

Supervision by the Regional Police Inspectorate Regarding Online Public Complaints Considering Regional Police Performance to Improve Professionalism and Legal Certainty (Study at the Regional Police Inspectorate of the West Kalimantan Regional Police)

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ensure legal certainty for the public.

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Introduction

In a state of law, the existence of the police institution has a very strategic position in the law enforcement system and public services. Indonesia, as a state of law as emphasized in Article 1 paragraph (3) of the 1945 Constitution of the Republic of Indonesia, places law as the main foundation in organizing national and state life. (Surbakti, 2021) In this instance, the Republic of Indonesia National Police performs a crucial role as a governmental tool in

Abstract: This study strives to analyze the supervision by the Regional Supervision Inspectorate of online public complaints regarding the Indonesian National Police's performance in order to enhance legal certainty and professionalism. This study uses a statutory and conceptual approach in conjunction with a normative juridical research method. The 1945 Constitution of the Republic of Indonesia, Law Number 2 of 2002 concerning the Indonesian National Police, Law Number 25 of 2009 concerning Public Services, and Presidential Regulation Number 95 of 2018 concerning Electronic-Based Government Systems are just a few of the legal provisions that the statutory approach seeks to analyze. Meanwhile, the conceptual approach aims to explore legal concepts related to internal supervision, the professionalism of law enforcement officers, and the law enforcement system's legal stability. The findings show that the Regional Supervision Inspectorate's internal supervision system is essential for investigating public complaints about police officers' performance by receiving, confirming, reviewing, and assessing public reports. The public can submit reports more easily and complaints are handled with greater accountability and transparency when an online public complaints system is used. However, there are still a number of challenges in implementing this monitoring, such as a lack of human resources, complex investigation procedures, and the optimization of information technology in managing public complaints. Therefore, strengthening the internal oversight system is necessary to enhance the professionalism of police officers and

upholding public safety and order, enforcing the law, and offering the community services, support, and protection. (Sembiring, 2023) Article 2 and Article 13 of Law Number 2 of 2002 concerning the Republic of Indonesia National Police specifically regulate this, emphasizing that the police's role is one of the state government's responsibilities in the areas of upholding public security and order, law enforcement, and community protection and services. (Ranofika, 2023) In carrying out these functions, the police are required to prioritize the principles of professionalism, transparency, and accountability as part of good governance. Public demand for professional police services is increasing in line with the development of democracy and public legal awareness, which demands legal certainty and protection of citizens' rights. (Oka, 2022)

The extensive authority held by the police in carrying out their law enforcement functions must be balanced with effective oversight mechanisms to prevent abuse of power. (Dm, 2024) From a government administration perspective, oversight is a crucial instrument to ensure that government duties are carried out in accordance with statutory provisions and the tenets of sound governance. This is in line with Law Number 28 of 1999's Article 3 on the Governance of a Clean State Free from Corruption, Collusion, and Nepotism, which highlights the need for legal certainty, orderly state administration, transparency, proportionality, professionalism, and accountability as the cornerstones of state governance. (Sekarsari, 2022) Within the Indonesian National Police, oversight mechanisms are implemented through internal and external oversight systems. Internal oversight is carried out by internal oversight units such as the General Supervision Inspectorate (Itwasum) and the Regional Supervision Inspectorate (Itwasda), as stipulated in the police organizational structure. The Regional Supervision Inspectorate plays a crucial role in overseeing the implementation of police duties and functions at the regional level to ensure that all police officers' actions remain within the law and applicable regulations. (Kariyasa, 2024)

Along with the development of information and communication technology, public service systems in various government sectors are also undergoing a transformation toward digital systems that are more transparent and easily accessible to the public. (Lestari, 2022) In order to improve the efficacy, efficiency, and transparency of public services, the Indonesian government is promoting the use of electronic-based government systems through a number of measures. This is outlined in Presidential Regulation Number 95 of 2018 concerning Electronic-Based Government Systems (SPBE), which highlights the goal of using information technology in government administration to raise the standard of public services. (Muliawaty, 2020) In the context of policing, technological developments have also encouraged the emergence of various online public complaint mechanisms, allowing the public to submit reports, complaints, and grievances regarding police performance more quickly and transparently. Online public complaint systems are a crucial instrument for strengthening public participation and increasing the accountability of the police institution in carrying out its duties and functions. (Katharina, 2021)

However, in practice, handling public complaints regarding police performance still faces various problems that can affect public trust in the institution. These public reports often relate to allegations of disciplinary violations, abuse of authority, or actions deemed unprofessional by police officers in performing their duties. (Purnama, 2025) This situation

indicates that oversight mechanisms for police performance still require strengthening, both institutionally and procedurally, as well as a more transparent oversight system. In this regard, Law Number 2 of 2002 concerning the Indonesian National Police states in Article 14 paragraph (1) letter I that the police are responsible for safeguarding people's lives, bodies, property, and interests while also serving the public. (Siregar, 2023) If, in its implementation, there are actions that do not comply with legal provisions or professional standards, the public has the right to submit complaints as a form of social control over the performance of law enforcement officers.

Within the framework of internal supervision within the police environment, the Regional Supervision Inspectorate has a strategic role in receiving, examining, and following up on public complaints regarding the performance of police officers at the regional level. This role is not only limited to administrative audit aspects, but also includes the evaluation of the implementation of police duties and functions to ensure that each police officer carries out their duties professionally and in accordance with applicable legal provisions. Government Regulation Number 2 of 2003 concerning Disciplinary Regulations for Members of the Indonesian National Police and Regulation of the Indonesian National Police Number 7 of 2022 concerning the Professional Code of Ethics and the Indonesian National Police Code of Ethics Commission both contain provisions pertaining to police discipline and the professional code of ethics that are related to this oversight mechanism. However, the Regional Supervisory Inspectorate frequently encounters a number of difficulties during implementation, such as a lack of personnel resources, complex inspection procedures, and the need for coordination with various work units within the police force. (Firmansyah, 2025)

Effective oversight of police performance fundamentally plays a crucial role in enhancing the professionalism of the police institution while ensuring legal certainty for the public. Police professionalism is determined not only by technical competence in carrying out law enforcement duties, but also by integrity, accountability, and compliance with legal norms and the professional code of ethics. From the perspective of a state based on the rule of law, legal certainty is a fundamental principle that must be embodied in every action of state officials, including law enforcement officers. (Poeloengan, 2022) Therefore, the existence of an effective oversight mechanism for handling public complaints is crucial to ensure that every public report can be followed up on objectively, transparently, and in accordance with applicable legal provisions. In this context, research on oversight by the Regional Supervision Inspectorate of online public complaints within the West Kalimantan Regional Police is relevant, given the importance of evaluating the extent to which such oversight mechanisms are able to improve the professionalism of police officers and provide legal certainty for the public in obtaining justice.

Methodology

This study uses a normative juridical research approach, which is legal research that concentrates on the analysis of legal norms found in laws and regulations, legal principles, and doctrines or expert views pertaining to the issues under investigation. The legal approach and the conceptual approach are two of the methods employed in this study. Examining several laws and rules that are pertinent to the study object—particularly those

governing the powers and duties of the Indonesian National Police—is how the statutory approach is implemented, internal police oversight mechanisms, and public complaint handling systems, including the 1945 Constitution of the Republic of Indonesia, Law Number 2 of 2002 concerning the Indonesian National Police, Law Number 25 of 2009 concerning Public Services, Presidential Regulation Number 95 of 2018 concerning Electronic-Based Government Systems, and various internal police regulations that regulate the discipline and professional code of ethics of police members. Meanwhile, a conceptual approach is carried out by examining legal concepts that have developed in legal doctrine and literature, particularly those related to the concept of supervision in government administration, the principle of professionalism of law enforcement officers, the accountability of public institutions, and legal certainty in the law enforcement system. Through these two approaches, this study is expected to provide a comprehensive analysis of supervision by the Regional Supervision Inspectorate regarding online public complaints to improve professionalism and legal certainty within the West Kalimantan Regional Police.

Result and Discussion

Legal Regulations Concerning Internal Police Oversight of Police Personnel Performance

A state organization, the Indonesian National Police (Polri) plays a crucial role in upholding public safety and order as well as the law enforcement system. Article 30 paragraph (4) of the 1945 Constitution of the Republic of Indonesia affirms the police's status as a state instrument by stating that the Indonesian National Police is responsible for protecting, serving, and enforcing the law as a state instrument maintaining public security and order. This constitutional provision emphasizes that the police function not only as a law enforcement apparatus but also as a public service institution responsible for maintaining security, stability, and guaranteeing legal protection for the public. In conducting these functions, the police must always be based on the principle of a state based on law, which places law as the basis for every action of state administrators. Therefore, every implementation of police duties must be carried out professionally, proportionally, and accountably in accordance with applicable laws and regulations. (Faharudin, 2025)

Further regulations regarding the functions and authorities of the Indonesian National Police are governed by Law Number 2 of 2002. According to Article 2 of Law Number 2 of 2002, the police function is one of the state government's responsibilities in terms of upholding public safety and order, executing the law, and offering the community services, protection, and shelter. Additionally, Article 13 of Law Number 2 of 2002 states that the Indonesian National Police's primary responsibilities include upholding public safety and order, executing the law, and offering the community services, protection, and shelter. These provisions demonstrate that the police have broad authority in carrying out their law enforcement and public service functions, and therefore must be carried out professionally and responsibly. Therefore, in exercising this authority, an effective oversight system is required to ensure that all police actions remain within the law and do not deviate from established provisions. (Mukhtadir, 2025)

From the perspective of good governance, oversight is a crucial instrument in ensuring the application of the values of professionalism, responsibility, and openness in carrying

out official tasks. This idea is consistent with Law Number 28 of 1999's Article 3 on Clean and Corruption-Free State Administration, which affirms that state administration must be carried out based on the principles of legal certainty, orderly state administration, public interest, openness, proportionality, professionalism, and accountability. In the context of the police institution, oversight of the implementation of police officers' duties is crucial, given the extensive authority police officers wield in law enforcement. Without an effective oversight mechanism, the potential for abuse of authority or actions inconsistent with legal provisions can arise, potentially leading to violations of public rights and diminishing public trust in the police institution. (Maliq, 2025)

The oversight system within the Indonesian National Police is essentially implemented through internal and external oversight mechanisms. Internal oversight is carried out by supervisory elements within the police organizational structure, namely the General Supervision Inspectorate (Itwasum) at the National Police Headquarters level and the Regional Supervision Inspectorate (Itwasda) at the Regional Police level. This supervisory element is tasked with overseeing the implementation of police duties and functions through audits, inspections, monitoring, and evaluation of the performance of work units and police personnel. The position and role of this internal supervisory element are part of the police organizational management system, which aims to ensure that all police duties are carried out in accordance with statutory provisions, standard operating procedures, and the principles of professionalism in law enforcement. (Sihaloho, 2025)

In addition to institutional oversight, regulations regarding the discipline and behavior of police officers are also specifically regulated in various regulations aimed at maintaining the integrity and professionalism of the police force. Provisions regarding police discipline are stipulated in Government Regulation Number 2 of 2003 concerning the Disciplinary Regulations for Members of the Indonesian National Police, which outlines the obligations, prohibitions, and disciplinary sanctions for police officers who commit violations. Article 3 of Government Regulation Number 2 of 2003 emphasizes that every police officer is obliged to comply with all laws and regulations and carry out their duties with full responsibility, discipline, and professionalism. Furthermore, The Indonesian National Police Regulation Number 7 of 2022 concerning the Code of Professional Ethics and the Indonesian National Police Code of Ethics Commission, which establishes the moral and ethical standards that every police officer must uphold in carrying out their duties and authorities as law enforcement officers, also regulate aspects of police professional ethics. (Hasanah, 2025)

With regulations regarding the internal oversight system, discipline, and the police professional code of ethics, it is hoped that the implementation of police duties will be carried out professionally, transparently, and accountably in accordance with the principles of a state based on the rule of law. Internal oversight, implemented by the General Supervision Inspectorate and the Regional Supervision Inspectorate, plays a crucial role in ensuring that all police actions remain within the law and do not deviate from applicable norms. Furthermore, this oversight mechanism also serves as a means of evaluating police performance, aimed at improving the quality of public service and strengthening public

trust in the police institution. Therefore, legal regulations regarding internal oversight of police performance are crucial to realizing police professionalism and ensuring legal certainty in the implementation of law enforcement duties in Indonesia.

Online Public Complaint Mechanism Regarding Police Performance

A public complaint mechanism regarding police performance is a form of public participation in the oversight system for governance and law enforcement. In a democratic state governed by the rule of law, the public has the right to submit criticism, reports, or complaints regarding actions by state officials deemed inconsistent with legal provisions or public service principles. This public right is part of the principle of openness and accountability in government administration. Normatively, the public's right to submit complaints is regulated in Article 18 of Law Number 25 of 2009 concerning Public Services, which states that the public has the right to submit complaints to public service providers if the services provided do not meet established service standards. This provision demonstrates the public's crucial role in overseeing the implementation of public services, including those provided by the police as part of the public service delivery system in the areas of security and law enforcement.

In the context of public services provided by the police, the public complaint mechanism is a crucial tool to ensure that police officers carry out their duties and authorities professionally, transparently, and accountably. The police, as an institution with the authority to enforce the law, often interact directly with the public in various situations, including handling criminal cases, providing police administrative services, and maintaining public order and security. Therefore, the existence of a public complaints mechanism serves as a control instrument that allows the public to submit reports of suspected violations of the law, abuse of authority, or unprofessional conduct by police officers. This mechanism also serves as an evaluation tool for the police institution to improve the quality of public services and address weaknesses in the implementation of police duties.

Along with the development of information and communication technology, the public complaints mechanism has undergone a transformation from a conventional system to a more modern and efficient electronic-based system. The government's attempts to improve public service accessibility, efficacy, and transparency include the use of digital technology. Through Presidential Regulation Number 95 of 2018 about the Electronic-Based Government System (SPBE), the Indonesian government has established regulations pertaining to the establishment of an electronic-based government system. According to Presidential Regulation Number 95 of 2018's Article 1, number 1, an Electronic-Based Government System is a government agency that uses information and communication technology to offer services to SPBE customers. It is anticipated that the SPBE will raise the standard of public services, including the submission and management of public complaints regarding the performance of government officials.

Within the police force, the implementation of an online public complaints mechanism is a form of public service innovation aimed at making it easier for the public to submit reports or complaints regarding police performance. Through an electronic-based

complaints system, the public can submit reports without having to visit the police station in person, making the complaint submission process easier, faster, and more efficient. Furthermore, the online complaints system also provides an opportunity for the police institution to manage public reports more systematically through digitally documented recording, verification, and follow-up. Thus, the use of information technology in the public complaints system not only increases ease of access for the public but also strengthens transparency and accountability in handling public reports regarding police performance.

The online public complaints mechanism generally involves several important stages, including receiving reports, verifying the accuracy of the information submitted, and handling or following up on the report by the authorized unit or agency. Initially, reports submitted by the public are received through the complaints system provided by the police institution, either through the official website, digital applications, or other electronic media. Next, the report will be verified to ensure that the information submitted meets the administrative and substantive requirements for further processing. After the verification process is complete, public reports will be forwarded to the authorized unit for investigation or handling in accordance with applicable regulations. This process aims to ensure that every public complaint is handled objectively, professionally, and in accordance with applicable laws.

With the online public complaints mechanism, it is hoped that a more effective public oversight system will be created for police performance. This complaints system not only serves as a means for conveying public complaints but also as a crucial instrument for increasing the accountability and transparency of the police institution. Through effective and responsive complaint management, the police institution can strengthen public trust in the performance of law enforcement officers. Furthermore, the public complaints mechanism also contributes to efforts to improve police professionalism and encourage a more transparent and equitable law enforcement system. Therefore, developing and strengthening an online public complaints system is a crucial step in realizing police governance that is more accountable and responsive to public needs.

Oversight by the Regional Supervisory Inspectorate of Public Complaints to Improve Professionalism and Legal Certainty

Oversight of police performance is a crucial element in ensuring professional, transparent, and accountable law enforcement. Every action taken by law enforcement officials must adhere to the principles of justice, legal certainty, and legislative provisions within the context of a state founded on the rule of law. To guarantee that police responsibilities are carried out in compliance with relevant legal norms and professional ethical standards, the Indonesian National Police must have an internal oversight structure. This internal oversight is carried out by supervisory elements within the police organization, namely the General Supervisory Inspectorate (Itwasum) at the Indonesian National Police Headquarters and the Regional Supervisory Inspectorate (Itwasda) at the Regional Police level. The existence of these supervisory elements plays a strategic role in controlling and evaluating the implementation of police officers' duties to prevent deviations in the exercise of police authority.

In carrying out its supervisory function, the Regional Supervision Inspectorate has the authority to conduct inspections on the performance of police officers' duties and follow up on public reports or complaints regarding alleged violations by police officers. Supervision of public reports is one way to implement the good governance principle of accountability. This is consistent with Article 13 of Law Number 2 of 2002 about the Indonesian National Police, which states that protecting, caring for, and serving the public is one of the police's main responsibilities. In this light, public complaints about police performance must be seen as a component of a public oversight system designed to guarantee that police officers do their jobs in a professional and legally compliant manner. Therefore, every report submitted by the public must be seriously followed up on through an objective and transparent audit mechanism.

Along with advances in information technology, the mechanism for submitting public complaints regarding police performance has also evolved through the use of electronic or online complaint systems. Online public complaint systems make it easier for the public to submit reports without having to visit the police station in person, thus broadening and opening public access to the oversight mechanism. The implementation of the online complaint system is also in line with government policy about the Electronic-Based Government System (SPBE), as outlined in Presidential Regulation Number 95 of 2018 concerning the Electronic-Based Government System, which uses information and communication technology to enhance the quality of public services. In the context of internal police oversight, public reports submitted through the online system will be received and managed by the oversight unit, which will then undergo a verification and review process before being followed up on in accordance with applicable procedures.

The role of the Regional Supervisory Inspectorate in following up on public complaints is not limited to receiving reports but also includes the investigation of alleged violations by police officers. In this process, the Regional Supervisory Inspectorate has the authority to conduct investigative audits, seek clarification from relevant parties, and evaluate the performance of the reported police officer's duties. If the investigation reveals indications of disciplinary violations or violations of the police professional code of ethics, The handling procedure may be carried out through a police professional code of ethics hearing or disciplinary enforcement measures. Government Regulation Number 2 of 2003 concerning Disciplinary Regulations for Members of the Republic of Indonesia National Police contains provisions pertaining to police member discipline, while Regulation of the Republic of Indonesia contains regulations pertaining to the police professional code of ethics. National Police Number 7 of 2022 on the Commission for the Code of Ethics of the Republic of Indonesia National Police and the Professional Code of Ethics. Thus, the oversight mechanism for public complaints has a clear legal basis within the police legal system.

The Regional Supervision Inspectorate's inspection of public complaints is primarily intended to enhance police officers' professionalism in the performance of their responsibilities. Police professionalism is not only related to technical capabilities in carrying out law enforcement duties, but also encompasses aspects of integrity, professional ethics, and compliance with applicable laws and regulations. Through an effective oversight

mechanism, any alleged violations committed by police officers can be identified and handled appropriately, thereby preventing abuse of authority and strengthening discipline within the police organization. Furthermore, oversight of public complaints also plays a crucial role in building public trust in the police institution as a professional and integrity-based law enforcement agency.

However, in practice, the implementation of oversight of public complaints still faces various challenges that can impact the effectiveness of the oversight system. Some of the obstacles frequently encountered include limited human resources within the oversight unit, the complexity of procedures for examining public reports, and the need for effective coordination between various work units within the police force. Furthermore, the use of an online public complaints system also requires adequate information technology infrastructure and an integrated data management system to ensure that every public report can be handled quickly and accurately. Therefore, strengthening the role of the Regional Supervision Inspectorate in following up on public complaints is crucial to improving police accountability and ensuring legal certainty for the public who submit reports on police performance.

Conclusion

Based on the discussion that has been outlined, it can be concluded that supervision of the performance of members of the Republic of Indonesia National Police is an important part in realizing the implementation of law enforcement that is professional, accountable, and oriented towards legal certainty. Article 30 paragraph (4) of the Republic of Indonesia's 1945 Constitution regulates the police's role as a state instrument in upholding law and order, and Law Number 2 of 2002 concerning the Republic of Indonesia National Police emphasizes this role in both Article 2 and Article 13. In carrying out these functions, the police institution is equipped with an internal supervisory mechanism implemented by the General Supervision Inspectorate (Itwasum) and the Regional Supervision Inspectorate (Itwasda) as supervisory elements within the police organization. Furthermore, the existence of a public complaints mechanism, particularly through an online complaint system, provides a crucial means for the public to participate in monitoring police performance, as outlined in Law Number 25 of 2009 concerning Public Services and backed by Presidential Regulation Number 95 of 2018's Electronic-Based Government System (SPBE) strategy. By means of this system, the Regional Supervisory Inspectorate's supervision of public complaints plays a crucial role in investigating alleged violations of discipline and the police professional code of ethics, as well as in following up on public reports, and ensuring that all police actions remain within the law and principles of professionalism. Therefore, an effective internal oversight system can contribute to enhancing police professionalism while providing legal certainty for the public.

This research recommends strengthening internal oversight mechanisms within the Indonesian National Police, particularly those implemented by the Regional Supervisory Inspectorate in handling public complaints regarding police performance. This strengthening can be achieved through increasing the capacity of human resources in the

supervisory unit, simplifying procedures for examining public reports, and optimizing the use of information technology in the online public complaints system so that the process of receiving, verifying, and following up on reports can be carried out more effectively, transparently, and accountably. Furthermore, In order to ensure that every public complaint can be promptly and appropriately investigated in compliance with applicable legal provisions, such as those pertaining to Government Regulation Number 2 of 2003 concerning Disciplinary Regulations for Members of the Indonesian National Police and Regulation of the Indonesian National Police Number 7 of 2022 concerning the Code of Professional Ethics and the Indonesian National Police Code of Ethics Commission, coordination between the internal supervisory unit and other work units within the police environment. With this strengthening of the supervisory system, it is hoped that the police institution can further improve its professionalism, integrity, and accountability in carrying out its law enforcement duties and provide better services to the public.

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