

Digital Transformation of the Integrated Police Service Center (SPKT) as an Instrument for Protecting Reporters' Rights in the Era of Bureaucratic Reform

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Abstract

Receiving public reports and complaints. The ongoing digital transformation within the police institution carries significant consequences for public service mechanisms, particularly in the context of protecting reporters' constitutional rights. This study aims to examine how the digital transformation of SPKT contributes as an instrument for protecting reporters' rights within the framework of bureaucratic reform in Indonesia. The research method employed is normative legal research with a statutory approach (statute approach), conceptual approach (conceptual approach), and case approach (case approach). Legal materials were collected through library research on regulations, academic literature, and relevant policy documents. The findings indicate that although the digitalization of SPKT through the Dumas Presisi application and SPKT Online has facilitated access for reporters, its implementation still faces various structural and cultural obstacles, ranging from the digital divide and limited technological literacy among the public to suboptimal online protection of reporters' data. This study concludes that strengthening technical regulations, enhancing police human resource capacity, and fostering cross-sectoral collaboration are necessary to ensure that the digital transformation of SPKT genuinely functions as an effective, equitable, and just instrument for protecting reporters' rights.

Keywords: : Digital Transformation; SPKT; Protection of Reporters' Rights; Bureaucratic Reform; Police

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3rd International Conference Epicentrum of Economic Global Framework (ICEEGLOF)

Theme: Cross-Sector and Cross-Disciplinary Strategies for Achieving the SDGS

<https://proceeding.pancabudi.ac.id/index.php/ICEEGLOF>

Introduction

High-quality public services constitute one of the primary indicators of successful bureaucratic reform. In the context of the police institution, the Integrated Police Service Center (Sentra Pelayanan Kepolisian Terpadu/SPKT) occupies a strategic position as the first point of contact between the public and law enforcement authorities. It is here that citizens first submit their reports, complaints, or requests for assistance a crucial moment that determines how the state manifests itself in citizens' legal lives. However, ground-level realities often diverge considerably from expectations. Various public service satisfaction surveys indicate that SPKT is still perceived as a slow, non-transparent service that is at times not aligned with reporters' interests [1].

The digital transformation promoted by the government through various policies, such as Presidential Regulation Number 95 of 2018 on the Electronic-Based Government System (SPBE), has opened new avenues for reforming police governance. The Indonesian National Police (Polri) responded by launching a number of digital service innovations, including the Dumas Presisi application, SPKT Online, and the development of other information technology-based reporting systems. These measures are, in essence, a manifestation of the spirit of bureaucratic reform that prioritizes accessibility, accountability, and efficiency in public services [2].

However, the digitalization of police services is not without challenges. From a legal perspective, the digital transformation within SPKT raises several fundamental questions that have yet to be fully resolved. How are reporters' data and identities protected within digital systems? Is the existing legal framework adequate to protect reporters' constitutional rights in cyberspace? And equally important, does this digitalization genuinely enhance access to justice for all segments of society, including those who are geographically and socio-economically marginalized from technological infrastructure? [3]

The right to file a report and receive an appropriate response from law enforcement authorities constitutes a constitutional right guaranteed by Article 28D paragraph (1) of the 1945 Constitution of the Republic of Indonesia. Furthermore, Law Number 2 of 2002 on the Indonesian National Police affirms Polri's obligation to provide protection, guardianship, and services to the public. On the other hand, Law Number 25 of 2009 on Public Services establishes the minimum standards that every public service provider, including the police, must meet [4]. In this perspective, the digital transformation of SPKT is not merely administrative modernization but rather a legal step with implications for the fulfillment of citizens' rights.

Previous studies have extensively examined police reform in general; however, few have specifically analyzed the digitalization of SPKT within the framework of protecting reporters' rights. Some studies have placed greater emphasis on the technical-administrative aspects of digital transformation, while the juridical dimension particularly concerning reporters' constitutional rights within the digital ecosystem has received comparatively little scholarly attention [5]. It is this research gap that motivates the authors to further explore how the digital transformation of SPKT should genuinely function as an instrument for protecting reporters' rights, rather than merely constituting a modern façade for a stagnant service.

Furthermore, there exists a striking gap between *das sollen* and *das sein* in this context. Normatively, Indonesia's legal framework is sufficiently progressive in regulating the protection of reporters ranging from the Law on Witness and Victim Protection, public service regulations, to Polri's internal policies. However, empirically, reports from various monitoring institutions such as the Ombudsman of the Republic of Indonesia and the National Human Rights Commission (Komnas HAM) continue to document public complaints regarding obstacles in the reporting process at SPKT, service discrimination, and the leakage of reporters' identities [6]. This contradiction requires critical analysis to ensure that digital transformation does not remain merely symbolic in nature, but genuinely contributes to improving the quality of protection of reporters' rights.

Based on the foregoing background, this study formulates two primary research questions:

1. How effective is the digital transformation of SPKT as an instrument for protecting reporters' rights within the framework of bureaucratic reform?
2. How can the digital transformation of SPKT be optimized to provide stronger, more inclusive, and more equitable protection of reporters' rights?

Literature Review

The Rule of Law Theory and the Protection of Constitutional Rights

The concept of the rule of law (*rechtsstaat*) constitutes the epistemological foundation that cannot be separated from any discussion of the protection of citizens' rights in their interaction with public institutions. Within the Continental European legal tradition, which has profoundly influenced the Indonesian legal system, the rule of law requires that every state action including public services must have a clear legal basis, be subject to judicial review, and not contravene human rights [7]. Julius Stahl, in his classical formulation, identified four elements of the rule of law, namely: recognition of human rights, separation of powers, government based on law, and administrative courts.

In the context of protecting reporters' rights, the rule of law theory finds highly concrete relevance. A citizen who files a report with the police is exercising his or her right to receive legal protection from the state. Accordingly, any systemic obstacle whether convoluted bureaucratic procedures, SPKT officers' reluctance to accept reports, or the insecurity of reporters' data constitutes a form of state failure in fulfilling its obligations as a rule-of-law state. As affirmed by Siregar, the Indonesian legal system, founded on Pancasila and the 1945 Constitution, fundamentally requires an active state presence in protecting and fulfilling citizens' rights [8].

Article 28I paragraph (4) of the 1945 Constitution explicitly stipulates that the protection, promotion, enforcement, and fulfillment of human rights are the responsibility of the state, particularly the government. Within this framework, the digital transformation of SPKT is not merely a matter of technological modernization but rather a constitutional obligation pertaining to the fulfillment of citizens' fundamental right to receive fair, accessible, and protected police services. Law Number 39 of 1999 on Human Rights further reinforces this foundation by regulating the state's obligation to prevent, halt, and take action against human rights violations occurring within its jurisdiction [9].

From the perspective of the progressive legal theory developed by Satjipto Rahardjo, law should not be understood merely as rigid normative text but rather as a living instrument that continuously evolves in accordance with societal developments. In the context of SPKT digitalization, the spirit of progressive law demands that the adoption of technology must not be confined to procedural aspects alone but must genuinely expand access to justice and strengthen reporters' position as legal subjects whose rights deserve protection [10]. Digital transformation that merely alters interface appearances without reinforcing the substantive protection of reporters is, in essence, nothing more than a superficial reform.

Furthermore, the human rights perspective in public services demands equal access. According to Maryana et al., the implementation of digital-based services in public institutions must take into account data security and privacy protection as inseparable components of fulfilling citizens' fundamental rights [11]. This is particularly relevant in the context of SPKT, where reporters' identities and information constitute sensitive data that could potentially be misused if not adequately protected within digital systems.

Bureaucratic Reform Theory and Public Services

Bureaucratic reform in Indonesia represents a long-term project that has been underway since the post-New Order era. From the perspective of public administration science,

bureaucratic reform is not merely a change in organizational structure but a comprehensive transformation encompassing values, work culture, and service orientation toward the public. Max Weber, in his theory of ideal bureaucracy, emphasized the importance of rationality, specialization, and clear rules as principles for the efficient management of public organizations. However, this traditional Weberian model has since been criticized for its tendency to be rigid and unresponsive to the dynamic needs of society [12].

The New Public Management (NPM) paradigm that emerged in the 1980s introduced a refreshing approach by emphasizing result-oriented performance, efficiency, and citizen satisfaction (citizen as customer). In its further development, this paradigm evolved into New Public Service (NPS), which places greater emphasis on democratic values, accountability, and citizen-centered services rather than treating citizens merely as consumers [13]. This framework has direct relevance to SPKT reform, where reporters are not merely service users but citizens who possess rights that must be fulfilled.

Presidential Regulation Number 81 of 2010 on the Grand Design of Bureaucratic Reform 2010–2025 and the Regulation of the Minister of Administrative and Bureaucratic Reform Number 25 of 2020 on the Bureaucratic Reform Road Map 2020–2024 constitute the primary policy references in Indonesia's bureaucratic transformation. Both emphasize the importance of service digitalization as one of the instruments for achieving bureaucratic reform goals, particularly in realizing clean, transparent, and accountable governance. The digital transformation of SPKT in this context represents one of the concrete implementations of the mandates set forth by these policies [14].

From the perspective of public services, Law Number 25 of 2009 on Public Services establishes principles that every public service provider must uphold, including: public interest, legal certainty, equality of rights, balance of rights and obligations, professionalism, participatory approach, non-discrimination, transparency, accountability, timeliness, speed, convenience, and affordability. The digitalization of SPKT is fundamentally directed toward realizing these principles more effectively [15].

Nevertheless, the greatest challenge in police bureaucratic reform remains the transformation of organizational culture. Aspan notes that the discretion of law enforcement officers continues to be a crucial variable determining the quality of services in practice, even within digitalized systems [16]. This means that digital transformation unaccompanied by cultural reform and comprehensive human resource training will only produce superficial modernization new systems operating through old behavioral patterns.

The Concept of Data Protection and Privacy in Digital Law

The digital era presents serious new challenges in the protection of citizens' personal data and privacy. When SPKT migrates to digital platforms, all data provided by reporters identities, contact numbers, chronologies of events, and even biometric data become part of an information system that is potentially vulnerable to data breaches, misuse, or unauthorized access. Under international law, the protection of personal data is recognized as part of the right to privacy guaranteed by Article 17 of the International Covenant on Civil and Political Rights (ICCPR), which Indonesia has ratified through Law Number 12 of 2005 [17].

Indonesia has enacted Law Number 27 of 2022 on Personal Data Protection (UU PDP) as the most comprehensive data regulatory milestone to date. The UU PDP governs data subjects' rights, data controllers' obligations, and oversight and sanction mechanisms. In the context of SPKT digitalization, Polri, as the institution that collects and processes reporters' data, occupies the position of data controller and is therefore obligated to fulfill all legal obligations stipulated in the UU PDP [18]. Violations of these obligations not only result in administrative sanctions but may also give rise to criminal liability.

Maryana et al., in their research on electronic medical records, demonstrate that the implementation of digital systems in public services must always prioritize data security and protection as primary concerns, not merely supplementary features [11]. This principle applies

fully in the context of SPKT Online, where the security of reporters' data is a prerequisite for the effectiveness of the service itself. Reporters who feel their data is insecure will be reluctant to file reports with the police online, thereby rendering the accessibility goals of digital services unachievable.

The concept of privacy by design, developed by Ann Cavoukian, asserts that privacy protection should be integrated from the outset of system design rather than added as an afterthought once the system has been built. This principle is relevant for application in the development of SPKT's digital platform, where data encryption, anonymization of reporters' identities, access control, and audit trails are technical features that should be embedded within the system architecture from the beginning, rather than treated as optional add-ons [19].

Pardede et al., in the context of legal protection for workers, similarly affirm that the absence of robust regulations in the digital era frequently places the weaker party in this case, reporters in a vulnerable position [20]. This analogy applies fully in the context of SPKT, where reporters, as parties dependent upon the system, require firm and legally enforceable protection guarantees.

The Principle of Equal Access and Digital Inclusivity

Digital transformation that disregards the dimension of inclusivity risks creating new forms of exclusivity that are fundamentally contrary to the goals of bureaucratic reform itself. The concept of the digital divide refers to the disparity in access to and ability to utilize information technology among various social groups, influenced by geographic, economic, educational, and age-related factors. In Indonesia, this divide remains very real: data from the Central Statistics Agency (BPS) indicate that internet penetration in urban areas remains considerably higher than in rural and remote areas [21].

In the context of SPKT services, non-inclusive digitalization may produce a paradoxical condition: residents of major cities gain the convenience of filing reports online, while those living in rural areas, border regions, or remote islands become increasingly marginalized from access to police services. This contravenes the principle of equality of rights stipulated in Law Number 25 of 2009 on Public Services, which requires every citizen to receive equal services without any form of discrimination [15].

The distributive justice theory developed by John Rawls provides a strong philosophical foundation for evaluating the inclusivity of SPKT digitalization. Rawls argues that socio-economic inequalities can only be justified if they benefit the least advantaged members of society. Applied to this context, SPKT digitalization can only be considered just if it provides greater benefits to or at least does not disadvantage those segments of society that are structurally most challenged in accessing conventional services [22].

Rahmayanti et al., in their research on physical violence in educational settings, demonstrate that barriers to accessing legal services are frequently compounded by complex social and institutional factors [23]. These findings underscore the importance of adopting a comprehensive approach to SPKT digitalization that takes into account not only technical capabilities but also the socio-cultural obstacles faced by vulnerable groups such as women who are victims of violence, children, the elderly, and persons with disabilities.

The principle of inclusivity also requires that the SPKT digital platform be designed with universal design principles in mind that is, design that can be accessed and used by all individuals, regardless of their physical or cognitive capabilities. Within the Indonesian legal context, Law Number 8 of 2016 on Persons with Disabilities mandates the accessibility of public services including digital services for persons with disabilities [24]. Accordingly, inclusivity is not merely a moral value but a legally binding obligation for digital service providers, including SPKT.

Research Methods

This study employs a normative legal research approach (normative legal research), which examines law as norms or sets of rules codified in legislation, legal documents, and court decisions. This methodological choice is grounded in the characteristics of the research problem, which fundamentally concerns the analysis of the congruence between applicable legal norms and their implementation in the context of SPKT's digital transformation [25]. Normative legal research is selected because the focus of inquiry is primarily on the identification, interpretation, and evaluation of relevant legal norms, rather than on empirical data collection in the field.

The research approaches employed in this study encompass three distinct approaches. First, the statutory approach (statute approach) is conducted by systematically examining all regulations pertaining to SPKT, public services, data protection, and bureaucratic reform. This approach includes an analysis of the normative hierarchy, ranging from the constitution, legislation, and government regulations to presidential regulations, ministerial regulations, and relevant police regulations [26]. Second, the conceptual approach (conceptual approach) is conducted by examining and constructing relevant legal concepts such as the protection of reporters' rights, digital transformation in public services, and bureaucratic reform through a review of doctrines, theories, and academic literature from diverse scholarly sources.

Third, the case approach (case approach) is employed selectively to analyze concrete cases pertaining to obstacles in SPKT services and violations of reporters' rights. The case approach in normative legal research is not intended to generalize empirical findings but rather to provide concrete illustrations of how legal norms operate or fail to operate in actual practice [27]. Sidi and Zarzani explain that the case approach in legal research can provide deeper insights into the gap between regulation and implementation that is not always detectable through normative analysis alone [28].

The legal materials used in this study are classified into three categories. Primary legal materials include: the 1945 Constitution of the Republic of Indonesia; Law Number 2 of 2002 on the Indonesian National Police; Law Number 25 of 2009 on Public Services; Law Number 27 of 2022 on Personal Data Protection; Presidential Regulation Number 95 of 2018 on SPBE; National Police Chief Regulation Number 3 of 2008 on the Establishment of RPK; and various Polri regulations governing the technical operations of SPKT [29]. Secondary legal materials comprise academic books, peer-reviewed law journals, scientific proceedings, reports from legal institutions such as the Ombudsman of the Republic of Indonesia and Komnas HAM, and relevant indexed academic articles pertaining to the research topic.

Tertiary legal materials encompass legal dictionaries, encyclopedias, and various technical glossaries used to assist in clarifying unfamiliar terms and concepts. Legal materials were collected through library research, conducted both conventionally through library collections and digitally through academic databases such as Google Scholar, SINTA, Scopus, and indexed law journal repositories [30]. Siregar et al. emphasize the importance of source validation in legal research to ensure that the references employed genuinely possess academic authority that can be scholarly justified [31].

The legal material analysis technique employed is qualitative-prescriptive analysis. Qualitative analysis involves systematically identifying, classifying, and interpreting the collected legal materials. Prescriptive analysis, in turn, is directed toward formulating normative arguments and policy recommendations based on the analytical findings. Hutagalung and Zarzani, in a similar study on the implementation of restorative justice, demonstrate that the combination of qualitative-prescriptive analysis is highly effective in generating findings that are not only descriptive but also constructive in contributing to the development of law [32].

The interpretive framework employed in this analysis encompasses: grammatical interpretation (interpreting norms based on their textual meaning), systematic interpretation (interpreting norms in relation to other norms within the same legal system), and teleological interpretation (interpreting norms based on the legal purposes they seek to achieve). The

simultaneous application of these three interpretive methods is expected to produce a more comprehensive and nuanced understanding of the complexity of the issues examined in this study [33].

Results

1. Effectiveness of the Digital Transformation of SPKT as an Instrument for Protecting Reporters' Rights within the Framework of Bureaucratic Reform

The digital transformation of the Integrated Police Service Center (SPKT) represents one of the most concrete manifestations of Polri's bureaucratic reform agenda over the past decade. Since the introduction of the Presisi (Predictive, Responsible, Transparent, and Just) program under the leadership of General Listyo Sigit Prabowo, various digital platforms have been launched to modernize police services to the public. Among these are the Dumas Presisi application, which enables citizens to submit complaints online, and the digital-based SPKT system that electronically integrates the recording of police reports with police databases [34].

Normatively, the legal framework supporting the digital transformation of SPKT is sufficiently comprehensive. Presidential Regulation Number 95 of 2018 on the Electronic-Based Government System (SPBE) mandates all government agencies, including Polri, to integrate their services within a unified digital ecosystem. More specifically, Law Number 25 of 2009 on Public Services requires every service provider to guarantee ease of access, affordability, and security for service users. In this context, the digitalization of SPKT should serve as a means to more effectively operationalize the public service principles mandated by that legislation.

However, the reality of implementation presents a more complex picture. From the accessibility perspective, SPKT's digital platform has indeed succeeded in reducing geographic barriers for reporters residing in areas with adequate internet connectivity. Data from the Ombudsman of the Republic of Indonesia indicate an increase in the number of reports received through digital channels in recent years, suggesting a positive trend in the utilization of these online services. Nevertheless, an increase in the quantity of reports alone does not necessarily indicate effectiveness in terms of protecting reporters' rights [35].

In the dimension of data protection, there are serious gaps that require attention. Law Number 27 of 2022 on Personal Data Protection, which came into effective force in 2024, establishes rigorous standards for data controllers in processing personal information. As a data controller, Polri is obligated to ensure that all reporters' data collected through the digital SPKT platform is processed lawfully, transparently, and proportionally, and is protected against the risk of data breaches or unauthorized access. However, to date, Polri has not issued any specific technical regulation detailing the mechanism for protecting reporters' data within the digital SPKT system a normative vacuum that potentially prejudices reporters [18].

In terms of protecting reporters' identities, Law Number 31 of 2014 on Witness and Victim Protection does indeed regulate the obligation to maintain reporters' confidentiality under certain conditions. However, this provision was designed for the context of the conventional criminal justice system and does not yet fully accommodate the nuances of digital reporting, where the risk of identifying reporters may arise from multiple points from metadata in attached documents and digital traces in communications to potential cyberattacks on police databases. Alfiansyah et al. emphasize that without a regulatory framework adaptive to the digital ecosystem, the protection of reporters will remain partial and ineffective [36].

Another equally crucial issue concerns response time and follow-up on reports. In the conventional SPKT system, face-to-face interaction at least provides reporters with a degree of assurance that their report has been received and processed. In digital systems, transparent and real-time feedback mechanisms become critically important. The absence or inadequacy of follow-up notification systems in the digital SPKT platform creates uncertainty for reporters and potentially undermines public confidence in the effectiveness of online reporting. Siregar affirms that the police authority to receive and follow up on public reports constitutes a legal obligation that must not be degraded by the transition to digital systems [37].

The evaluation of the effectiveness of SPKT's digital transformation must also consider the dimension of the digital divide. BPS 2023 data indicate that approximately 30% of Indonesia's population still lacks adequate internet access, with the highest concentration in eastern Indonesia, border regions, and remote islands. For this segment of the population, SPKT digitalization is not only unhelpful but potentially creates a new barrier that separates them from access to police services that constitute their constitutional right [21]. Consequently, if not accompanied by systematic digital inclusion policies, the digital transformation of SPKT risks widening rather than narrowing the disparity in access to legal services.

2. Optimization of the Digital Transformation of SPKT for Inclusive and Equitable Protection of Reporters' Rights

In addressing the various challenges identified in the preceding subsection, the optimization of SPKT's digital transformation requires a multi-dimensional approach that integrates regulatory strengthening, technical improvements, enhancement of human resource capacity, and expansion of social outreach. There is no single solution capable of addressing the complexity of this problem; what is needed is a comprehensive strategy that simultaneously responds to the various dimensions of the issue.

First, from the regulatory dimension, the most urgent step is the formulation of specific Polri technical regulations governing the mechanism for protecting reporters' data within the digital SPKT system. Such technical regulations should ideally cover, at minimum: mandatory data encryption standards, secure identity verification procedures, data anonymization mechanisms for sensitive cases, data retention and deletion standards, and complaint and compensation mechanisms in the event of reporters' data breaches. In this regard, Polri must comprehensively harmonize its internal regulations with UU PDP Number 27 of 2022 [18]. Daulay et al. demonstrate that the absence of specific technical regulations in digital platforms frequently creates gaps that disadvantage structurally weaker parties [38].

Second, from the technical and infrastructural dimension, the development of the digital SPKT platform must consistently incorporate the principle of privacy by design. This means that from the outset of system architecture planning, data security and reporters' privacy protection must be primary considerations not merely additional features installed after the system is completed. Multi-layered authentication systems, end-to-end encryption in the transmission of report data, and transparent audit trail mechanisms constitute the minimum technical features that the current generation of digital SPKT platforms should already possess. Rafianti et al., in the context of correctional services, demonstrate that the quality of a digital service system is directly proportional to the level of user confidence in that system [39].

Third, the digital divide must be addressed through a multi-channel service delivery policy. This means that the digitalization of SPKT must not eliminate the conventional service channels that have long served as the primary means of access for communities lacking adequate digital access. The appropriate model is a hybrid model: digital platforms are made available for those with technological access and capability, while face-to-face channels, telephone services, and SMS-based SPKT are maintained and improved in quality to reach communities not yet reached by digitalization. Fikri et al., in the context of restorative justice for children, emphasize the importance of multi-layered accessibility in legal services to ensure that no group is excluded [40].

Fourth, the optimization of digital SPKT requires the systematic strengthening of police human resource capacity. SPKT officers must be trained not only in the technical skills of operating digital platforms but also in more substantive aspects: an understanding of reporters' rights, gender and cultural sensitivity in receiving reports, data protection protocols, and empathetic communication skills in digital interactions. Nurhayati et al. demonstrate that comprehensive human resource competency encompassing knowledge, skills, and attitudes is a determinant factor in the quality of public institution services [41].

Fifth, the oversight and accountability mechanisms governing the implementation of digital SPKT must be strengthened. Currently, oversight of SPKT service quality involves several institutions, including the Ombudsman of the Republic of Indonesia, Komnas HAM, Polri's Professional Standards and Internal Compliance Division (Propam), and ITWASUM. However, coordination among these oversight institutions remains suboptimal, and the complaint mechanism regarding the quality of digital SPKT services is neither sufficiently transparent nor easily accessible to the public. Zarzani et al., in the context of criminal law, affirm that the accountability of law enforcement institutions constitutes a prerequisite for public trust, which in turn determines the overall effectiveness of the legal system [42].

Sixth, community empowerment through digital education and legal literacy must be established as an integral component of the SPKT digital transformation program. Many members of the public already have internet access but are unaware of the existence of the digital SPKT platform or lack sufficient confidence to use it. Consistent digital literacy programs and socialization of reporters' rights conducted in collaboration with non-governmental organizations, community organizations, and local media can significantly enhance the appropriate and productive utilization of digital SPKT services. Tarigan and Aspan, in the context of correctional services, demonstrate that optimal rights fulfillment requires synergy between institutional reform and the empowerment of service recipients themselves [43].

Seventh, an adequate and sustained budgetary commitment is necessary to support the digital transformation of SPKT. Reliable technological infrastructure, high-quality human resource training, and community outreach programs require considerable investment. The allocation of sufficient budgets for these programs within Polri's Budget Implementation List (DIPA) serves as a concrete indicator of the institution's commitment to making the digital transformation of SPKT a genuine priority, rather than merely a pilot project with no follow-through. Siswanto et al. demonstrate that the sustainable reform of legal systems requires consistent resource support as a prerequisite for success [44].

Conclusion

The ongoing digital transformation of SPKT holds considerable potential as an instrument for protecting reporters' rights within the framework of bureaucratic reform; however, its effectiveness to date remains partial. Normatively, the existing legal framework encompassing the Public Services Law, the Personal Data Protection Law, the SPBE Presidential Regulation, and various Polri regulations already provides a sufficiently robust foundation. Nevertheless, its implementation continues to face serious obstacles in the form of the digital divide, the absence of specific technical regulations governing the protection of reporters' data in digital systems, and the suboptimal functioning of oversight and accountability mechanisms. In this regard, Polri must promptly issue technical regulations specifically governing data security standards within the digital SPKT platform, harmonize its internal regulations with UU PDP 2022, and strengthen transparent and easily accessible digital service oversight mechanisms.

Optimizing the digital transformation of SPKT to provide stronger, more inclusive, and more equitable protection of reporters' rights requires a multi-dimensional approach that transcends mere technological updating. What is needed is a comprehensive strategy encompassing: the application of privacy by design principles in system development, the maintenance of a layered (hybrid) service model that accommodates communities not yet reached by digitalization, comprehensive enhancement of police human resource capacity, strengthened inter-institutional coordination among oversight bodies, digital education and legal literacy for the public, and an adequate and sustained budgetary commitment. The genuine digital transformation of SPKT is not merely a change in the medium of submitting reports from physical to digital but rather a paradigm shift in how the state manifests itself and protects citizens' rights in the digital era a transformation that requires institutional commitment, political will, and synergistic cross-sectoral collaboration.

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