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Digital Public Complaint Portals and Human Rights-Based Investigative Oversight: Strengthening Police Accountability at the East Nusa Tenggara Regional Police

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ABSTRACT
Digital transformation has emerged as an essential mechanism for enhancing transparency, accountability, and public participation within the Indonesian National Police (Polri). As a law enforcement institution with investigative authority, Polri requires effective oversight mechanisms to ensure that investigative processes comply with legal standards and human rights principles. This study aims to examine the role of the Dumas Presisi application in supporting human rights-based investigative oversight and strengthening legal accountability within the Internal Supervision Division (Itwasda) of the East Nusa Tenggara Regional Police. This study employs a normative legal research method using statutory and conceptual approaches. Legal materials were obtained from relevant regulations, academic literature, and previous studies concerning police accountability, procedural justice, public participation, and digital governance. The findings reveal that Dumas Presisi functions not merely as a digital complaint platform but also as an oversight mechanism that facilitates investigation evaluation, prevents potential abuse of authority, improves institutional performance, and strengthens public participation in police supervision. This study demonstrates that digital complaint mechanisms can contribute to the development of a police oversight model that integrates legal accountability, community participation, and human rights protection. The effectiveness of this model depends on transparent complaint management, systematic follow-up procedures, and the utilization of public feedback as a basis for continuous institutional improvement.

Keywords: Legal Accountability, Police Investigation Oversight, Public Complaint Portal, Human Rights Protection, Digital Public Service.

I. Introduction

Human rights protection constitutes a fundamental element of the rule of law, ensuring that the exercise of state authority remains within legal and constitutional boundaries. In a constitutional state, institutional authority must be exercised under the principles of legality, accountability, and public oversight. Public accountability requires state officials and institutions to explain and justify their actions before an authorized body that has the authority to examine conduct, evaluate performance, and impose appropriate consequences where necessary. Through effective accountability mechanisms, the exercise of public authority becomes more transparent, responsible, and subject to institutional control, thereby strengthening

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democratic governance and preventing the misuse of state power (Bovens & Hix, 2006). Indonesia's status as a state based on the rule of law is explicitly affirmed in Article 1 paragraph (3) of the 1945 Constitution of the Republic of Indonesia. Furthermore, Article 28I paragraph (4) stipulates that the protection, promotion, enforcement, and fulfillment of human rights are the responsibility of the State, particularly the Government. Therefore, all actions undertaken by state institutions, including law enforcement agencies, must be conducted in accordance with constitutional principles, the rule of law, and accountable governance standards (S. J. M. RI, 1945). The Indonesian National Police (Polri) serves as the primary law enforcement institution responsible for maintaining public security and order, enforcing the law, and providing protection, guidance, and public services in accordance with Law Number 2 of 2002 concerning the Indonesian National Police. This law grants Polri the authority to conduct criminal inquiries and investigations within the framework established by applicable legislation. However, the exercise of such authority must remain subject to the principles of legality, operational accountability, effective supervision, and respect for human rights, as emphasized in international standards of democratic policing (U. RI, 2002; United Nations Office on Drugs and Crime, 2011).

Supervision of police duties has become increasingly important because society interacts directly with the criminal justice system. According to the Indonesian Criminal Statistics 2023 published by the Central Statistics Agency (BPS), reported crime cases handled by the Indonesian National Police increased from 239,481 cases in 2021 to 372,965 cases in 2022. This increase reflects the growing complexity of law enforcement responsibilities and highlights the importance of effective oversight mechanisms to ensure that police duties are performed professionally, transparently, and in accordance with legal procedures while safeguarding citizens' rights (Hartono, 2023). The investigation process represents a crucial stage in law enforcement because police authority exercised during investigations may directly affect individual rights and freedoms. Therefore, investigative actions must be conducted based on established legal procedures, accountability principles, and human rights standards. In practice, police institutions continue to encounter challenges related to accountability, transparency, and public confidence. Effective oversight mechanisms are therefore essential to ensure that police authority is exercised responsibly, institutional decision-making remains accountable, and human rights protection is consistently upheld. Contemporary studies further emphasize that technological advancements and increasingly complex governance systems require stronger accountability frameworks and more transparent institutional oversight mechanisms (Land & Aronson, 2020). Accountability and transparency are fundamental principles of good governance that require public institutions to perform their duties responsibly, openly, and in accordance with applicable laws and regulations. These principles strengthen institutional governance by encouraging responsible decision-making, preventing the abuse of authority, and maintaining public trust. Consequently, internal oversight mechanisms play an essential role in promoting organizational accountability and ensuring that public institutions operate transparently and responsibly (Pratiwi & Yopan, 2025).

The Dumas Presisi Application represents a digital public complaint mechanism designed to strengthen police accountability by facilitating public participation in submitting complaints, improving institutional responsiveness, and promoting transparent complaint management. Effective complaint mechanisms enable supervisory institutions to evaluate police conduct, identify potential violations, and enhance organizational accountability. International standards on democratic policing emphasize that accessible complaint systems, effective oversight, transparency, and public participation are essential elements of police accountability and integrity (United Nations Office on Drugs and Crime, 2011). Furthermore, procedural justice theory highlights that transparency, respect, neutrality, and opportunities for citizens to express their concerns contribute to reducing dissatisfaction with police services and strengthening public legitimacy (Wood et al., 2020). In line with these principles, digital complaint services can enhance accountable governance by increasing citizen participation, supporting effective complaint resolution, and improving institutional accountability through more responsive public service delivery (Nurhidayati, 2019). Legal accountability requires public institutions, including Polri, to exercise their authority in accordance with legal provisions and under effective oversight mechanisms. Accountability refers to a relationship in which

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public officials are required to provide explanations and justifications regarding the use of their authority before a competent oversight institution. Meanwhile, the oversight institution has the responsibility to examine, evaluate, and, where necessary, impose corrective measures or sanctions regarding institutional actions. Through this process, accountability functions as an essential mechanism for controlling public authority, strengthening institutional responsibility, and preventing abuse of power.

In this study, Itwasda functions as an accountability mechanism responsible for evaluating the exercise of police authority. Investigators represent the authority holders, while Itwasda ensures that investigative activities are carried out in accordance with legal procedures and human rights principles. Within the framework of Polri, accountability requires that every police action, including investigative processes, comply with applicable laws and be subject to transparent supervision. Police accountability is closely related to public trust and confidence in law enforcement institutions. Tyler et al. (2015) argue that public trust is influenced not only by the outcomes of legal decisions but also by the fairness of the procedures through which police authority is exercised. Procedural justice emphasizes four key principles: providing individuals with opportunities to express their views (voice), ensuring impartial decision-making (neutrality), treating individuals with dignity and respect (respect), and demonstrating trustworthy motives (trustworthiness). These principles strengthen police legitimacy, encourage public cooperation, and promote voluntary compliance with the law (Tyler et al., 2015). In this context, the Dumas Presisi Application can serve as a digital complaint mechanism that supports institutional accountability by facilitating citizen participation and enhancing transparency in police oversight. Public participation is a key element in strengthening transparency and accountability within Polri. Through the Dumas Presisi Application, citizens can actively contribute by providing information, submitting complaints, and delivering feedback regarding police services. In the context of law enforcement, Dumas Presisi supports the monitoring of police authority to ensure that every action complies with legal regulations, procedural standards, and human rights principles (U. RI, 2002). The application also assists Itwasda in identifying institutional problems, preventing potential abuse of authority, and improving police performance. Society is not merely a recipient of police services but also an important stakeholder in supporting institutional monitoring and evaluation. Public complaints submitted through Dumas Presisi can strengthen the relationship between citizens and Polri by promoting a more transparent, accountable, and responsive police institution.

This article aims to analyze the role of digital complaint mechanisms in strengthening police oversight by ensuring legal compliance, institutional accountability, and the protection of citizens' rights. Previous studies have emphasized that police accountability relies on transparency, democratic oversight, and meaningful public participation, which enable citizens and oversight institutions to monitor police conduct and strengthen institutional legitimacy. Transparency further enhances public trust by increasing the visibility of policing practices and ensuring that police actions remain subject to democratic control. As a law enforcement institution, the Indonesian National Police (Polri) requires effective oversight mechanisms to prevent abuse of authority, ensure that the exercise of police powers remains within legal boundaries, and protect citizens' rights through accountable and transparent governance (Fellow et al., 2021). Digital complaint mechanisms contribute to strengthening police accountability by providing citizens with accessible channels to report police conduct and participate in oversight processes. Public participation through complaint systems enhances transparency, improves institutional responsiveness, and reinforces accountability by ensuring that police actions are subject to public scrutiny and organizational evaluation. In accordance with the principles of democratic policing, effective complaint mechanisms support the development of public trust, enhance police legitimacy, and encourage continuous institutional learning and service improvement (Muntingh et al., 2021).

In this context, the Dumas Presisi Application functions as a digital oversight mechanism that facilitates citizen participation and promotes more transparent and accountable police services. Previous studies have primarily examined digital complaint systems within the context of public service delivery, while limited attention has been given to their role in strengthening legal accountability and oversight within police institutions. Therefore, this study examines the Dumas Presisi Application as a mechanism for supporting Polri

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accountability, enhancing transparency, strengthening public trust, and protecting human rights. This study employs a normative legal research approach based on secondary legal materials, including relevant regulations, academic literature, and institutional documents. The research does not involve human participants, personal data, or experimental procedures. The author contributed to the conceptualization, research design, legal analysis, manuscript preparation, and final approval of this article. The author declares no conflict of interest, and this research received no external funding.

II. Literature Review and Hypothesis Development

Police oversight has evolved from a traditional administrative inspection model into a broader accountability framework that emphasizes democratic policing, transparency, public accountability, and respect for human rights. Within the framework of democratic policing, law enforcement institutions are expected to exercise their authority based on the principles of the rule of law, transparent decision-making, public participation, and accountability to society. Police accountability is closely associated with effective supervision because oversight mechanisms ensure that the exercise of police authority remains subject to institutional evaluation and public scrutiny. In the context of law enforcement, accountability operates at both individual and organizational levels, requiring police officers to justify the use of their authority while ensuring that law enforcement practices comply with legal standards and human rights principles (Indarti, 2020). The implementation of police investigative authority must be conducted in accordance with legal procedures and human rights principles because investigative actions may directly affect the fundamental rights and freedoms of individuals. Although Indonesia has established a legal framework for protecting human rights during criminal investigations, practical challenges remain due to limited supervision, institutional constraints, and insufficient understanding of human rights standards among law enforcement officers. Therefore, strengthening oversight mechanisms, enhancing investigator capacity, and improving institutional coordination are essential to ensure that investigative authority is exercised professionally, lawfully, and in accordance with human rights principles (Afriani, 2024). Effective police oversight should not merely focus on responding to violations but should also function as a preventive mechanism to minimize abuse of authority and safeguard citizens' rights. This study conceptualizes legal accountability as a mechanism for controlling, evaluating, and improving investigative processes through responsive and transparent supervision

Public trust in police institutions depends not only on the effectiveness of law enforcement but also on how police authority is exercised. Democratic policing requires police institutions to uphold procedural fairness, accountability, transparency, responsiveness, and respect for human rights. Public trust is developed when police officers act objectively, respond to community needs, provide accessible complaint and redress mechanisms, and demonstrate accountability for their actions. Therefore, complaint mechanisms function not only as channels for reporting misconduct but also as instruments for institutional evaluation, organizational learning, and continuous improvement of police services (Muntingh et al., 2021). Digital complaint systems can enhance public accessibility and institutional transparency; however, their effectiveness depends on responsive complaint management, timely follow-up processes, and institutional commitment to addressing public concerns. Consequently, complaint mechanisms should operate beyond reporting platforms by becoming instruments for institutional evaluation and sustainable improvement. This study conceptualizes public complaint portals as an application of procedural justice principles because they provide citizens with opportunities to express concerns, receive institutional responses, and participate in strengthening police oversight. Information technology has transformed the relationship between society and Polri. Citizens are no longer merely recipients of police services but have increasingly become active participants who contribute information, submit reports, and evaluate police performance. Contemporary governance emphasizes transparency, accountability, and public participation as essential elements in improving institutional effectiveness. Within Polri, these principles are reflected through digital participation mechanisms that enable citizens to provide reports, share information, and contribute to strengthening police accountability. The Dumas Presisi Application represents the implementation of this approach by connecting citizens and Polri

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through a more accessible and responsive reporting system. Public participation through digital platforms supports institutional evaluation, improves police services, and strengthens trust between citizens and law enforcement institutions.

Collaborative governance emphasizes cooperation among public institutions, citizens, and other stakeholders to improve public service delivery through shared participation and collective problem-solving. The integration of digital governance further strengthens this approach by encouraging transparency, collaboration, citizen engagement, and more responsive public administration. In this study, the Dumas Presisi Application represents a digital governance mechanism that facilitates public participation in police oversight and supports institutional accountability. By expanding opportunities for citizen involvement and information exchange, Dumas Presisi has the potential to contribute to the development of more transparent, collaborative, and citizen-oriented police services (Nasution et al., 2025). Previous studies on digital public complaint systems have primarily focused on their contribution to improving public service quality and complaint management. Online-based complaint systems provide accessible channels for citizens to submit complaints, encourage public participation in evaluating government services, and support transparency and accountability in public administration. Furthermore, these systems facilitate better coordination, monitoring, and management of public complaints, thereby contributing to improved public service delivery (Larasati & Citrawan, 2024). Public complaint portals within policing should not be viewed merely as service delivery tools but also as instruments of legal accountability for supervising the exercise of authority. This study positions complaint mechanisms as strategic instruments that support institutional evaluation, prevent abuse of power, protect human rights, and strengthen public trust in police institutions.

III. Research Method

3.1. Research Type and Approach

This study employs a normative legal research method using statutory, conceptual, and thematic approaches. The analysis focuses on legal accountability in police investigation oversight through the Dumas Presisi Application. This research examines legal sources, theoretical frameworks, and the implementation of digital technology to understand how public complaint mechanisms can strengthen transparency, accountability, and human rights protection within the Indonesian National Police (Polri). The implementation of digital technology in public institutions aims to improve public service delivery by facilitating access to information, promoting transparency, strengthening accountability, and encouraging public participation in governance processes (Sari & Winarno, 2012). Through the Dumas Presisi Application, citizens can participate by submitting information and complaints related to police services. Digital reporting mechanisms can support institutional improvement when Polri provides clear follow-up procedures, transparent information, and continuous evaluation.

3.2. Research Analytical Framework

This study analyzes digital public complaint mechanisms through the perspectives of legal accountability, procedural justice, and police accountability. These concepts emphasize that the exercise of police authority must remain subject to legal oversight, transparency, accountability, and respect for citizens' rights. Effective police complaint mechanisms require institutional evaluation, public participation, and continuous oversight to ensure that police conduct aligns with legal principles and democratic policing standards. In this context, digital complaint systems can strengthen police oversight by facilitating public reporting, enhancing transparency, and providing information that supports institutional learning and continuous improvement in police services (Torrible, 2021). Previous studies have demonstrated that digital transformation in public services is not merely the adoption of information technology but also a governance strategy to improve service delivery, expand access to information, promote transparency, enhance

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accountability, and encourage public participation (Sari & Winarno, 2012). These concepts demonstrate that public complaint portals function not only as digital service platforms but also as oversight instruments that strengthen legal accountability, enhance public trust, and ensure that police investigations are conducted in accordance with human rights principles.

3.3. Data Sources and Legal Material Selection Techniques

This study utilizes secondary legal materials obtained through library research. The materials consist of primary and secondary legal sources related to human rights protection, police regulations, investigative authority, legal accountability, police oversight, and digital complaint mechanisms. Legal materials were selected purposively based on their relevance to the research objectives and obtained from reliable academic and institutional sources.

3.4. Data Collection Technique

Data collection was conducted through a documentation study consisting of several stages. First, this study identified relevant regulations concerning investigative authority, police oversight, public complaints, and human rights protection. Second, a literature search was conducted through scientific journals, academic books, and official reports using the following keywords:

a. Legal accountability;
b. Police accountability;
c. Public complaint system;
d. Digital public service;
e. Procedural justice;
f. Human rights-based policing.

Third, legal materials were selected based on their relevance and contribution to answering the research questions. Fourth, the collected materials were categorized according to the main research themes, including legal accountability, police oversight, digital complaint mechanisms, and human rights protection.

3.5. Data Analysis Technique

Data analysis was conducted using qualitative methods through legal interpretation and thematic analysis focusing on legal accountability, police oversight, digital public complaints, and human rights protection. The analytical framework was developed to examine the relationship between police oversight, accountability, digital participation, and human rights protection. The framework is presented in Table 1. This study analyzes the Dumas Presisi Application as an oversight mechanism that strengthens transparency, accountability, and the relationship between society and police institutions.

Table 1. Research Analytical Framework

Analysis Aspect	Approach	Focus of Analysis
Investigation Accountability	Legal Accountability	Responsibility and evaluation of investigative authority
Police Supervision	Police Accountability	Follow-up mechanisms for public complaints
Public Trust	Procedural Justice	Transparency and fairness in institutional processes
Digital Complaint System	Digital Police Participation	Public access and citizen participation

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Human Rights Protection	Human Rights-Based Policing	Prevention of abuse of authority

Through this analytical approach, this study examines whether digital complaint mechanisms can function not only as platforms for receiving public reports but also as instruments for improving police investigation oversight.

3.6. Research Validity

To ensure the reliability and credibility of the research findings, source triangulation was conducted by comparing legal regulations, academic studies, and institutional reports. This method ensures that the analysis is not solely based on legal theory but also considers developments in contemporary police oversight practices. The research process was conducted through the following stages:

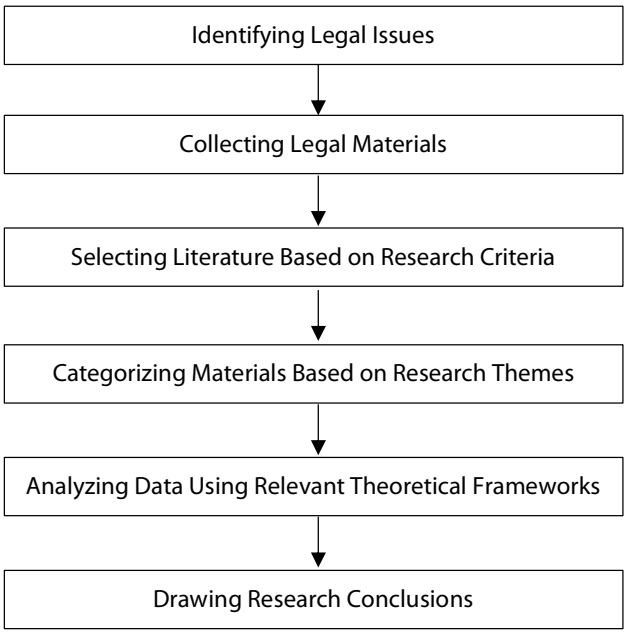


Figure 1. Research Process Flow of Legal Material Analysis

Through these systematic stages, this research provides a transparent and reproducible analytical process, allowing other researchers to understand the data sources, legal material selection procedures, and analytical methods applied in the study.

IV. Result and Discussion

4.1. The Position of the Public Complaint Portal as an Instrument for Human Rights-Based Investigation Oversight

Digital technology has transformed Polri's public services by increasing public involvement in monitoring institutional performance, particularly in law enforcement processes that directly affect citizens' rights. Within a rule-of-law system, police authority must be subject to effective oversight to prevent abuse of power and violations of human rights. Investigative activities, including examinations, summons, evidence collection, and other legal procedures, must be conducted in accordance with applicable laws and human rights principles. Therefore, effective supervision is required to ensure that the exercise of police authority is carried out properly, fairly, and responsibly. The public complaint portal (Dumas Presisi Application)

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represents an effort to strengthen accountability within Polri. This application enables citizens to submit complaints, feedback, and reports regarding police services or actions that may not comply with applicable regulations. Previously, oversight mechanisms relied primarily on internal institutional processes, which had limitations because citizens did not always have direct access to express their concerns regarding police conduct. The Dumas Presisi Application expands opportunities for public participation in police oversight by providing a digital mechanism through which citizens can communicate concerns regarding police actions. Public participation, transparency, and institutional responsiveness are essential components of democratic policing because they strengthen accountability, enhance police legitimacy, and build public trust. By facilitating communication between Polri and society, Dumas Presisi has the potential to support organizational learning, continuous improvement, and the development of more accountable and responsive police services (Muntingh et al., 2021). Digital governance encourages public institutions to transform service delivery through the utilization of digital technologies that enhance transparency, collaboration, and citizen participation.

The effectiveness of digital transformation depends on the ability of public institutions to integrate technological innovation with collaborative governance practices that support institutional adaptation and citizen-centered services. In this context, the Dumas Presisi Application represents a digital governance initiative that facilitates public participation and strengthens institutional accountability by providing a platform for citizens to report concerns regarding police conduct and contribute to service improvement (Nasution et al., 2025). This concept is also relevant to police oversight mechanisms. Within this study, the Dumas Presisi Application functions as a digital reporting mechanism through which citizens can submit complaints that support internal supervision conducted by the Regional Inspectorate Supervision Division (Itwasda). Previous studies on online public complaint systems indicate that digital complaint mechanisms contribute to improving public service quality when complaints are properly managed, coordinated, and followed up by responsible institutions. Therefore, effective complaint management requires not only accessible reporting channels but also timely verification, coordination, and resolution processes to strengthen transparency, accountability, and service quality (Larasati & Citrawan, 2024). The implementation of the Dumas Presisi Application within Itwasda of the East Nusa Tenggara Regional Police facilitates public access to report issues related to police services. The geographical characteristics of East Nusa Tenggara, which consists of numerous geographically separated areas, require an accessible system that enables communication between citizens and Polri without requiring direct physical interaction. Through this application, Itwasda can receive public reports, identify institutional issues, evaluate police performance, and develop improvement strategies. The effectiveness of this system is not determined solely by the number of complaints received but also by how complaints are analyzed, resolved, and utilized to improve police services. Therefore, Dumas Presisi performs three main functions in supporting human rights-based investigation oversight: prevention, evaluation, and public participation. These functions are summarized in Table 2.

Table 2. Functions of Dumas Presisi in Human Rights-Based Investigation Oversight

Function	Implementation Form	Impact on Oversight
Prevention Function	The public can report suspected actions that do not comply with established procedures	Reduces the potential risk of abuse of authority
Evaluation Function	Complaint data are analyzed by Itwasda (Regional Inspectorate Supervision Division)	Identifies weaknesses in police services and investigation processes

Table 2 demonstrates that public complaints function as preventive and evaluative instruments for improving police accountability and service quality. Internal oversight mechanisms require public participation because citizens directly experience police services and can provide valuable information regarding institutional performance. Through Dumas Presisi, the relationship between society, Itwasda, and

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Polri is strengthened to promote professionalism and accountable policing. This study demonstrates that Dumas Presisi functions not merely as a digital service platform but also as an accountability mechanism that supports legal oversight. The application contributes to ensuring that police investigations are conducted in accordance with legal procedures and human rights principles.

4.2. Strengthening Legal Accountability through the Supervisory Function of Itwasda in the Public Complaint Portal Mechanism (Dumas Presisi Application)

The authority granted to the Indonesian National Police (Polri) must be exercised in accordance with applicable laws and human rights principles because investigative actions directly affect the rights and freedoms of individuals. Investigation authority is a fundamental component of law enforcement; however, its implementation must comply with legal procedures, respect the rights of suspects, and ensure fair treatment throughout the criminal justice process. Therefore, investigators are required to perform their duties professionally while safeguarding fundamental human rights at every stage of the investigation (Afriani, 2024). Investigation oversight is not solely intended to identify errors after violations occur but also functions as a preventive mechanism to minimize potential problems from the beginning of the process. This approach ensures that police duties are carried out professionally, responsibly, and in accordance with applicable legal standards. Accountability within Polri requires every exercise of authority to be explainable, subject to evaluation, and corrected when necessary. In the context of investigations, accountability consists of three essential elements: the existence of a clear legal basis for actions taken, continuous supervision of implementation processes, and corrective measures when violations or deficiencies are identified. The Regional Inspectorate Supervision Division (Itwasda) plays an important role in ensuring that police activities comply with legal regulations, professional standards, and public service principles. Collaborative governance emphasizes that effective public service delivery requires active participation from citizens alongside institutional supervision. Public participation and stakeholder collaboration contribute to strengthening transparency, improving accountability, and supporting continuous improvement in public services. In this context, the Dumas Presisi Application provides a digital platform that enables citizens to participate in police oversight by submitting complaints and providing information that supports institutional evaluation and service improvement (Nasution et al., 2025).

The Dumas Presisi Application enables members of the public to submit complaints regarding police services and conduct. Information obtained through this platform supports internal supervision conducted by Itwasda and contributes to the evaluation of police performance. Previous studies on digital public complaint systems indicate that accessible complaint mechanisms encourage public participation, enhance transparency, strengthen accountability, and support continuous improvement of public service quality through effective complaint management and institutional follow-up processes (Larasati & Citrawan, 2024). The effectiveness of the Dumas Presisi Application depends not only on the availability of accessible complaint channels but also on the ability of police institutions to respond to complaints effectively and consistently. Complaint mechanisms should function as accountability instruments by ensuring that public concerns are reviewed, addressed, and integrated into institutional evaluation and improvement processes. Responsive complaint management enables supervisory institutions to identify weaknesses in police performance, strengthen organizational learning, and improve service quality. In this context, Itwasda has a strategic role in ensuring that information submitted through Dumas Presisi contributes to the development of more accountable, transparent, and responsive policing while strengthening public trust in Polri (Muntingh et al., 2021). Effective complaint management allows Polri to utilize public reports as evaluation instruments to identify weaknesses, improve investigative practices, and enhance institutional performance. The relationship between society, Dumas Presisi, and Itwasda demonstrates how digital complaint mechanisms support investigation accountability. The process of public reporting, institutional review, evaluation, and follow-up actions is presented in Table 3.

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Table 3. Public Complaint Portal Mechanism in Strengthening Investigation Accountability

Stage	Implementing Party	Oversight Function	Purpose
Report Submission	Community	Provides information regarding suspected problems or violations	Expands public access to monitor police actions
Report Reception	Dumas Presisi Application	Records and manages submitted information	Ensures that every complaint is properly documented
Initial Review	Itwasda	Examines and analyzes submitted reports	Ensures that police actions comply with applicable regulations
Internal Evaluation	Itwasda	Identifies the causes of problems and evaluates institutional performance	Improves police services and investigation processes
Follow-Up Action	East Nusa Tenggara Regional Police (Polda NTT)	Provides corrective actions and institutional guidance	Prevents the recurrence of similar violations

Table 3 illustrates that Dumas Presisi enables Polri not only to respond to violations but also to identify potential problems at an early stage. This mechanism allows preventive actions to be implemented before issues develop into more serious institutional concerns. This approach shifts the focus of oversight from merely imposing sanctions toward preventing violations and improving institutional performance. The effectiveness of supervision should not only be measured by the number of disciplinary actions taken but also by Polri's ability to minimize errors, improve procedures, and strengthen accountability. This aspect is essential for human rights protection because every investigation must be conducted professionally and in accordance with legal principles. When inappropriate actions occur, citizens have the opportunity to submit complaints and seek institutional responses. For Itwasda of the East Nusa Tenggara Regional Police, digital reporting mechanisms expand public access to oversight without requiring citizens to visit police offices directly. This is particularly important considering the geographical characteristics of East Nusa Tenggara, which consists of wide and dispersed areas. However, technology alone cannot guarantee effective oversight. The success of Dumas Presisi depends on Polri's institutional commitment to respond to complaints, conduct evaluations, and implement improvements. Therefore, optimizing the public complaint portal requires three essential elements:

a. Clear procedures for complaint handling;
b. Regular updates regarding complaint progress for citizens;
c. Utilization of complaint data to improve investigation quality.

Through this approach, public complaints are not perceived merely as institutional criticism but as valuable sources of information for organizational improvement. This study demonstrates that Dumas Presisi functions not only as a digital service platform but also as an instrument for strengthening legal accountability. The integration of society, Itwasda, and Dumas Presisi supports the development of a more transparent, responsive, and human rights-based investigation oversight system.

4.3. Social Impact of the Public Complaint Portal on Public Trust in the Police

Police oversight is not only intended to ensure compliance with legal regulations but also to strengthen the relationship between Polri and society. The effectiveness of law enforcement depends not only on legal authority but also on the extent to which citizens trust the way Polri exercises its authority and performs its duties. Public trust is essential because citizens are more likely to cooperate, provide information, and support law enforcement processes when they perceive that police officers act fairly, transparently, and

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responsibly. Conversely, a lack of public trust may create social distance between citizens and Polri, thereby reducing the effectiveness of law enforcement and weakening institutional legitimacy. The Dumas Presisi Application provides a communication channel between citizens and Polri. Through this digital platform, citizens can submit complaints, feedback, or reports regarding police services and conduct. The information received through this mechanism enables Polri to identify institutional problems, evaluate performance, and improve the quality of police services. However, the implementation of digital technology must be supported by concrete institutional actions. Citizens need assurance that their complaints are received, reviewed, and followed up appropriately. Accountability requires clear procedures, institutional responsibility, and continuous evaluation to ensure that police authority is exercised in accordance with legal principles and public interests. The theory of procedural justice explains that public trust in law enforcement is influenced not only by the outcomes of decisions but also by the fairness of the processes through which those decisions are made. Citizens are more likely to accept institutional decisions when they feel heard, receive adequate explanations, and are treated with dignity and fairness.

Therefore, the manner in which Polri manages and responds to public complaints becomes an important factor in maintaining its relationship with society. Even when the final outcome does not fully meet public expectations, citizens may still accept the decision when the process is transparent, fair, and accountable. Previous studies have demonstrated that the implementation of procedural justice principles in policing can strengthen institutional legitimacy and increase community support. Therefore, Polri must maintain effective communication, provide opportunities for citizens to express their concerns, and ensure fair treatment in every public service process. Based on this perspective, the effectiveness of Dumas Presisi should not be measured solely by the availability of the application or the number of complaints submitted. More importantly, its success depends on how Polri responds to complaints, conducts evaluations, and utilizes public input for institutional improvement. Digital services can enhance police performance when supported by accessibility, transparency, and institutional readiness to implement changes. Therefore, technology should not only function as an online reporting platform but also as a mechanism for strengthening the relationship between Polri and society. Dumas Presisi contributes to strengthening public trust by improving accessibility, institutional responsiveness, transparency, and organizational evaluation. The relationship between digital complaint mechanisms and the development of public trust is presented in Table 4.

Table 4. Relationship between the Public Complaint Portal and Public Trust

Element	Implementation Form	Social Impact
Ease of Complaint Submission	Citizens can submit reports through a digital complaint system	Increases public participation and accessibility
Institutional Response	Complaints are reviewed and followed up by responsible institutions	Builds public confidence and a sense of being respected
Process Transparency	Information regarding complaint progress is provided to the public	Strengthens trust in police institutions
Organizational Evaluation	Complaint data are utilized for institutional improvement	Enhances police professionalism and service quality

The effectiveness of digital public services depends not only on technological availability but also on the ability of public institutions to implement digital systems effectively and generate meaningful benefits for citizens. Successful e-government implementation requires institutional commitment, adequate organizational capacity, and the creation of public value to ensure that digital services improve transparency, accountability, efficiency, and the quality of public service delivery. In this context, the Dumas Presisi Application has the potential to support these objectives by facilitating public complaints and providing information that contributes to institutional evaluation and improvement of police services (Nugraha, 2018). Dumas Presisi supports preventive oversight by providing a digital mechanism through which citizens can submit complaints and participate in evaluating police services. Rather than functioning merely as a channel for responding to problems after they occur, digital complaint mechanisms provide valuable information that

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can be used to identify service weaknesses, prevent recurring issues, and improve institutional performance. Effective complaint management promotes transparency, strengthens accountability, and enables Polri to continuously improve public service quality through community participation (Mursalim Siti Widharetno, 2018). The successful implementation of digital innovation requires more than technological adoption. Effective e-government depends on institutional commitment, organizational capacity, competent human resources, and adequate supporting infrastructure to ensure that digital services contribute to improved public service quality. In the context of this study, the Dumas Presisi Application can support organizational improvement when information obtained from public complaints is effectively managed and incorporated into institutional evaluation and service improvement processes. Therefore, the success of digital innovation within Polri depends not only on technological development but also on organizational readiness to implement continuous improvement strategies (Nugraha, 2018). At Itwasda of the East Nusa Tenggara Regional Police, Dumas Presisi strengthens communication between society and Polri. The geographical characteristics of East Nusa Tenggara require accessible service mechanisms that allow citizens to submit complaints without being limited by distance and physical barriers. This study demonstrates that the primary impact of Dumas Presisi extends beyond providing access to complaint submission. The application also strengthens the relationship between citizens and Polri by positioning the public not only as recipients of police services but also as participants in strengthening institutional accountability. Through this mechanism, Polri can improve transparency, enhance public trust, and strengthen human rights protection in the exercise of police authority.

4.4. Digital Police Oversight Model Based on Legal Accountability and Human Rights

The use of digital technology enables Polri to develop a more transparent and participatory oversight system by involving the community in monitoring institutional performance. In contemporary policing, citizens are not merely recipients of police services but also active participants who contribute information, provide feedback, and support institutional improvement. Previously, police supervision relied primarily on internal organizational mechanisms. Although internal oversight remains essential for maintaining professional standards and officer discipline, public participation is equally important because citizens directly experience police services and the exercise of police authority. The Dumas Presisi Application provides a digital platform through which members of the public can submit complaints regarding police conduct and contribute to internal oversight mechanisms within the East Nusa Tenggara Regional Police. In this study, information obtained through Dumas Presisi is considered an important source for evaluating police performance, identifying institutional weaknesses, and developing improvement strategies. Consistent with international standards of democratic policing, effective complaint mechanisms promote public participation, strengthen transparency, and reinforce accountability by ensuring that the exercise of police authority remains subject to oversight. Since police investigations directly affect individual rights and freedoms, investigative activities must be conducted in accordance with legal procedures, professional standards, and human rights principles (U. RI, 2002; United Nations Office on Drugs and Crime, 2011). Human rights protection requires Polri to exercise its authority based on the principles of legality, necessity, and proportionality while respecting human dignity. The use of police powers must remain within legal boundaries and be carried out only when necessary to protect public safety and individual rights. These principles are essential to prevent abuse of authority, strengthen accountability in law enforcement, and safeguard citizens' rights throughout police operations (Prindani et al., 2020). Digital oversight through Dumas Presisi facilitates communication between citizens and Polri. However, technology functions only as a supporting instrument, while the effectiveness of oversight depends on how Polri manages information, evaluates complaints, and implements corrective actions. Digital services can enhance transparency when submitted reports are properly reviewed, followed up, and integrated into institutional improvement processes. This study proposes a digital police oversight model that integrates five key elements: society, the

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Dumas Presisi Application, Itwasda, legal accountability, and human rights protection. The components, functions, and expected outcomes of this model are presented in Table 5.

Table 5. Human Rights-Based Digital Police Oversight Model

Component	Function	Expected Outcome
Community	Submits complaints and provides information regarding police services and conduct	Strengthens public participation and oversight involvement
Public Complaint Portal	Receives, records, and manages public complaints	Expands accessibility to police oversight mechanisms
Itwasda	Reviews, verifies, and evaluates complaint reports	Strengthens internal accountability and institutional supervision
Legal Accountability	Ensures that the exercise of police authority complies with legal standards	Prevents abuse of authority and improves compliance
Human Rights Protection	Ensures respect for citizens' rights throughout legal processes	Enhances public trust and police legitimacy

The model demonstrates that complaints submitted through Dumas Presisi do not represent the final stage of oversight but rather the initial step in identifying institutional problems and developing corrective measures. Through this approach, Itwasda does not merely investigate violations but also utilizes public feedback as an instrument for improving Polri's performance. Digital services can produce meaningful outcomes when supported by clear institutional responses. Therefore, Dumas Presisi must ensure that every complaint is received, reviewed, evaluated, and resolved through transparent procedures. Timely and accountable responses can strengthen the relationship between Polri and society. Complaint data can also function as a source for long-term institutional improvement. Recurring issues identified through public reports can assist Polri in evaluating officer performance, improving operational procedures, and enhancing service quality. This approach shifts police oversight from a sanction-oriented mechanism toward a preventive and improvement-oriented system. The differences between conventional supervision and human rights-based digital oversight are presented in Table 6.

Table 6. Comparison between Conventional Supervision and Human Rights-Based Digital Oversight

Conventional Supervision	Human Rights-Based Digital Oversight
Primarily relies on internal organizational mechanisms	Integrates public participation into oversight processes
Focuses mainly on officer misconduct after violations occur	Emphasizes prevention, evaluation, and continuous improvement
Complaints function primarily as reports of violations	Complaints function as institutional evaluation data
Citizens are positioned as recipients of police services	Citizens become participants in the oversight process
Oriented toward sanctions and corrective actions	Oriented toward accountability, transparency, and public trust

The findings indicate that digital complaint mechanisms strengthen institutional oversight by complementing internal supervision with public participation. Effective oversight depends not only on internal monitoring mechanisms but also on transparency, accountability, and opportunities for citizens to participate in evaluating public services. In this context, the Dumas Presisi Application supports these principles by providing a digital platform through which citizens can submit complaints that contribute to

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institutional evaluation. Administrative law emphasizes that effective oversight requires legal certainty, transparency, accountability, and public participation to ensure that the exercise of public authority remains within legal boundaries and serves the public interest (Ritonga et al., 2026). Democratic policing emphasizes that public trust is strengthened when police institutions provide accessible participation mechanisms, respond effectively to community concerns, and maintain transparency and accountability in exercising authority. Complaint mechanisms play an important role by enabling citizens to communicate concerns, seek institutional responses, and contribute to service improvement. Therefore, digital complaint services such as Dumas Presisi provide practical support for developing responsive, transparent, and accountable policing through increased public participation (Muntingh et al., 2021).

Public participation represents an essential element of public accountability because it provides citizens with opportunities to monitor institutions and contribute to improving public services. Accountability requires compliance with legal standards, transparent administrative procedures, effective reporting mechanisms, and institutional responsibility. Within this study, the Dumas Presisi Application functions as a digital complaint mechanism that facilitates public participation and supports internal oversight conducted by Itwasda. Information obtained from public complaints can contribute to institutional evaluation and strengthen accountability in police services (Mareta & Fakih, 2024). Digital technology has transformed public service delivery by improving accessibility, responsiveness, efficiency, and transparency. The implementation of electronic public services supports good governance principles, particularly accountability, transparency, responsiveness, and effective service delivery. In this context, the Dumas Presisi Application represents the implementation of these principles within Polri by facilitating public complaints, strengthening institutional responsiveness, and providing information that supports improvements in police services and internal supervision (Akram et al., 2025). Based on these findings, this study identifies three main factors influencing the effectiveness of public complaint portals in supporting investigation oversight:

a. Public accessibility in submitting complaints;
b. The capacity of Itwasda to verify complaints and provide effective follow-up actions;
c. The utilization of complaint data as a basis for institutional evaluation and organizational improvement.

The main contribution of this study is demonstrating that Dumas Presisi functions not only as a digital public service platform but also as an instrument for strengthening legal accountability. Public complaints can be transformed into evaluation data that support improved supervision, institutional reform, and responsible law enforcement practices. Within Itwasda of the East Nusa Tenggara Regional Police, the Dumas Presisi Application strengthens internal police oversight by facilitating public participation in reporting police conduct and improving institutional accountability. Through this mechanism, public input contributes to monitoring and evaluating police performance while reinforcing transparency and organizational responsibility. Consistent with democratic policing principles, effective police oversight requires accountability, transparency, respect for human rights, and accessible mechanisms that allow citizens to seek responses and participate in evaluating police performance. Therefore, Dumas Presisi has the potential to strengthen police legitimacy by integrating digital technology, public participation, and accountable oversight within police governance (Muntingh et al., 2021).

V. Conclusion

The findings demonstrate that the Dumas Presisi Application plays an important role in strengthening legal accountability and human rights-based investigation oversight within Itwasda of the East Nusa Tenggara Regional Police. This application supports the implementation of police duties by ensuring compliance with legal regulations, professional standards, and respect for citizens' rights. Through Dumas Presisi, public participation contributes to strengthening internal police oversight by enabling citizens to

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submit complaints and provide information regarding police services and conduct. These public reports assist Itwasda in identifying institutional problems, evaluating performance, improving service quality, and preventing potential abuse of authority. The effectiveness of Dumas Presisi depends not only on the availability of digital complaint mechanisms but also on how Polri manages, evaluates, and follows up on public reports. Transparent, responsive, and accountable complaint management processes can strengthen public trust by ensuring that citizens' concerns are acknowledged, reviewed, and addressed fairly. This study contributes to the understanding of legal accountability, procedural justice, and public participation within Polri. Accountability is not limited to compliance with legal provisions but also involves institutional responsibility, continuous evaluation, and improvement based on public input. This study recommends that Itwasda of the East Nusa Tenggara Regional Police strengthen complaint management mechanisms through clear procedures, transparent progress updates, and the strategic utilization of complaint data to improve investigative processes, police services, and officer professionalism. This research has limitations because it employs a normative legal approach based primarily on regulatory analysis and academic literature. Future studies may incorporate empirical approaches, such as surveys, interviews, or analysis of complaint data, to further examine the effectiveness and social impact of Dumas Presisi. Overall, this study demonstrates that Dumas Presisi represents a modern police oversight model that integrates digital technology, public participation, and legal accountability to support the development of a more transparent, responsive, and human rights-based Polri.

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