EFFECTIVENESS OF THE ELECTRONIC INVESTIGATION MANAGEMENT SYSTEM (E-MP) AT THE GORONTALO POLICE

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Article Info	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 conclusions/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.

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INTRODUCTION

Public administration is one of the social sciences that studies the state management system linked to policy. Public administration is closely related to various regulations and policies related to the public. Public administration is a process of carrying out decisions or policies for the benefit of the state, citizens, or society. Public administration consists of all operations that aim to fulfill or enforce public policy. Public administration is the application of law in detail and systematically, it can also be said that public administration is nothing but policies, practices, rules and regulations (Veronica, 2021).

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

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

Measuring effectiveness can be done by looking at the principles that must be met in policy effectiveness, according to (Nugroho, 2018) there are 5 (five) principles of policy effectiveness, namely: 1) Appropriateness of policy, the accuracy of the policy is assessed from the extent to which the existing policy has contained things that indeed solve the problem to be solved; 2) Proper implementation, there are three institutions that can be implementers, namely the government, cooperation between the government and the community/private sector, or the implementation of monopolistic policies; 3) Precise targets, whether the targets intervened are in accordance with what is planned, do not overlap or contradict other policy interventions. whether the target is ready to intervene or not; 4) Appropriate environment, the environment in this case is divided into internal environment and external environment; 5) The right process, consisting of three processes, namely Policy Acceptance, Policy Adoption, and Strategic Readiness.

Effectiveness is one of the decision criteria used to suggest policy problem solving. Among the policies that need to be seen for effectiveness is the Electronic Investigation Management (E-MP) system policy. The Criminal Investigation Branch of the National Police has implemented the Electronic Investigation Management (E-MP) system in 2017. This application can be accessed by Investigators/Assistant Investigators in each of their activities to conduct investigations and investigations in the hope of realizing excellent community services to the farthest regional ranks and productive police synergy supported by special material tools (almatsus) of 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 investigation system, which was originally made in a conventional way, to be more modern by making investigation administration documents (mindik) part of a system that is integrated with other systems within the National Police and will continue to be developed until it can be connected to other systems outside the National Police through the Information Technology-based Integrated Handling System (SPPT TI) (Na'im, 2023).

The implementation of the Electronic Investigation Management (E-MP) system is expected to support the implementation of the Investigation function at the level of the National Police Headquarters, Regional Police, Regional Police and Regional Police which currently urgently needs the role of database support, the level of accuracy and accuracy in carrying out their duties, so that information technology system support is needed. The Electronic Investigation Management System (E-MP) is an application that greatly helps Reserse members, both from the leadership level to investigators and assistant investigators, to be able to interact in working in an investigation management system, starting from police reports, personnel assignments in handling a case until the case is handled, all of which are 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 to analyze and evaluate the performance of members of the National Police, especially the ranks of the Criminal Investigation Department. With this Android-based system application, leaders and investigators can control and know the cases they handle quickly, precisely and accurately according to the input data 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) which also emphasizes 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, the investigating supervisor can supervise and control the investigation through the Electronic Investigation Management (E-MP) system.

The benefits obtained by the external Police in this case are that with this application the public can access this application to monitor the development of investigation results (SP2HP Online) using mobile phones, laptops, and others, thereby fostering a sense of public trust and transparency towards police members in carrying out their duties because through this application the public can directly monitor and supervise the results of investigation developments. So the public can easily enjoy this application to see the development of the results of investigations that have been carried out by criminal investigators in dealing with crime, criminality, and other social problems and do not 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 used by the Gorontalo Police to improve excellent service in criminal investigations. The Gorontalo Regional Police is one of the parts of the National Police that has a duty area in Gorontalo Province. The Gorontalo Police has certain units with different task specifications. One of them is the Directorate of Narcotics Investigation (Ditresnarkoba) which is an element that implements the main tasks under the Chief of Police. The Directorate of Narcotics is in charge of conducting investigations and investigations of drug abuse crimes, including counseling and coaching in the context of prevention and rehabilitation of drug abuse victims. In carrying out its duties, the Directorate of Narcotics

carries out the functions of 1) Investigation and investigation of drug abuse crimes; 2) Analysis of drug cases and their handlers and assessment of the effectiveness of the implementation of the duties of the Directorate of Narcotics; 3) Supervision of the investigation of drug crimes within the Gorontalo Police; 4) Coaching and counseling in the context of prevention and rehabilitation of victims of drug abuse; and 5) Data collection and processing as well as presenting information and documentation of the Directorate of Narcotics activity programs.

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

Over time, the use of the Electronic Investigation Management (E-MP) system by the Directorate of Narcotics of the Gorontalo Police in the task and function of conducting investigations and investigations of drug abuse crimes still faces various problems related to the ineffectiveness of the Electronic Investigation Management (E-MP) system in order to improve the excellent service of criminal investigations in the Gorontalo Police. Based on initial observations, the researcher indicates that the ineffectiveness of the Electronic Investigation Management (E-MP) system is in line with the theory conceptualized (Nugroho, 2018) regarding 5 (five) principles of policy effectiveness, namely: 1) Right policy, 2) Right implementation, 3) Right target, 4) Right environment, and 5) Right process.

METHODS

The researcher carried out research at the Gorontalo Police, this is because it is based on several thoughts, namely:

1. The Gorontalo Regional Police has adopted a new breakthrough provided by the National Police Headquarters, namely the use of the Electronic Investigation Management (E-MP) application. The application is a web-based system that can be accessed via the internet using a mobile phone, laptop, computer, or other tools. The Electronic Investigation Management (E-MP) application technology was only developed and used by the Criminal Investigation Branch of the National Police in 2017. The application is used to improve the Police's services to the community and to the investigators themselves.

2. Until now, the Electronic Investigation Management (E-MP) application has been implemented in accordance with applicable provisions, namely the Regulation of the Chief of the National Police of the Republic of Indonesia Number 06 of 2019 concerning Criminal Investigation, article 1 number (25) of the registration of investigation administration is the recording of investigation process activities manually and/or through the e-management of the investigation application and in article 1 number (26) of the electronic application of investigation management which

is 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 its implementation. Researchers still find problems in the implementation of Electronic Investigation Management (E-MP) at the Gorontalo Police.

Data analysis in this study means systematically arranging the material from interviews and observations, interpreting it and producing a new thought, opinion, theory or idea. According to (Raco, (2018) it is called findings. Findings in qualitative analysis means searching and finding themes, patterns, concepts, insights and understanding. Everything is summarized by the term affirmation that 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 AND DISCUSSION

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

Policy Correctness

According to the affirmation (Nugroho, 2018) that the correctness of the policy is assessed from the extent to which the existing policy has contained things that indeed solve the problem to be solved. The right policy in a policy can be interpreted as a benchmark for how a policy is assessed whether it is really 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 affirmation (Nugroho, 2018), this study found that thereare indicators of the accuracy of the Electronic Investigation Management (E-MP) system at the Gorontalo Regional Police has 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 is really needed to facilitate the investigation process at the Gorontalo Police.

The above statement confirms strong support for the implementation of E-MP in the Gorontalo Regional Police. This statement highlights the benefits and needs of E-MP in facilitating the investigation process. **E-MP is considered very appropriate for the Gorontalo Police, this** shows that the system is in accordance with the needs and context of the police investigation process. **E-MP is seen as necessary to speed up investigations which** means 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 Police. This shows that there is recognition of the potential benefits of E-MP in increasing the effectiveness of investigations.

The researcher emphasized that **E-MP should not replace traditional investigative methods but instead complement and improve them.** Technology should serve as a tool to support investigative work, not as a substitute for human expertise and judgment. **Continuous monitoring and evaluation are 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 the system's impact. By carefully considering these additional points and conducting ongoing evaluations, the Gorontalo Police can maximize the potential of the E-MP to improve the investigation process and achieve better results.

In line with the findings of the research (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 Branch found the E-Investigation Management Application (E-MP) which aims to make it easier for police members to provide services to the community based on IT, especially in the creation of investigation administrative files. The E-management Investigation application has been made since 2017 and has been implemented in all police stations in Indonesia with the aim that this application can be applied by all investigative members in Indonesia and facilitate the performance of investigative members in terms of investigation administration.

The findings of this study are that the socialization of the Electronic Investigation Management (E-MP) system at 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, the 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. The public who know the Electronic Investigation Management (E-MP) system is only a small part, namely those who come into contact with drug problems. The 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 the findings of the research (Mawuntu, et al., 2022) that the forms of socialization that the government seeks by making billboards, banners, and information conveyed through social media such as *Facebook*, and announcements through other media.

Related to the above, it can be affirmed that the**internal socialization of E-MP to police personnel is successful, which** shows that police personnel have gained knowledge and understanding that is good enough to use the E-MP system. **Public awareness about E-MP is still low, which** shows that socialization efforts to the general public about E-MP are still not effective. Many people do not know about the existence and function of the E-MP system. Therefore, the researcher **emphasized the need for a sustainable and better public awareness campaign about E-MP.** Although progress has been made within the police force, a broader public understanding is essential to increase transparency and build trust in the investigative process. **Effective public outreach must use diverse communication channels by**utilizing a variety of media, including local radio, television, and social media platforms, which can help reach a wider audience. **Community involvement is needed through ability:** Collaborating with

community leaders, organizations, and educational institutions can increase awareness and understanding of E-MP. Public information materials and campaigns should explain the E-MP in simple and easy-to-understand language, address potential concerns and highlight its benefits. Evaluating the effectiveness of public awareness raising efforts on a regular basis and incorporating feedback can help improve strategies and improve community outreach outcomes. By implementing an effective public awareness strategy, the Gorontalo Police can ensure that E-MP is not only properly utilized internally, but also understood and accepted by the community it serves. This can contribute to a more transparent, efficient, and reliable investigation process.

Execution Accuracy

According to the affirmation (Nugroho, 2018) that in implementing a policy, of course, good communication between related agencies is needed. If the relationship is not good, the implementation of the policy cannot be successful. Regarding the affirmation (Nugroho, 2018), this study found thatthere are indicators of the accuracy of the implementation of the Electronic Investigation Management (E-MP) system at the Gorontalo Regional Police has been running effectively because theoverall way 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. The implementation of clear SOPs, an effective supervision 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 emphasized the importance of 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 identify 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 properly and provides the expected benefits. **E-MP has the potential to improve the accuracy of criminal investigations which** means the system can contribute to more precise, reliable, and error-free investigation results. Four key elements that play a crucial role in the success of the system are **clear SOPs (Standard Operating Procedures)** that are well established and followed consistently ensuring standardized and efficient investigation procedures. **An effective monitoring system in which regular**monitoring and evaluation helps identify areas for improvement and maintain the integrity of the system. **Good communication and coordination Where through effective**communication and collaboration between stakeholders encourages a cohesive and efficient investigation process. The existence of a **collaborative** environment encourages knowledge sharing, problem-solving, and collective efforts to achieve investigative goals.

Continuous evaluation and improvement is essential through **advanced**assessment and feedback mechanisms that 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 are essential by**providing adequate training and support to personnel to ensure they are well equipped to use the system effectively. **Adaptation to evolving technology and investigation needs Where the** Electronic Investigation Management (E-MP) system at the Gorontalo

Regional Police must be able to adapt to incorporate new technologies, new investigative techniques, and changing legal requirements. **Balancing efficiency and transparency because in order to** streamline the process, 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 Police can further strengthen the effectiveness of the E-MP and its contribution to accurate and efficient criminal investigations.

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

Related to the above, the researcher emphasized 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. The researcher emphasizes 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** implementer of the importance of effective implementation and communication in achieving the 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 labor and expertise in carrying out the initiative of the Electronic Investigation Management (E-MP) system.

Effective communication is very important for the success of the Electronic Investigation Management (E-MP) system in the Gorontalo Regional Police **where a**strong communication channel and collaboration between stakeholders are essential for the successful implementation of the system. **Poor communication hampers the effectiveness of the** Electronic Investigation Management (E-MP) system at the Gorontalo Police, this is because inadequate communication can lead to misunderstandings, delays, and ultimately hinder the achievement of policy objectives. 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, from police reports to case closures.

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

Target Accuracy

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

Related 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 the system in achieving these positive outcomes. **E-MP has proven to be effective in improving the accuracy of the investigation process,** showing 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 a**regular way of assessing progress and identifying areas for improvement helps ensure continued effectiveness.

The researcher emphasized the importance of the accountability of the Electronic Investigation Management (E-MP) system in the Gorontalo Regional Police **to play an important role by asking** for individual and team accountability to achieve the target of growing commitment and driving results. **Consistent use of E-MP is the key to effectiveness, where the**regular and comprehensive use of system features maximizes its potential benefits. **Data accuracy and quality are critical:** Ensuring accurate and complete data inputs maintains the integrity of the system and its outputs. **There is a positive assessment of the impact of E-MP on the accuracy of the investigation and the efficiency of the overall process at the Gorontalo Police.** This statement highlights the key factors that contributed to this success and provides valuable insights 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 Police, it is necessary to provide continuous training and support to E-MP users to improve their proficiency and encourage the adoption of new features. **Adaptation to evolving investigative needs where systems**must be able to adapt to incorporate new technologies, new investigative techniques, and changing legal requirements. It is necessary to address **data security and privacy issues by**implementing strong data security measures and ensuring compliance with privacy regulations is essential to protect sensitive information. Furthermore, encouraging**feedback and collaboration by**fostering a culture of feedback and collaboration among E-MP users can lead to further improvement 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 targets that are intervened are in accordance with what is planned, do not overlap or contradict other policy interventions, the targets are ready to intervene or not. Related to this research, **the E-MP System is designed to facilitate effective target setting and monitoring, thus** allowing for the establishment of clear investigation objectives, progress tracking, and identification of areas that need improvement. Therefore, the Gorontalo Regional Police requires **an effective intervention strategy that must be in line with the planned targets.** Interventions aim to address certain challenges or obstacles that hinder the achievement of targets. **Regular evaluation and adjustment are essential to ensure alignment of targets.** Checking progress regularly and making adjustments as needed can help ensure the intervention remains effective in supporting the achievement of planned targets.

Environmental Accuracy

According to the affirmation (Nugroho, 2018) that the environment in this case is divided into an internal environment and an external environment. The internal policy environment here is intended to be how the interaction between policy-making institutions and policy implementers is. In this case, how is the interaction between policy-making institutions, which means the central government, and policy implementers, which means local governments. Interaction is carried out through coordination and monitoring. Coordination and monitoring are carried out by 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 environment of policy means that the environment that exists outside the policy consists of public opinion or public perception of policy. Regarding this affirmation (Nugroho, 2018), this study found that therearе indicators of the environmental accuracy of the Electronic Investigation Management (E-MP) system at the Gorontalo Regional Police, showing 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. The public perception of the E-MP system in the Gorontalo 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 technical effectiveness of the system and public perception to fully utilize its potential benefits. While structured interactions and collaborative efforts show promising groundwork, improving public understanding and addressing underlying social perceptions is essential to maximizing the positive impact of the E-MP system. Therefore, the Electronic Investigation Management (E-MP) system in the Gorontalo Regional Police must strengthen public awareness must implement a comprehensive public awareness campaign to educate the public about the E-MP system, its features, and its benefits to improve the investigation process and improve public safety. Addressing social issues by engaging in open dialogue with community leaders and representatives to address fundamental concerns or perceptions related to 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, the E-MP system can fully realize its potential to increase the effectiveness of investigations 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 are carried out by 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. Related to 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 Police. The urgency of coordination and monitoring can be emphasized that coordination and monitoring allow for effective communication and collaboration between parties involved in the implementation of E-MP. This is important to ensure that the system is implemented in accordance with the goals and procedures that have been set. Through directional coordination, various obstacles and obstacles that may arise can be identified and overcome quickly and appropriately. Continuous monitoring of E-MP's performance allows for the identification of areas that need improvement and optimization. The data and information obtained from monitoring can be used to make periodic adjustments and improvements to the system. This contributes to increasing the effectiveness of E-MP in supporting the investigation and investigation process. Transparent and accountable coordination and monitoring can help build public trust in E-MP. The community can see that the system is well managed and accountable, and that their inputs 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 investigations can change over time.

Continuous coordination and monitoring allows the system to adapt to these changes and evolve to meet 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 the benefits of the system. Coordination and monitoring are important elements in ensuring the successful implementation of E-MP at the Gorontalo Regional Police. By implementing effective coordination and monitoring, this system can achieve its goal of increasing the effectiveness and accountability of the investigation and investigation process, as well as building public trust in law enforcement.

Process Accuracy

According to the affirmation (Nugroho, 2018) that the last aspect in seeing effectiveness is the stipulation of the process. The process is basically a sequence of actions or related events that initially come together from a plan to a goal. In this process, according to Matland, it can involve individuals, groups, organizations, institutions and the community. Through this process, parties consisting of individuals, groups, institutional organizations and the community prepare a plan that is then realized as a set of expected goals. The process stipulation consists of three processes, namely *Policy Acceptance, Policy adoption, and Strategic Readiness*. Regarding the affirmation (Nugroho, 2018), this study found that the indicator of the accuracy of the Electronic

Investigation Management (E-MP) system process at the Gorontalo Regional Police shows that the acceptance rate of E-MP at the Gorontalo Regional Police is good. This is indicated by the acceptance of personnel for E-MP as a useful rule and tool to increase efficiency and transparency in drug investigations. The Directorate of Narcotics 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 Directorate of Narcotics 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
The following conclusions can be drawn from this research:
1. The accuracy indicator of the Electronic Investigation Management (E-MP) system at the Gorontalo Regional Police shows that the system has supported the tasks and functions of investigations at the Gorontalo Regional Police. This is evidenced by the achievement of the objectives, namely the ease of the investigation process, socialization to personnel, a good level of understanding of pensonil, and support for the implementation of investigation duties and functions at the Gorontalo Police. However, socialization to the wider community is still not carried out intensively through various media, such as billboards, banners, announcements, social media, and websites.
2. The indicators of the accuracy of the implementation of the Electronic Investigation Management (E-MP) system at the Gorontalo Regional Police show that the system is carried out as it should be in accordance with the initial purpose of the E-MP implemented at the Gorontalo Regional Police. This is evidenced by the fact that the system is implemented in accordance with SOPs, as well as effective coordination and communication among system implementers.

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      planned, as well as consistency in implementing the Electronic Investigation Management (E-MP) system at the Gorontalo Police in accordance with SOPs.
3. The environmental accuracy indicator of 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 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 the lack of socialization.
4. The indicator of the accuracy of the Electronic Investigation Management (E-MP) system process at the Gorontalo Regional Police shows that the acceptance rate of E-MP at the Gorontalo Regional Police is good. This is evidenced by the acceptance of personnel into E-MP as a useful rule and tool for drug investigations. The Directorate of Narcotics and the public, especially the suspect, can understand and accept all the rules that have been set. The Directorate of Narcotics 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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