICT), which of course must have adequate quantity and quality aspects. In the operation of the JOGO MALANG application, most of the human resources provided do not match the educational background that should be, namely HR who are experts in the field of ICT, because the team in the Subsection Command Center of the Malang City Police is a member of the police who was chosen to serve in this unit. However, regardless of educational background, The human resources provided are selected people who meet the criteria and can carry out their duties and functions properly and professionally. The existing human resources for the implementation of the JOGO MALANG application program are considered to be quite good and have carried out their duties well to realize the purpose of creating this application.

Santoso & Septiani (2020) also revealed that if there are human resources in an IT program who have a mismatch in educational background with the field being worked on, it will affect the program's success rate; therefore, training or workshops related to IT are required for those who do not have an educational background. or less in accordance with the IT field, so that the HR has IT expertise In addition, to address the shortage of ICT experts in the Command Center Subsection, the Malang City Police Department employed a technical expert to assist officers who are less familiar with computerized systems.

Figure 4
Wira Pratama Building Mapolresta Malang City



Sumber: <https://kumparan.com/tugumalang/aplikasi-jogo-malang-dan-ngalam-command-center-resmi-diluncurkan-1v1llroJ1bJ/full>

The Command Center Subdivision in carrying out operations related to the JOGO MALANG application forms a daily implementation team schedule consisting of operator officers at the Control Center. Operator officers who have been scheduled to work will systematically coordinate and check each other's reports or complaints from the JOGO MALANG application. who are then given a response to reports or complaints that come in from the community and provide solutions for these incoming reports. The operator officer will coordinate with external agencies in accordance with their respective tupoksi in the process of providing the solution, besides that the operator will also coordinate with police officers on duty in the Malang City area to handle various reports from the public.

Data and Information

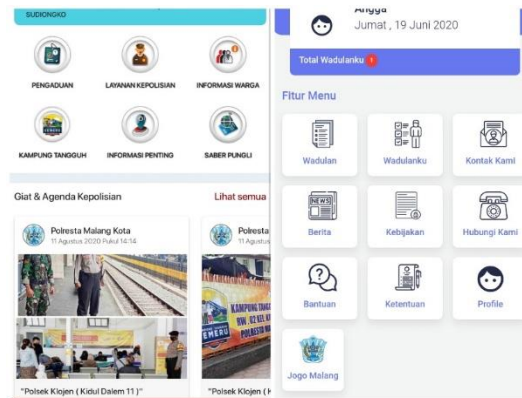
Data and information resources are often neglected by e-gov implementers. Even though the availability of input data both in the form of sheets of paper and in digital form (database) is the main ingredient in the e-gov process to support the purpose of disseminating information (Rianto & Lestari, 2012). However, in the application of the JOGO MALANG application, data and information are resources that are quite considered by the Subsection of the Command Center of the Malang City Police. Where in the application the data required by the JOGO MALANG application is in the form of digital data that is input by the user or the user in the application, with the input of data by the user, the service process can be provided. daily. When reports or complaints from the public have been handled, then data on the completion of reports or complaints from the public are needed to be entered into daily reports, where data entered through the JOGO MALANG application belonging to police officers in the field is connected to the internal website of the Command Center Subdivision, the data, either reporting or complaints, will be entered into a document manually and given to the Head of Operations Section (KABAGOPS).

A service that has undergone a change from traditional or offline to online service, of course, must still be able to help the community meet their needs. The forms of services provided by government agencies are of many types and are carried out by different agencies or units, but in practice some services are related to one another. Therefore, Wulansari & Inayati (2019) revealed that the community wants the integration of online service systems, both related to services to the public and related to internal government. The goal is that they can get what they need by only accessing one service, so that the service process becomes easier and faster. To fulfill the integration of the online service system, Malang City Police provides various features in the JOGO MALANG application to help the community.

The JOGO MALANG application has many features that the public can use. These features are broadly divided into two functions. The first function is the function for public complaints or reports. In improving the complaint or report function, there is a button that when in an emergency, the public can make a call to the call center number belonging to the Malang City Police Command Center, 110, which when pressed will turn on the emergency alarm in the control center of the Command Center Subdivision.

The second function is the police service. In this police service there are many options that can be selected according to the type of service. The types of police services available in this application include:

- (1) E-SPKT service containing police reports and missing reports;
- (2) Satreskrim services which contain SP2HP services (Notification Letter on the Progress of Investigation Results), Complaint Reports, DPO (People Search List);
- (3) Satlantas (Traffic Unit Police Main Duty) services which contain E-SIM (E-Driver's license) services, Theory Test Questions Exercises, and Information;
- (4) Sabhara service which contains patrol, security, and escort services;
- (5) Intelkam (Security Intelligence) service in which there is an online SKCK (Police certificate) service, application for a crowd permit, application for road closure permit, application for permission to express opinions, as well as foreign data reports;
- (6) Satnarkoba (Drug Unit) services where there are Police report services, Drug SP2HP, and complaints;
- (7) Binmas (Community Development) services, in which DDS services and requests for security guard training are available.

Figure 5**Features of the JOGO MALANG Police Service Application**

Source: <https://www.malangtimes.com/baca/56193/20200811/190800/punya-keluhan-pelayanan-polisi-menu-baru-ini-bisa-membantu>

Malang City Police in an effort to further optimize the services provided, in addition to the features above have provided additional features such as Important Phone which contains important numbers of agencies or institutions in Malang City, Important Locations feature which contains the addresses of agency locations. or institutions that are useful to the community, as well as the JOGO MALANG Information feature where this feature functions as an online social media that contains forms of activities and information shared by the police and the community in the Malang City area.

Hopefully, through the features of the JOGO MALANG application, the integration of the online service system can be achieved. In addition, all of the features provided by the Jogo Malang application have generally succeeded in implementing the four main functionalities that are usually owned by an e-gov product, namely the availability of information on networking sites (presence), the ability to allow the public to interact, transact with the government, as well as the integration of various services (Wulansari & Inayati, 2019).

Malang City Police Chief, Kombes Pol Leonardus Simarmata, said that more than 12 thousand customers had installed Jogo Malang. The application has been integrated with a number of police services and makes it easier for the public to report.

"People just need to fill out the form at home. Then when they're done, they'll get a barcode. Now, they just need to show the barcode. So, when people come to the office, just exchange it, without having to wait in long lines,"

"In this application there is also a wadul service. Where people can report police officers when on duty,"

Organizational Structure

Rianto & Lestari (2012)) concluded that ideally the implementer of e-gov implementation is a structural institution that is one level below a top leader. This is in line with the existing conditions at the Malang City Police, where the implementation of the JOGO MALANG application is carried out and monitored by the Command Center Subdivision which is a sub-section owned by the BAGOPS (Operational Section) of the Malang City Police.

Furthermore, Indrajit (2019) revealed that the leadership factor usually attaches to those who serve as leaders of the organization of a program, where the leader has the responsibility of implementing the program from beginning to end according to what is being carried out. In line with this statement, the role of a reliable leader is needed in order to provide progress in program implementation. In this case, the Head of the Subsection Command Center of the Malang City Police is responsible for the implementation of the JOGO MALANG application program.

Jan-Erik Lane and Svanten Ersson (in Budiardjo, 2008) explain that an institution is an organization that is organized through a pattern of behavior regulated by rules that are accepted as standards. In line with this statement, the organizational structure in the implementation of the JOGO MALANG program adheres to the Regulation of the Indonesian National Police No. 7 of 2019 About Command Center. The regulation states that the management team at the control center consists of: person in charge, operational controller, daily implementer, analysis, and operator.

Every individual in the implementation of the JOGO MALANG application has an important role and can be judged to be able to work well in accordance with their main duties and responsibilities, according to the Regulation of the Indonesian National Police No. 7 of 2019 Regarding the Command Center, the main tasks and functions of each individual are described as follows: daily implementers have the task of controlling police activities, coordinating and determining strategies related to controlling reports or complaints from the public, besides that they are also tasked with making reports for evaluation materials. The analysis officer has the task of analyzing facts and data on received reports, planning and implementing a case handling system, and verifying all activities as consideration for the operational control coordinator. The operator as stated in the regulation has the task of receiving incoming public reports and monitoring through cctv, electronic media or social media, and through geographic information system applications. Based on these regulations, it shows that the organizational structure that has been prepared by the Malang City Police to implement the JOGO MALANG application can be considered very accommodating in carrying out its work, starting from the Head of the Operational Sub-Section as the person in charge to the daily operator of the control center.

Communication

According to Rianto & Lestari (2012) the government or implementing agencies in implementing an e-gov product, are obliged to channel various information related to the e-gov policy or program to achieve optimal goals, this communication process can be carried out in the form of orders, directions and explanations through coordination meeting forums, socialization, dissemination, training or other forms of meeting. The aim is to build a common perception between policy makers and their implementers. This communication can be done directly or through media such as letters, telephone, email, and so on. One of the most important things in the innovation of a program is the process of diffusion of innovation or its spread, where sooner or later an innovation can be accepted depending on the ability of an innovation program to be known by others (Eprilianto et al., 2019)

Farsole et al. (2014) concluded that most e-gov applications involve the community, but the application will not be useful if the public does not know about it, because it requires an increase in public awareness. Meanwhile, the low level of e-gov implementation is also influenced by the problem of low e-gov adoption caused by low user acceptance of the e-gov program. Delon and McLean (in (Sudarsono & Lestari, 2018)) said the level of utilization of a technology is determined by the level of acceptance of its users, meaning that if the level of user acceptance is high, the utilization rate is also high and it can be said that the technology is successful. In other words, user acceptance can predict the level of utilization and success of the technology. Therefore, the implementor must be successful in communicating the program they have so that a high level of success in implementing e-gov can be achieved. In overcoming this, Malang City Police have made various communication efforts. The communication process carried out by the Malang City Police with the community regarding the implementation of the JOGO MALANG application, one of which is through socialization. The socialization is carried out through online and print

media, through promotions at the Police Expo event held in 2019, in addition to promotions by attaching promotional stickers regarding the emergency number of the Command Center 110 Polresta Malang City Police call center along with the JOGO MALANG application on police patrol cars. This is in accordance with the expression Mr. Kombes Pol. Leonardus Simarmata as Malang City Police Chief:

“In the beginning, it was socialized on car free day in 2020, and then it was disseminated to all parts of the police force, as well as schools to introduce students to this application. Then the socialization among the community continues to be carried out, on the patrol car, a special number for the operator which is 110 call center Command Center Polresta Malang City is attached.”

Figure 6

Socialization of the Jogo Malang Application on Car Free Day



Source: <https://tandaseru.id/2020/01/27/polresta-malang/>

Through interactive appeals and dialogues, the Chief of Police began to showcase the police application in the grip of the Jogo Malang Application complete with various features and uses.

“We deliberately do socialization in the midst of this CFD crowd, and this is our opportunity to be present in the midst of the community as well as introduce and invite people to join Jogo Malang, through this Jogo Malang application.” said Kombes Pol Leonardus Simarmata.

“This application can be downloaded by the public on their respective smartphones through the PlayStore. If there are no obstacles, we will launch this application at the end of February.”

Figure 7

Socialization of Jogo Malang Application by Bhabinkamtibmas



Source: <https://humas.polri.go.id/2021/12/07/bhabinkamtibmas-kiduldalem-berikan-himbauan-prokes-dan-sosialisasi-jogo-malang/>

Bhabinkamtibmas Aiptu Heru Satrio W carried out community visits by giving appeals and socializing the Jogo Malang application which made it easier for the public to report incidents, complaints to the police. This visitation activity is to provide an appeal for security and social security, it is hoped that you always keep your distance and always follow the Health protocol rules, as well as to remind other people. Not only that, Aiptu Heru Satrio W also provided socialization regarding IT-based police services, namely the Jogo Malang application, with this application the public is given convenience in

police services, and can also complain about poor police services. And it is hoped that the community will also participate in maintaining security and social order through police services at the Malang City Police Station, as well as the public can also see the most recent news about police activities in Malang, everything is up to date, both information and police services, during this pandemic it is very appropriate to use the Jogo Malang application because to avoid the transmission of Covid-19, by reporting online on the Jogo Malang application.

Figure 8
Socialization of Jogo Malang Application to Students in Malang City



Source: <https://memox.co.id/ribuan-siswa-sman-4-kota-malang-dapat-sosialisasi-aplikasi-jogo-malang/>

The implementation of these promotional efforts aims to attract public interest in using the JOGO MALANG application where increasing community participation will increase the success of e-gov in achieving its goals. Alshibly & Chiong (2015) revealed that empowering customers, in this case the community as users, can increase the success of e-gov implementation by providing perceptions or views to the public. These perceptions indicate that the public is in control when using the program, the perception that they influence the services and choices offered to them, and the perception that they have influence in improving the functioning of e-gov. By instilling these perceptions, it is hoped that people will be moved to use the application, because basically the JOGO MALANG application will not be useful if people do not use it.

Van Meter and Van Horn in (Agustino, 2008) argues that the better the communication coordination between the parties involved in an implementation process, the assumption is that errors will be very small to occur. In line with this, the communication that occurs between the Subsection Command Center of the Malang City Police with police officers in the field and other external agencies needed in resolving reports and complaints from the public is very good. This is reflected in the communication between all parties who always coordinate with each other. In order to make it easier for operators at the control center to coordinate, the Subsection Command Center of the Malang City Police has a communication medium, namely telephone and Handy Talky (HT) that can be used by operators to communicate. It can be concluded that the communication channels used are adequate, especially in the communication or coordination between the control center operator and the police officers on duty in the relevant field in responding to reports or complaints by the public, as well as for communicating with external agencies.

Attitude of Implementers

Ideally, every policy program will be responded well by implementers and users. The response attitude is usually subjective because it is related to motivation, will, or intention. If the implementer implements an e-gov program consistently, the response will be positive (Rianto & Lestari, 2012). Alshibly & Chiong (2015) said that the success of an e-government can be measured based on positive assessments from the community that are felt by the community after using the e-gov program.

The Malang City Police regarding the creation of the JOGO MALANG application has an attitude that can be responded positively by the implementers or by the community as program recipients. Malang City Police have implemented the JOGO MALANG program optimally and consistently as an

effort to achieve the best results for all parties. This is because it is an obligation, commitment, and responsibility of the Malang City Police in providing services to people in the Malang City area. In achieving these results, the attitude that can be given is to provide the best service by program implementers.

Some of the effort taken by the operator of the JOGO MALANG application in providing the best service, one of which is in responding to people who use the application, where monitoring is carried out for 24 hours non-stop by the operator in the control center room. In addition, the officer on duty also shows a good response, namely the officer will respond directly to various complaints or reports from the community that come in, so the speed in responding is an added value for measuring the level of satisfaction of application users and the community as users will feel satisfied with the attitude that is displayed. demonstrated optimal and professional implementers. In line with that, Fanida & Niswah (2015) revealed that the implementation of an e-Government program by a government agency shows that to realize good governance requires speed of work processes as well as administrative automation and modernization of service delivery to the community, so that through proper implementation of e-Government will significantly improve the quality of people's lives.

In addition to the operator officers who are in the control center and police officers in the field as implementers of the implementation of JOGO MALANG, the community as users of this application are not only recipients but also participate as program implementers. Moreover, Wulansari & Inayati (2019) revealed that one of the maturity factors in the implementation of an e-gov product is community participation, this is because the community in the practice of implementing e-gov is a user not only as an object receiving services but actually being the subject of the service itself. In this case, community participation is also needed to increase the success rate of e-gov implementation, besides that the community is the main stakeholder in public services. Community participation can be realized in various forms, such as taking the initiative to find out what online services are provided, participating in socializing the available services, actively using online services when they need services from the government, and participating in providing input to agencies regarding the improvements needed.

In connection with that, the people of Malang City are actively involved in the JOGO MALANG application, this can be seen where the community is active in using the services provided in the application, in addition to the Jogo Malang Information feature, complaints submitted by the community can be seen as well as what is happening in the environment that is shared by the community. This is as explained by the Malang City Police Chief, Kombes Pol Leonardus Simarmata:

*"This application is designed to make it easier for the public to update reports via their respective smartphones. Now, it is equipped with the RW Police feature to make it easier for the community if there is a problem, they don't have to come to the police station. Can ask for an explanation to the RW Police. There are 547 RW police in Malang. They stand by for 24 hours and the public does not need to be confused about reporting because everything is in the Jogo Malang application. The Jogo Malang application integrates all services owned by each work unit at Polresta Malang City. In addition, registration already uses a NIK that is connected to Dukcapil so that the user data who registers is valid. The Jogo Malang application is also integrated with relevant agencies such as the Malang City Government, Firefighters, DPRD, BNN, BNPT and others. We continue to urge people not to panic too much and to stay at home. If it's not important, please don't wander off. Reports can be made through Malang Jogo Application. Therefore, please stay at home. Let us do the work."*said the Malang City Police Chief.

Conclusion

Technology is one of the most essential resources in evaluating whether or not an Information Technology application will be successful. The quality of technology will have an impact on an IT product; as a result, sufficient hardware is required throughout the implementation of e-government

initiatives. Another highly important e-government resource is software. The practice of implementing the JOGO MALANG application program can be judged to be very in tune with the requirements of the community and very simple to use by the community in receiving fast, efficient, and responsive police services only through simple media, namely smartphones. Additionally, the Jogo Malang application promotes socialization regarding IT-based police services; through this application, the public is provided with convenience in police services while also providing the option to complain about unsatisfactory police services.

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