

## **Optimization of the Performance of the Criminal Research Unit in Handling Online Fraud Criminal Acts to Improve Case Settlement in the Jurisdiction of the Madiun City Police**

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### Abstract

The creation of public security and order must be based on the condition of the community that gets legal certainty. Still, in fact, in the jurisdiction of the Madiun City Police, many cases of online fraud are not accompanied by optimal handling by the Madiun City Police Criminal Investigation Unit. The purpose of this writing is to find out how the performance of investigators in handling cases and find solutions to the factors causing the low number of online fraud case resolutions in the jurisdiction of the Madiun City Police. This writing uses a qualitative approach with observation data collection techniques, documentation studies, and interviews. By using performance theory and SWOT analysis, the author found that in the process of resolving online fraud cases, there were still zero because investigators had difficulty finding the perpetrator's position and the lack of technological facilities that could support the implementation of tasks, besides that there were also inhibiting factors in handling the resolution of online fraud cases, starting from an inadequate budget and members never carrying out Specialist Development Education (Dikbangspes) related to cybercrime. Based on the author's findings, the performance of the Madiun City Police Criminal Investigation Unit in handling online fraud cases to improve case resolution was less than optimal. It is recommended that members of this unit undergo special training in cybercrime and acquire special equipment for information technology and handling of electronic evidence to increase the resolution rate of online fraud cases.

Keywords: Optimization, Performance, Handling of online fraud.

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## INTRODUCTION

Every country wants to realize security and public order; one of the points to achieve this is economic stability(Kamal, et al. 2021: 513), where there is minimal fluctuation in the economy as a whole, consistent output growth, and low inflation. The path to a golden Indonesia lies in improving the quality of its human resources(Molina-Azorin, et al. 2021:9). With a workforce projected to reach 68.63% of the total population of 274.9 million in 2022, the utilization of the demographic bonus depends on efforts to prepare the younger generation to become a generation that is proficient in the digital world (ekon.go.id 2023:1 URL)( Purba. 2024). In navigating the 4.0 era(Irhamni, et al. 2023: 947), Indonesia faces many challenges, such as a double-edged sword, which presents positive and negative sides. The positive side is increased accessibility to information and communication, improved production efficiency, increased national income, increased living standards, economic stability, and reasonable adjustments in the country's balance of payments. Conversely, the negative aspects include increased vulnerability to cybercrime(Phillips, et al. 2022:380), expensive human resource investment costs, a tendency for dependency and lethargy between individuals, and widening income gaps (binus.ac.id 2023:1 URL).

Although technological advances provide convenience, there are many dangers. One such concern is cybercrime, which includes illicit activities carried out online or using the internet as a channel. In cyberspace, a common problem is the proliferation of fraudulent schemes disguised as genuine commercial transactions. Often, this involves vendors or stores selling goods at significantly discounted prices compared to the prevailing everyday market prices. Online fraud occurs due to the development of globalization and technology, which has encouraged Indonesian people to be able to adapt to these conditions; online fraud is widely experienced by the community, including scams, phishing(Sharma, et al. 2022:154), account takeovers, shared login info, shared card info, ID theft, carding or card stolen, and social engineering (general.co.id 2023: 1 URL). In Indonesia, people prefer online transactions to meet their needs and financial management with a specific new economy concept(Albshaier, et al. 2024: 10).

Good infrastructure and community readiness are needed to support services and goods transactions in order to face this phenomenon. This also requires clear regulations regarding online transactions, which only existed in 2008 through the ITE Law. According to Symantec's report (2015), Indonesia is ranked 7th as the country with the highest cybercrime in 2014. The impact of online fraud is huge in the Indonesian economy(Aprianto, et al. 2021:

192). According to data from the Ministry of Communication, from 2017 to 2021, losses due to online fraud reached 18.7 trillion (katadata.co.id 2023:1 URL)(Shang, et al. 2022:3). The role of the police is very much needed in dealing with rampant online fraud. The Republic of Indonesia National Police (NKRI) is a state apparatus that acts as a state apparatus to enforce the law following Law Number 2 of 2002 Article 13 states that the primary duties of the Republic of Indonesia National Police are to maintain public security and order, enforce the law, provide protection, shelter, and service to the community. In enforcing online fraud crimes, 2 rules are used as the basis for handling the crime, namely Article 378 of the Criminal Code, which reads "Anyone who to benefit themselves or others unlawfully, by using a false name or false dignity, by trickery or by a series of lies moves another person to hand over something to them or to give them a loan or write off a debt is threatened with fraud with a maximum imprisonment of 4 years" and using the ITE Law, Article 28 paragraph (1) which states that "Anyone who intentionally and without the right spreads false and misleading news which results in consumer losses in electronic transactions" will be subject to sanctions for perpetrators of online fraud.

Online fraud cases are increasingly seen in quality and quantity, which tend to increase significantly nationally and in the jurisdiction of the Madiun City Police. Handling online fraud cases in the jurisdiction of the Madiun City Police tends to be less professional. This can be seen from the many outstanding cases each year. The Madiun City Police Criminal Investigation Unit has made many efforts. Still, it is always constrained by funds and infrastructure as well as tools that support the disclosure of online fraud cases.

From the data, we can see that many reports are not in line with their resolution, so a new way is needed to balance the total crime (CT) and crime clearance (CC). This happens because public awareness is minimal, so there are more and more victims of online fraud. Therefore, there must be a clear and measurable movement to increase public awareness and be wiser in using the internet.

Based on the problems mentioned above, the objectives of writing this final assignment are as follows:

- a. Describes the handling of online fraud cases by investigators from the Madiun City Police Criminal Investigation Unit.
- b. Determine and discuss factors that influence the handling of online fraud crimes.
- c. Choosing the proper steps to improve the quality of handling online fraud cases in the Madiun City Police Criminal Investigation Unit.

The results of this writing are expected to be the development of science, especially in the field of police studies related to handling online fraud cases, can be a guide and reference for subsequent authors who are interested in researching and writing about handling online fraud, become input for members of the Madiun City Police Criminal Investigation Unit so that they can explore how investigators perform in handling online fraud cases in the jurisdiction of Madiun City and can improve the resolution of online fraud cases by investigators of the Madiun City Police Criminal Investigation Unit.

## **METHOD**

Adapted from Sugiono (2013) states that the qualitative writing approach is usually called natural writing because it is implemented in natural conditions. Natural phenomena are understood as phenomena that develop without external manipulation. This writing method focuses on the scientific exploration of phenomena. In this writing process, the author uses qualitative methodology involving the investigation of social phenomena by emphasizing the participant's point of view. This writing uses qualitative data collection techniques such as interviews, observations, and document analysis. The author's primary goal in choosing a qualitative approach is to understand social phenomena comprehensively and deeply.

In this writing, the author focuses on the problems that exist in the Madiun City Police, namely the small number of cases of online fraud. The purpose of determining the issue as a limitation and benchmark in data collection, this writing focuses on how to handle online fraud by investigators and the factors that influence the small number of cases resolved, whether from inappropriate human resources or management and lack of budget support, based on that the author can conclude the problems or obstacles in handling online fraud in the jurisdiction of the Madiun City Police.

The data sources for this writing can be categorized into two main types: primary data and secondary data. As adapted from Sugiyono (2019), primary data is a data source that offers direct information to writers who want to collect data (Stevenson, et al. 2021: 5). Adapted from Husein Umar (2013), he explained that secondary data is essentially primary data that has undergone additional analysis and presentation by the original institution or other writers. In this case, the author collects data from documents, laws, and regulations related to the topic of discussion, literature studies, and documentation from the Madiun City Police, which have similarities with the problems discussed. The techniques used by the author to collect writing data include a series of methods used throughout the writing effort to

obtain data that is expected to be able to answer the writing questions. Appropriate data collection techniques are essential because they allow the author to obtain accurate and relevant data that aligns with the purpose of writing.

The purpose of ensuring the validity of qualitative data is to ensure the accuracy and reliability of the information collected. In this writing, the author uses data triangulation techniques. According to Wijaya (2018), data triangulation is a method for verifying information by checking it from various sources, using different approaches, and assessing it at different points in time. In searching and organizing data, according to Sugiyono (2018), data analysis is defined as a systematic exploration and collection of information from interviews, field notes, and documents. This involves organizing, categorizing to conclude.

## **RESULTS AND DISCUSSION**

Based on a document study conducted by the author, online fraud in the jurisdiction of the Madiun City Police often occurs, the recap of online fraud case data for the period 2018-2023. The online fraud cases at the Madiun City Police have increased significantly every year. From 2019 to 2020 fraud cases increased by 3 (three) cases, then from 2020 to 2021 cases increased again by 8 (eight) cases, the following year, namely in 2022 cases continued to grow by 9 (nine) and finally in 2023 cases also increased by 10 (ten) cases.

One of the online fraud crimes handled by the Madiun City Police Criminal Investigation Unit is online fraud in buying and selling cellphones on social media Facebook with the victim being a Junior High School (SMP) student. This case was then reported on November 27, 2023 by the victim's mother named Wanti, which resulted in a loss of 2 (two) million; this case occurred with the perpetrator's modus operandi offering an iPhone 11 cellphone for 4 (four) million, this price is far from the existing market price, the victim was then interested and paid a down payment of 2 (two) million.

Judging from the quality of the investigation of online fraud carried out by the Madiun City Police Criminal Investigation Unit, it can be seen that the quality of the investigation shows that the achievement has not been by the target or objectives determined where all investigations carried out cannot be continued to completion. This happens because the handling of online fraud crimes only reaches the investigation stage and has not reached the investigation stage as regulated in POK Perkap Number 6 of 2019 concerning Criminal Investigation. The overall investigation process was carried out for 9 (nine) days; the handling of this investigation was relatively fast, and the stage was only up to the inquiry with account blocking; this is not following expectations, and the targets were determined

following Perkap No. 6 of 2019 concerning Criminal Investigation(Kumar, et al. 2025). For the indicator of the time limit for investigators, the Criminal Investigation Unit has been optimal, but there is no continuity.

Judging from the number of disclosures of online fraud crimes carried out by investigators from the Madiun City Police Criminal Investigation Unit, it can be seen that the number of disclosures made in 2019 and 2023 has still not been able to meet the desired expectations or targets, in the last 5 (five) years, in total, the number of disclosures produced has a percentage of 0% or zero.

To see how effective the performance of the Madiun City Police Criminal Investigation Unit investigators is, we can look at the utilization of organizational resources, budget, and facilities that are prepared to carry out handling.

The Satreskrim budget, budget absorption within 1 (one) year has been good, namely with a percentage of 100%, where the Satreskrim has met the specified target. Supervision is essential for investigators because it helps develop soft skills and adds experience in carrying out case disclosures. The formation of each student's education provides knowledge about the police in general, and when on duty, they do not have enough experience to serve. Therefore, further education is needed to increase the skills of police members in their respective fields (Niko et al., 2024: 35). We can see that only 9 (nine) investigators/assistant investigators have investigator certification. None have carried out specialist development education (dikbangspes) related to cybercrime.

The overall investigation process was carried out for 9 (nine) days, the handling of this investigation was relatively fast. Only the stage was only up to the inquiry with the blocking of accounts, this was not following expectations and the targets determined following Perkap No. 6 of 2019 concerning Criminal Investigation(Faqir. 2023: 78). For the time limit indicator, the Satreskrim investigators have been optimal; there is no continuity.

To see how effective the performance of the Madiun City Police Criminal Investigation Unit investigators is, we can see it in utilizing organizational resources, budget, and facilities prepared to carry out handling. Supervision is essential for investigators because it helps develop soft skills and adds experience in case disclosures. The formation of each student's education provides knowledge about the police in general, and when on duty, they do not have enough experience to serve. Therefore, further education is needed to increase the skills of police members in their respective fields (Niko et al., 2024: 35).

In the Madiun City Police Criminal Investigation Unit organization, the influence between individuals is about the relationship between one member and another, if there are members who like to commit violations or things that are not by written or unwritten rules, it will affect other members, both hindering work and members who are also influenced into harmful activities. The Madiun City Police Criminal Investigation Unit has not had any violations since 2019 to 2023.

## **CONCLUSION**

The handling of online fraud crimes by the Criminal Investigation Unit of the Madiun City Police is considered less than optimal, this is due to many factors that affect the performance of Criminal Investigation Unit investigators. By using performance theory and SWOT theory as the author's analytical tools, then adjusted to Perpol No. 2 of 2021 concerning SOTK and the Police Operational Guidelines (POK) for the technical function of the Criminal Investigation Unit in the Regulation of the Chief of Police Number 6 of 2019 concerning Criminal Investigation, the conclusions are:

- a. The performance of the Madiun City Police Criminal Investigation Unit in handling online fraud crimes is still not optimal. Cases of online fraud crimes in the jurisdiction of the Madiun City Police increase every year, especially in December or the end of the year. The increasing number of cases is not accompanied by case resolution.
- b. Inhibiting factors for resolving online fraud crimes can be seen in internal and external factors of the Madiun City Police Criminal Investigation Unit. Internal factors are factors that arise from within and can be controlled, such as strength; the Criminal Investigation Unit has strength in relations between personel, namely a close family culture that can improve work harmony; leaders also often give rewards, but internal factors also have weaknesses, namely the number of members that does not match the DSP and inadequate facilities, for external factors, namely the new regulation of the Criminal Code Article 493 will help handle cases but on the other hand the threat of an uncontrolled demographic bonus and external threats will affect the performance of the Madiun City Police Criminal Investigation Unit.

The author proposes several suggestions to improve investigator performance and resolve online fraud cases more effectively. These recommendations are intended so that stakeholders at the Madiun City Police can consider improvements, thereby enhancing the resolution of online fraud crimes.

- a. More attention is needed from the relevant leaders to involve additional investigators and assistant investigators in cybercrime vocational education (dikbangspes).
- b. Procurement of special information technology equipment by the authorities is significant.
- c. A more specific cooperation agreement or Memorandum of Understanding (MoU) between the Police, banks and cellular providers is essential.
- d. Establish a special Task Force to combat online fraud.

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