

# Kajian Desain Pengembangan Inovasi "Database Management System (DMS) Divpropam Polri" Dalam Peningkatan Layanan Pengaduan Penyimpangan Anggota Polri = Design Study for the Development of Innovation Database Management System (DMS) Divpropam Polri in Improving Services for Complaints of Deviance for Polri Members

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## Abstrak

Penelitian ini dilatarbelakangi kompleksnya kendala yang dihadapi Divpropam Polri dalam implementasi inovasi Database Management System (DMS) yang merupakan hibah dari pemerintahan Amerika Serikat. Bahkan, pada awal tahun 2024, inovasi ini sempat terhenti karena permasalahan sistem serta tidak adanya dukungan anggaran DIPA. Berdasarkan kondisi tersebut, maka penelitian ini ditujukan untuk mengetahui pengembangan inovasi "Database Management System (DMS) Divpropam Polri" serta faktor-faktor penghambatnya. Pisau analisis dalam penelitian ini adalah teori inovasi, konsep pengembangan inovasi, teori sistem, teori New Public Services, teori teknologi informasi. Jenis penelitian ini adalah studi kasus, dan metode penelitian penelitian ini adalah metode kualitatif. Hasil penelitian ini menunjukkan bahwa desain pengembangan inovasi "Database Management System (DMS) Divpropam Polri" dilakukan melalui tiga tahap. Pertama, proses inisiasi dari berpikir kreatif, menawarkan konsep rancangan dan pengambilan keputusan oleh pimpinan. Kedua, implementasi dimulai dengan membentuk kelompok kerja berbasis kompetensi, penyusunan instrument pendukung, pengaturan sumber daya manusia, operasionalisasi dan sosialisasi serta pengawasan dan analisa secara berkala. Ketiga, proses kontinuitas dilandaskan pada semangat untuk meningkatkan kinerja dan pelayanan publik serta untuk mewujudkan satu data Polri. Untuk faktor penghambat inovasi Database Management System (DMS) antara lain sosialisasi yang belum maksimal, tidak adanya dukungan anggaran operasional dan perawatan, keterbatasan kompetensi personel tingginya intensitas gangguan teknis serta kurangnya motivasi pimpinan untuk reward and punishment. Adapun untuk faktor pendukung meliputi program Polri Presisi, program satu data Polri, komitmen kuat jajaran pimpinan Divpropam Polri dalam peningkatan kapabilitas sumber daya pelayanan dan penanganan pengaduan penyimpangan anggota Polri, fungsi pengendalian kegiatan kepolisian yang terstruktur dan dukungan teknologi kepolisian yang terus berkembang di era police 4.0.

.....This research was motivated by the complex obstacles faced by the National Police Division in the implementation of Database Management System (DMS) innovation which is a grant from the United States government. In fact, at the beginning of 2024, this innovation was stopped due to system problems and the absence of DIPA budget support. Based on these conditions, this study is intended to determine the development of Database Management System (DMS) innovations of the National Police Divpropam and its inhibiting factors. The analysis knife in this study is innovation theory, innovation development concept, systems theory, New Public Services theory, information technology theory. This kind of research is a case study, and this research method is a qualitative method. The results of this study show that the design of the Database Management System (DMS) innovation development of the National Police Divpropam is carried out through three stages. First, the process of initiation of creative thinking, offering concepts of design and decision making by the leadership. Second, implementation begins with establishing competency-based

working groups, preparing supporting instruments, regulating human resources, operationalization and socialization as well as periodic supervision and analysis. Third, the continuity process is based on the spirit to improve public performance and services and to realize one National Police data. The inhibiting factors of Database Management System (DMS) innovation include socialization that has not been maximized, the absence of operational and maintenance budget support, limited personnel competence, the high intensity of technical disturbances, and the lack of leadership motivation for reward and punishment. Supporting factors include the Precision Police program, the National Police's one data program, the strong commitment of the leadership of Divpropam Polri in increasing the capability of service resources and handling complaints of irregularities by members of the Police, structured police activity control functions and police technology support which continues to develop in the police 4.0 era.