

"Information Technology-Based Innovation in the Detention and Evidence Unit (TAHTI) to Enhance the Quality of Police Services at the Medan Metropolitan Police"

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Abstract

Digital transformation in public service delivery has become one of the primary strategies for improving the effectiveness, efficiency, transparency, and accountability of public administration, including within the Indonesian National Police. One of the police units that plays a strategic role in supporting law enforcement is the Detention and Evidence Unit (TAHTI). The management of detainee administration and evidence continues to face various challenges, including complex administrative procedures, inter-unit coordination, and the need for timely and accurate data presentation. These challenges highlight the necessity for information technology-based service innovation. This study aims to analyze the role of information technology-based innovation in TAHTI services in improving the quality of police services at the Medan Metropolitan Police (Polrestabes Medan). The study employs a qualitative approach using a descriptive method through a literature review, document analysis, and an examination of the concepts of public service innovation and digital transformation within the police organization. The analysis is based on the dimensions of service quality, namely tangibles, reliability, responsiveness, assurance, and empathy. The findings indicate that the implementation of information technology in TAHTI services has the potential to improve the effectiveness of detainee and evidence administration, accelerate reporting processes, strengthen internal supervision, enhance data security, and facilitate more integrated inter-unit coordination. Furthermore, information technology-based innovation can improve service quality by providing more accurate, transparent, and well-documented information. However, the successful implementation of such innovations depends on the readiness of technological infrastructure, the competence of human resources, the security of information systems, and the organization's commitment to supporting digital transformation. Therefore, the development of information technology-based innovation in TAHTI services represents a strategic approach with the potential to sustainably enhance the quality of police services at the Medan Metropolitan Police.

Keywords: *Information Technology, Detention and Evidence Unit (TAHTI), Digital Transformation, Medan Metropolitan Police.*

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Introduction

Public service is one of the primary indicators used to assess the quality of public governance. Society increasingly demands services that are fast, transparent, accountable, and easily accessible through the utilization of information technology. These demands have encouraged government institutions to undertake digital transformation to improve the quality of public services. Within the Indonesian National Police (Polri), this transformation has been implemented through the *PRESISI* policy (*Predictive, Responsibility, and Transparency with Justice*). Through this policy, Polri has developed integrated digital services, expanded the use of information technology, and modernized its administrative systems to ensure that public services become more effective, efficient, and accessible. Various police services have been directed toward digitalization as part of bureaucratic reform and efforts to improve public service quality.

The rapid advancement of information technology has significantly transformed public governance in many countries, including Indonesia. The digital era requires public sector organizations to deliver services that are faster, more accessible, transparent, accountable, and responsive to citizens' needs. These changes are driven not only by technological developments but also by rising public expectations regarding service quality. Citizens now expect service processes that are simple, less bureaucratic, easily accessible, and supported by information systems capable of providing timely and accurate information. Accordingly, the digitalization of public services has become one of the main priorities of Indonesia's national bureaucratic reform agenda. Digital transformation refers to a fundamental organizational change through the adoption of information technology to enhance effectiveness, efficiency, transparency, and service quality. In the public sector, digital transformation involves not merely replacing manual procedures with electronic systems but also establishing integrated, data-driven work processes capable of generating accurate information for decision-making. The implementation of information technology enables government organizations to reduce service delivery time, improve administrative quality, minimize recording errors, strengthen internal supervision, and enhance public accountability.

In line with this national policy, the Indonesian National Police (Polri) continues to transform its organization through various information technology-based service innovations. This transformation is embodied in the *PRESISI* policy (*Predictive, Responsibility, and Transparency with Justice*), which identifies digitalization as one of the key strategies for improving police service quality. Various digital transformation initiatives have been implemented throughout Polri, including at the Medan Metropolitan Police (Polrestabes Medan). The *PRESISI* program promotes the integration of police services, the strengthening of information systems, and the development of digital platforms to provide services that are easier, faster, and more transparent. Through the *PRESISI* application, Polri has integrated a variety of public services, including online Police Clearance Certificates (SKCK), driver's license (SIM) services, public complaint mechanisms, criminal case progress information, and other police services into a unified digital ecosystem. This transformation demonstrates that information technology has become an essential component of police modernization.

Digital transformation within Polri extends beyond public-facing services to include the strengthening of internal administrative systems. Effective internal administration provides the foundation for high-quality public service delivery. Accurate data management, integrated inter-unit coordination, and rapid reporting systems contribute significantly to improving organizational professionalism. Consequently, the digitalization of internal administration represents an integral component of police bureaucratic reform. Information technology innovation within the Detention and Evidence Unit (TAHTI) is viewed as a concrete preventive policy aimed at minimizing opportunities for illegal levies and procedural violations by detention officers. One of the police functions with a strategic role in law enforcement is the Detention and Evidence Unit (TAHTI). This unit is responsible for managing detainees and evidence throughout the criminal investigation process. Its

responsibilities include detainee admission and release administration, monitoring detainees' conditions, maintaining detention facility security, recording and storing evidence, documentation, reporting, and coordinating with investigators and other police units. These activities require a high degree of administrative accuracy because they directly affect legal certainty, the protection of human rights, and the integrity of law enforcement processes.

In practice, the administration of detainees and evidence remains highly complex. Every administrative process must be comprehensively documented. Errors in recording detainee or evidence data may lead to legal disputes, hinder criminal investigations, and reduce public trust in the police institution. Furthermore, administrative management continues to face several challenges, including cross-functional coordination, the need for timely and accurate reporting, and ensuring data security and integrity. Therefore, information technology offers considerable potential to improve operational efficiency, reduce administrative errors, accelerate information delivery, and strengthen internal supervision, particularly within the Medan Metropolitan Police. These improvements can ultimately support the provision of professional, responsive, and citizen-oriented police services. In addition, the increasing number of criminal cases handled by the police over the past five years has significantly increased the administrative workload of the TAHTI function. This situation necessitates a more modern, efficient management system capable of providing timely and accurate information. Meanwhile, advances in information technology have created new opportunities for public sector organizations to innovate through administrative digitalization. Previous studies have demonstrated that information systems can improve work efficiency, reduce reliance on paper-based documentation, accelerate information access, strengthen supervision, and enhance organizational service quality.

Within the TAHTI function, information technology-based innovation may be realized through the development of electronic administrative systems, integrated databases, digital reporting, real-time monitoring, electronic archiving, and monitoring dashboards that support rapid and accurate decision-making. Such innovations also contribute strategically to transparency and accountability. Administrative digitalization ensures that every process is systematically documented, facilitating internal audits, managerial supervision, and service performance evaluation. Information systems reduce the likelihood of manual recording errors, improve coordination among organizational units, enhance data security through access control mechanisms, and provide more accurate information for investigative and organizational reporting purposes. Consequently, information technology-based innovation not only increases administrative efficiency but also strengthens overall organizational governance.

The Medan Metropolitan Police is one of Indonesia's largest metropolitan police jurisdictions, characterized by a high volume and complexity of criminal cases. As a major governmental, commercial, and service center in North Sumatra, its jurisdiction requires professional management of detainees and evidence. The TAHTI function therefore plays a vital role in ensuring smooth investigative processes, safeguarding evidence, and protecting detainees' rights in accordance with applicable laws and regulations. These circumstances indicate that strengthening information technology-based administrative systems has considerable potential to improve the overall quality of police services. Digital transformation serves as a key accelerator in delivering public services that are faster, more transparent, efficient, and free from illegal levies by reducing bureaucratic complexity and enabling citizens to access police services anytime and anywhere.

Although digital transformation has become a strategic priority within Polri, academic studies specifically examining information technology-based service innovation in the TAHTI function remain limited. Most previous studies have focused primarily on the digitalization of external services, such as Police Clearance Certificates (SKCK), driver's licenses (SIM), and public complaint services. However, the quality of public service is also strongly influenced by the effectiveness of internal administrative systems that support law enforcement

processes. This research gap highlights the need for studies examining TAHTI service innovation as part of digital transformation within the Indonesian National Police. Examples of digital transformation within Polri include the Information and Communication Technology (ICT) Roadmap 2025–2030, which aims to integrate organizational data and standardize services to improve the prediction of public security threats. Other examples include the implementation of the Electronic Traffic Law Enforcement (ETLE) system, integrated services for driver's license renewal and vehicle tax payments, the *One Data Polri* initiative integrating police databases with artificial intelligence to accelerate reporting, real-time police call center services, and technology-based oversight through body-worn cameras to enhance professionalism and transparency. Based on the foregoing discussion, this study focuses on analyzing information technology-based innovation in TAHTI services to improve the quality of police services at the Medan Metropolitan Police. Specifically, the study aims to identify the potential of information technology in supporting detainee and evidence administration, analyze its contribution to service quality based on the dimensions of tangibles, reliability, responsiveness, assurance, and empathy, and formulate recommendations for strengthening internal police governance that is more effective, transparent, and accountable. The findings are expected to contribute to the literature on public service innovation while supporting the implementation of Polri's digital transformation toward professional, modern, and trusted policing.

Research Methodology

This study employed a qualitative approach with a descriptive research design. A qualitative approach was selected because the study seeks to obtain an in-depth understanding of the implementation of information technology-based innovation in the Detention and Evidence Unit (TAHTI) and its contribution to improving the quality of police services at the Medan Metropolitan Police (Polrestabes Medan). Rather than testing hypotheses, this research focuses on exploring empirical facts, interpreting observed phenomena, and analyzing the processes through which service innovations are implemented within the police organization. The descriptive design was adopted to provide a comprehensive portrayal of the implementation of information technology in TAHTI services, the factors that facilitate or hinder its implementation, and its implications for improving police service quality. This approach enables the researcher to gain a holistic understanding of service innovation from the perspectives of both practitioners and supporting documentary evidence.

The research was conducted at the Detention and Evidence Unit (Sat TAHTI) of the Medan Metropolitan Police, North Sumatra Province, Indonesia. The selection of this research site was based on purposive considerations. First, the Medan Metropolitan Police is the researcher's affiliated institution, providing direct access to relevant information and organizational documents. Second, the Medan Metropolitan Police is one of Indonesia's largest metropolitan police jurisdictions, characterized by a high volume of law enforcement activities. Consequently, the effective administration of detainees and evidence represents a critical component in ensuring the efficiency, accountability, and professionalism of police services.

The research focused on analyzing information technology-based innovation within TAHTI services and its contribution to enhancing police service quality. Specifically, the study examined: (1) the forms of information technology-based service innovation implemented by the TAHTI Unit; (2) the utilization of information technology in detainee and evidence administration; (3) the impact of these innovations on service quality based on the five SERVQUAL dimensions—tangibles, reliability, responsiveness, assurance, and empathy; (4) the stakeholders supporting the implementation of service innovation; (5) the factors constraining its implementation; and (6) strategic initiatives for the future development of information technology-based TAHTI services.

The study incorporated data obtained from selected informants using a purposive

sampling technique. Informants were chosen based on their knowledge, experience, and direct involvement in the implementation of TAHTI services. A total of seven informants participated in the study, comprising the Head of the TAHTI Unit, one Section Head, three TAHTI personnel, and two information system operators. Their professional roles and direct engagement in TAHTI operations enabled them to provide comprehensive insights into the implementation, challenges, and future development of information technology-based service innovation within the unit.

This study utilized both primary and secondary data sources. Primary data consisted of firsthand information collected directly by the researcher through field observations, in-depth interviews, and direct discussions with personnel of the Detention and Evidence Unit (TAHTI) at the Medan Metropolitan Police. These data provided empirical evidence regarding the implementation of information technology-based service innovation and its contribution to improving police service quality. Secondary data comprised information that had previously been compiled and processed by other institutions or researchers. These data were obtained from relevant laws and regulations, Chief of Police Regulations (*Peraturan Kapolri*), Standard Operating Procedures (SOPs) of the TAHTI Unit, organizational performance reports, scholarly books, peer-reviewed journal articles, official documentation, and policy documents related to the digital transformation of the Indonesian National Police. The integration of primary and secondary data enabled comprehensive triangulation and strengthened the credibility of the research findings.

Data were collected using three complementary techniques: in-depth interviews, direct observation, and document analysis. These techniques are widely recognized in qualitative research for generating contextual, comprehensive, and credible evidence regarding organizational practices and service innovation. Semi-structured in-depth interviews were conducted with key informants, including the Head of the TAHTI Unit and duty officers responsible for detention and evidence administration. An interview guide was used to ensure consistency while allowing sufficient flexibility for participants to elaborate on their experiences and perspectives. The interviews explored various issues, including the implementation of TAHTI services, the adoption of information technology, operational procedures, implementation challenges, and the perceived contribution of digital innovation to improving service quality.

Direct observation was undertaken to examine the operational implementation of detainee and evidence administration. Particular attention was given to administrative workflows, the utilization of information technology, coordination among personnel, service procedures, and the availability of supporting infrastructure. Observation enabled the researcher to compare actual practices with information obtained through interviews and documentary evidence. Document analysis was conducted by reviewing a variety of organizational documents, including Standard Operating Procedures, organizational structures, administrative records, operational reports, digital archives, service documentation, photographs, and internal reports related to digital service implementation. These documents provided valuable evidence for validating interview findings and understanding the institutional context of information technology-based innovation within the TAHTI Unit.

Ensuring data credibility is a fundamental requirement in qualitative research, particularly in studies examining organizational innovation and public service transformation. In this study, the triangulation of interviews, observations, and documentary evidence was employed to verify the consistency and trustworthiness of the findings. This process enabled the researcher to assess whether the implementation of information technology had effectively enhanced transparency, accountability, and bureaucratic reform within the Indonesian National Police. In qualitative research, the researcher serves as the primary research instrument (*human instrument*). Accordingly, the researcher was responsible for determining the research focus, collecting and interpreting data, and drawing conclusions based on empirical evidence.

Supporting research instruments included interview guides, observation checklists, documentation forms, audio recording devices, digital cameras, and a laptop computer to facilitate data collection and analysis.

Results

The Concept of Information Technology-Based Service Innovation in the Detention and Evidence Unit (TAHTI) at the Medan Metropolitan Police

Fundamentally, public service innovation represents a transformative effort to improve processes, systems, and operational methodologies in order to deliver higher standards of public service. Within the Indonesian National Police, such innovation serves a dual purpose. It is directed not only toward enhancing the quality of external public services but also toward strengthening internal governance systems to improve the effectiveness and efficiency of police operations. One of the organizational units that plays a strategic role in this regard is the Detention and Evidence Unit (TAHTI), which is responsible for the administration of detainees, the management and safeguarding of confiscated evidence, and the coordination of activities throughout the criminal justice process. Despite its strategic function, the operational management of the TAHTI Unit has traditionally relied heavily on manual record-keeping and paper-based administrative procedures. These conventional practices are increasingly inadequate in meeting the growing demands for efficiency, transparency, accountability, and data accessibility in modern policing. As a result, several systemic challenges frequently arise, including data duplication and redundancy, bureaucratic delays in periodic reporting, the risk of human error in recording detainee and evidence information, and limited capability for officers to retrieve or verify information quickly, accurately, and simultaneously.

To address these challenges, the integration of information technology into the TAHTI service ecosystem has been implemented through a comprehensive digitalization of administrative processes. This modernization initiative encompasses several strategic technological components. The first component is the establishment of an electronic detainee and evidence database, which integrates all detainee records and confiscated evidence into a centralized digital repository. This centralized database facilitates efficient data management, improves information accessibility, minimizes duplicate records, and supports greater administrative accuracy. The second component is the implementation of a real-time monitoring system, which enables authorized personnel to monitor the status, movement, and administrative history of detainees instantaneously. This system provides timely information that strengthens operational supervision, supports decision-making, and enhances institutional accountability. The third component involves the adoption of an electronic office (e-Office) system and digital reporting, transforming conventional paper-based correspondence and reporting procedures into integrated electronic workflows. This digital transformation accelerates administrative processes, improves document traceability, reduces paper consumption, and enables more efficient communication among organizational units.

The fourth component is cross-functional data integration, whereby information systems are interconnected with other police functions to facilitate seamless information exchange and organizational coordination. Such integration reduces bureaucratic barriers, enhances operational efficiency, and supports more effective collaboration across police departments. The final component is the implementation of a role-based access control system, which applies multiple authorization levels to protect sensitive information. This cybersecurity mechanism ensures data confidentiality, safeguards information integrity, and prevents unauthorized access to digital records. The integration of these technological components demonstrates that information technology functions not merely as an operational support tool but as a strategic driver of organizational transformation. Digital innovation accelerates administrative processes, minimizes procedural errors, and enhances the accuracy,

consistency, and reliability of organizational data. Furthermore, integrated digital information systems provide comprehensive and reliable data that support evidence-based decision-making by police leadership, thereby enabling more objective, transparent, and accountable governance.

Consequently, information technology-based innovation contributes significantly to improving the management of detainees and evidence while strengthening institutional governance. It promotes administrative efficiency, enhances transparency and accountability, improves interdepartmental coordination, and supports the delivery of professional, responsive, and citizen-oriented police services. These improvements are consistent with the broader objectives of the Indonesian National Police's digital transformation agenda and its commitment to modern, professional, and trustworthy policing. Moreover, digital transformation is expected to reinforce internal control mechanisms, enhance personnel integrity and professionalism, and cultivate an organizational culture that is adaptive to technological advancement. Ultimately, these developments are anticipated to strengthen public trust in the Indonesian National Police as a professional law enforcement institution committed to maintaining public security and order while delivering high-quality public services through innovation and digital governance.

Analysis of Public Service Quality Using the SERVQUAL Dimensions

To comprehensively examine the implications and practical impact of information technology-based service innovation, this study adopts the SERVQUAL model as the analytical framework for assessing service quality. The SERVQUAL approach evaluates organizational performance across five key dimensions: tangibles, reliability, responsiveness, assurance, and empathy. The first dimension, tangibles, refers to the availability and adequacy of physical facilities and technological infrastructure that support service delivery. Within the TAHTI Unit, this dimension is reflected in the availability of computers, reliable internet connectivity, centralized data storage systems, and digital applications used for detainee and evidence administration. The transition from conventional paper-based procedures to digital administrative systems represents a fundamental transformation in service delivery. This modernization improves office administration, facilitates rapid access to information, and establishes a systematic and well-organized digital documentation system. Nevertheless, the sustainability of this transformation depends largely on adequate investment in technological infrastructure, continuous system maintenance, and the availability of competent personnel capable of operating digital technologies effectively. In addition, information security has become an increasingly important concern due to the growing risks of data breaches and cyberattacks associated with digitalization. Consequently, strengthening cybersecurity measures and regularly updating information systems are essential to ensuring the continuity, reliability, and security of information technology-based services within the TAHTI Unit.

The second dimension, reliability, reflects the ability of the digital system to provide accurate, consistent, timely, and dependable services with minimal operational errors. Within the information technology-based TAHTI system, reliability is enhanced through automated data entry and recording, standardized digital workflows, systematic data validation, and the reduction of human error in administrative processes. The integration of these digital mechanisms contributes to greater consistency in service delivery while minimizing administrative inaccuracies that commonly occur in manual record management.

The third dimension, responsiveness, refers to the ability of police personnel to respond promptly and effectively to operational and administrative needs. Information technology plays a significant role in streamlining bureaucratic procedures by enabling the rapid retrieval of detainee records, real-time monitoring of evidence status, efficient coordination among organizational units, and faster submission of operational reports to police leadership. The availability of integrated digital information systems substantially reduces waiting times for information retrieval and enhances the overall efficiency and

effectiveness of police service delivery.

The fourth dimension, assurance, emphasizes legal certainty, data security, procedural transparency, and the professionalism of police personnel in delivering services. Within the TAHTI Unit, information technology strengthens assurance by implementing role-based access control, maintaining digital audit trails that record every system activity, standardizing administrative procedures through electronic workflows, and ensuring transparent management of detainee and evidence records. These mechanisms reinforce institutional accountability while minimizing opportunities for abuse of authority and procedural irregularities in the management of detainees and confiscated evidence.

The fifth dimension, empathy, reflects the organization's commitment to providing individualized attention and responsive services while respecting the rights and needs of service users. Although the TAHTI Unit primarily supports internal law enforcement functions, empathy remains an essential aspect of service quality. It is demonstrated through the humane treatment of detainees in accordance with human rights principles, transparent communication among police personnel, convenient access to case information for investigators, and the consistent provision of objective and non-discriminatory services. Furthermore, information technology indirectly strengthens this dimension by reducing repetitive administrative workloads, thereby allowing personnel to devote greater attention to interpersonal communication and humane service delivery. The digitalization of TAHTI services also facilitates better monitoring of detainees' rights and enhances transparency in evidence management, reducing procedural errors and strengthening institutional accountability.

Supporting Factors, Challenges, Development Strategies, and Implications of Information Technology-Based Innovation in TAHTI Services

The successful implementation of information technology-based innovation in the Detention and Evidence Unit (TAHTI) is determined by several interrelated strategic factors. The digital transformation of detainee and evidence management within the Indonesian National Police is not an isolated initiative but rather the result of the synergy among organizational commitment, technological infrastructure, human resources, and institutional reform policies. Organizational commitment constitutes the most critical enabling factor. Strong leadership commitment, demonstrated through both moral and financial support, serves as the primary driving force behind digital transformation. Continuous support from police leadership facilitates organizational change by reducing internal resistance to innovation, promoting a culture of technological adaptation, and ensuring that all organizational units operate in alignment with the institution's digital transformation objectives.

Another essential factor is the availability of information technology infrastructure. Effective digital service delivery requires reliable broadband internet connectivity, high-performance computer hardware, secure data servers, and integrated software applications capable of supporting operational activities. Without adequate technological infrastructure, digital innovation cannot be implemented effectively and is unlikely to achieve its intended outcomes. The third supporting factor is the quality of human resources. Personnel competence, technical expertise, and digital literacy play decisive roles in determining the effectiveness of information technology utilization. The successful transition from conventional administrative procedures to digital systems depends largely on the ability of police personnel to operate, manage, and maintain information technology applications efficiently. Therefore, continuous professional development, technical training, and digital capacity-building programs are essential to ensure the sustainability of service innovation.

The final supporting factor is institutional reform policy. The Indonesian National Police's bureaucratic reform agenda provides the legal and strategic framework for implementing technology-based public services. This commitment is reflected in the *PRESISI*

Program (*Predictive, Responsibility, and Transparency with Justice*), which promotes digital transformation as a key strategy for improving organizational professionalism, transparency, accountability, and service quality. Through this policy, police institutions receive both regulatory guidance and operational direction for implementing information technology-based innovations. Despite these supporting factors, several challenges remain in implementing information technology-based innovation within the TAHTI Unit at the Medan Metropolitan Police. The first challenge concerns limited human resource capacity. Not all personnel possess adequate digital literacy or technical competence, particularly senior officers who may have limited experience with modern information technologies. This disparity affects the effectiveness of system utilization and may slow the digital transformation process.

The second challenge is limited financial resources. The development, implementation, maintenance, and continuous upgrading of information systems require substantial financial investment. Budgetary constraints may therefore delay infrastructure development, system enhancement, and routine maintenance activities. A third challenge is organizational resistance to change. Conventional work practices and established administrative routines often discourage personnel from adopting new digital systems. Such resistance may reduce the effectiveness of organizational transformation unless accompanied by strong leadership support and comprehensive change management strategies.

The fourth challenge involves information security. As administrative processes become increasingly digitalized, concerns regarding data breaches, cyberattacks, and unauthorized access become more significant. Consequently, ensuring cybersecurity and protecting sensitive information have become essential priorities in the implementation of digital public services. To maximize the effectiveness of information technology-based innovation in TAHTI services, several strategic initiatives should be undertaken. These include strengthening integrated information systems, providing regular training on information technology and cybersecurity for TAHTI personnel, upgrading network infrastructure, computer hardware, and cybersecurity systems through multi-layered authorization mechanisms, and developing standardized electronic operating procedures to ensure consistency and accountability in administrative processes.

Overall, information technology-based innovation within the TAHTI Unit has significant positive implications for improving the quality of police services. The implementation of digital systems enhances administrative efficiency, improves the accuracy of detainee and evidence records, strengthens transparency and institutional accountability, facilitates coordination among organizational units, and supports greater professionalism within the Indonesian National Police. Accordingly, digital transformation in the TAHTI function contributes not only to improving administrative performance but also to strengthening organizational governance as a whole. By promoting efficient, transparent, accountable, and technology-driven management practices, information technology-based innovation supports the realization of a modern police organization capable of delivering high-quality public services while reinforcing public trust in law enforcement institutions.

Conclusion

Based on the overall findings, field data analysis, and discussion presented in the preceding sections, this study examined information technology-based innovation in the Detention and Evidence Unit (TAHTI) as an approach to improving the quality of police services at the Medan Metropolitan Police (Polrestabes Medan). Drawing upon the conceptual analysis of public service innovation, digital transformation, and the SERVQUAL dimensions of service quality, the study concludes that the utilization of information technology has significant potential to support the modernization of internal police service governance. The implementation of information technology within the TAHTI function has the potential to enhance the effectiveness of detainee and evidence administration through the digitalization of record management, more structured data storage, faster reporting processes, and improved

coordination among organizational units. In addition to increasing operational efficiency, these innovations promote the principles of transparency, accountability, and data traceability, thereby ensuring that administrative processes are systematically documented, easier to monitor, and more reliable.

From the perspective of service quality, information technology-based innovation has the potential to improve all five SERVQUAL dimensions. It enhances **tangibles** by strengthening technological infrastructure and supporting facilities; improves **reliability** by increasing the accuracy and consistency of administrative services; strengthens **responsiveness** by enabling officers to respond more rapidly to administrative requirements; reinforces **assurance** through enhanced information security and standardized operational procedures; and promotes **empathy** by reducing administrative workloads, allowing personnel to focus more effectively on delivering professional and user-oriented services. Consequently, digital transformation contributes not only to administrative efficiency but also to the overall improvement of organizational governance and public service quality. Nevertheless, the successful implementation of information technology-based innovation within the TAHTI Unit depends on several critical factors, including the readiness of technological infrastructure, the competence of human resources, organizational policy support, information system security, and sustained leadership commitment to digital transformation. Therefore, effective implementation requires an integrated strategy encompassing adequate technological infrastructure, continuous capacity-building programs for personnel, the development of standardized digital operating procedures, and periodic evaluations to assess the effectiveness and sustainability of the implemented systems.

As a conceptual study, this research does not evaluate the implementation of a specific information system within the TAHTI Unit of the Medan Metropolitan Police. Future studies are therefore recommended to employ empirical research approaches, such as case studies, surveys, or mixed-methods designs, to examine the actual impact of information technology utilization on service quality, administrative efficiency, organizational performance, and user satisfaction. Such studies are expected to provide more comprehensive evidence and practical recommendations for the continued development of service innovation within the Indonesian National Police. From a practical perspective, the findings of this study are expected to serve as a reference for the Medan Metropolitan Police, particularly the TAHTI Unit, in formulating strategies for developing information technology-based services that are aligned with the Indonesian National Police's digital transformation agenda. Optimizing the utilization of information technology should focus not only on improving administrative efficiency but also on strengthening internal control systems, enhancing the accuracy of detainee and evidence management, minimizing administrative errors, and improving supervisory mechanisms that support transparent, accountable, and professional organizational governance.

Ultimately, information technology-based innovation within the TAHTI Unit represents an essential component of the Indonesian National Police's efforts to establish governance systems that are adaptive to technological advancement and responsive to increasing public expectations for faster, more accurate, secure, and higher-quality public services. Digital transformation is expected to foster a data-driven organizational culture, strengthen interdepartmental collaboration through integrated information systems, and facilitate more effective decision-making based on accurate, reliable, and accountable data. If implemented consistently and supported by strong organizational commitment, these innovations will make a substantial contribution to realizing the vision of **Presisi** (*Predictive, Responsibility, and Transparency with Justice*) by promoting a police institution that is professional, modern, transparent, accountable, and trusted by the public, particularly in the administration of detainee and evidence management services.

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