



The Strategy of Indonesia's National Police Law Enforcement under Public Pressure and Social Media in East Java Province

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Abstract

Social media plays an undeniable role in law enforcement, particularly in crucial cases. While this involvement has produced tangible results, public expectations and assessments on social media often vary considerably, sometimes exceeding legal boundaries or creating undue pressure on law enforcement agencies. In response to these social media phenomena, law enforcement officials and institutions must develop mechanisms that maintain legal principles while adapting to this new landscape. Law enforcers, while facing public pressure on social media, must prioritize legal principles that uphold substantive justice. A key challenge lies in effectively communicating legal information that both influences public opinion and educates citizens to develop fair and civically-minded perspectives. This research will examine the police's law enforcement strategy under public pressure and social media. The research method used in this research is qualitative with a descriptive-analytical approach. The results of this research are that in general, National Police investigators are often faced with a dilemma between strictly enforcing the law and considering social aspects and public impacts. In cases that go viral, investigators tend to act reactively, often responding to public pressure and social media instead of following strict legal procedures. At the same time, views on law enforcement are involved in endless debates as when laws are about to be formed or formulated, which actually rests on the issue of contextualization of law and the contextualization of legal events. Usually, the push for transparency, accountability, and professionalism in law enforcement only occurs after public pressure strengthens and cases slowly begin to open, although it is not uncommon for some to be resolved using a restorative justice approach which actually has no place in positive law in non-tapering law cases (minor crimes).

Keywords: *Law Enforcement; Social media; Public Pressure; Investigator*

Introduction

Law enforcement is one of the police functions that is in direct contact with the community. As an ideal approach, the law enforcement function is able to simultaneously present a sense of justice, legal certainty and legal expediency. However, the empirical reality that is often faced by law enforcers in the field is always faced with a dilemma where law enforcers are faced with the choice of which one to prioritize, between a sense of justice, legal certainty and legal expediency.

Meanwhile, the expectations of all communities for the rule of law that guarantees the realization of justice are actually in line with the ideals of the concept of the rule of law in the Constitution. The 1945 Constitution of the Republic of Indonesia (UUD 1945) Article 1 paragraph (3) clearly and unequivocally states that the State of Indonesia is a State of Law, therefore the sovereignty of law, including the manifestation of law in the form of the realization of justice is a requirement in achieving the establishment of a sovereign state above the law. This is closely related to one of the principles of the rule of law guaranteed by the Constitution, which is the due process of law. Everyone is entitled to recognition, guarantees, protection, and certainty of a fair law, as well as equal treatment before the law.

At the same time, with the role of the development of information technology as it is happening today, community interaction becomes unlimited, both in terms of time and up to regional boundaries that are no longer an obstacle, including related to the dissemination of information related to law and law enforcement (Hutabarat et al., 2022). Currently, there is a new "*adagium* or principle in the field of law" which basically states as a new basic principle in law that "if it is not viral, the law will not work properly".

This new phrase seems to tickle many public minds and more or less should "worry" every law enforcement personnel. For the public, of course, this is a new channel for "venting dissatisfaction" with some law enforcement processes that are often generalized blindly as if it is a common phenomenon of law enforcement without being based on facts and data because they are lazy to look for data or do not have access to data.

Nonetheless, the phenomenon of law enforcement or legal events, especially viral criminal law, should be enough to reflect that law enforcers act more wisely and not rashly in carrying out legal processes and taking discretionary policies related to solving legal problems, of course law enforcers must not even leave the due process of law, but the way to communicate it to the public must also strongly consider the psychological-sociological aspects of society, which generally do not understand the law and are unable to logically think legally, but again ideally this should not leave the principles of law.

Indeed, the excesses of the development of information technology have been captured by the formulators of the ITE Law, who in the explanation of the ITE Law state that the development of information and communication technology has caused world relations to become borderless and caused significant social, economic and cultural changes to take place so quickly. Information technology is currently a double-edged sword because in addition to contributing to the improvement of welfare, progress, and human civilization, it is also an effective means of unlawful acts. However, as explained earlier, of course the ITE Law does not touch the very technical operational aspects in the law enforcement process related to how to build synergies with viral legal phenomena because it is not the purpose and scope of the ITE Law.

It seems that this is one of the biggest real challenges of law enforcement in the current era of technological disruption so that people are accustomed and educated with the correct legal culture while maintaining and increasing public trust in law, law enforcement, law enforcement officials and institutions, at a time when there has been a very large participation in law enforcement in social media. This is because the existence of law must basically strengthen civilization (good) in society and at the same time build a new civilization (which is much more civilized) in the midst of society.

The fact is that it cannot be denied that the role of social media in law enforcement, especially in crucial cases, has produced results, although it is not uncommon for public expectations and assessments on social media to be diverse and often excessive and even exceed legal limits or even put undue pressure, but that is the excess of all social media phenomena that occur, so what is needed now is how law enforcement officials and institutions formulate mechanisms to respond to phenomena like this by not leaving the principles of law, not by abandoning the principles of law, so that one of the objectives of law becomes neglected in an effort to build a new, more civilized civilization in the midst of society.

It is an undeniable fact that social media has significantly impacted law enforcement, especially in crucial cases, leading to concrete outcomes. However, public expectations and assessments on these platforms often fluctuate greatly, sometimes becoming unrealistic and even crossing legal limits, which can result in unnecessary pressure. This behavior is typical of social media in general. Consequently, it is vital for law enforcement officials and agencies to establish strategies that tackle these issues while upholding legal standards, ensuring that the goals of the law are maintained in the effort to promote a more civilized society.

In the face of public pressure on social media, law enforcers should still be able to put forward legal principles that uphold justice substantially, the rest that needs to be sought is how to convey legal information that is able to influence public opinion while educating the public to have a fair and civilized mind. When referring to Aristotle's view, it is emphasized that the state must stand on laws that guarantee justice for citizens. Justice is a condition for the achievement of happiness for citizens, and as the basis of justice it is necessary to teach a sense of morality to every human being in order to become a good citizen. In a state where the ruler is not really a human being, but a just mind, the ruler is only the holder of law and balance (Kusnardi & Ibrahim, 1998). The notion of *rechtstaats* is basically based on the Continental European legal system, heavily influenced by the history of European development when the system was first developed, namely "royal absolutism" (Padmo, 1984).

For instance, law enforcers are trying to find formulations so that unsubstantiated wild information is not easily believed and immediately rejected by the public on social media so as not to add to the murky atmosphere in the midst of society so as to pressure law enforcement and law enforcement disproportionately or law enforcers are looking for formulations to convey the progress of investigations by including evidence as far as can be obtained at that time. One interesting example in the recent case of "David's persecution by Dandy" is how it is possible for the South Jakarta Metro Police to seem helpless in the face of issues perceived by the public on social media as if they are unable to provide full confidence when explaining that the witness AG who was rumored should be a suspect but according to the explanation of the South Jakarta Metro Police, AG even helped the victim at the request of the victim's friend's mother, but it is unfortunate why when providing this information, the victim's friend's mother was not directly presented as the main source of information, so that if in the future the information does not match, the police are not blamed. Many approaches and media can actually be used to downgrade the development of wild information on social media, but often receive less attention.

Based on the background of the previously identified problems, it can be seen the research objectives in the use of police discretion in implementing the law enforcement process with a restorative justice approach, namely knowing the patterns of Police investigators and Police Public Relations so far in handling every case that has the potential to go viral or has even been viralized on social media or at least getting wide attention from the public. Knowing the formulation of law enforcement and law enforcement that should be able to respond quickly but still be wise, proportional by not leaving the principles of law to the pressure of the wider community in social media against law enforcement, because the existence of law basically on the one hand must play a role in strengthening civilization (good) in society and at the same time on the other hand must take a role in building a new civilization (which is far more civilized) in the midst of society so that it does not just consider sociological aspects on the grounds of legal expediency, but is still able to uphold legal principles so that juridical and

philosophical considerations of law enforcement remain prominent. Knowing the strategy of law enforcers to effectively suppress baseless wild information that is able to generate public trust (not just the impression that the public is just looking for excuses or covering up facts), as well as at the same time utilizing broad public participation in social media as a means of legal education and building true legal awareness, so that in the end the public is able to provide proportional social pressure on the law enforcement process, public legal awareness increases and remains able to control the law enforcement process which is considered in some cases less responsive and less humane.

Method

This research is qualitative in nature, where qualitative research can be interpreted as research that produces descriptive data regarding oral and written words, and observable behavior of the people studied (Suyanto, 2015). The descriptive-analytical research approach is used to describe and analyze legal provisions, various legal theories and applications in the implementation of positive law when facing viral cases on social media and or getting public attention in the Police for various criminal cases, including by using police discretionary authority.

The descriptive analysis approach in this research which is more specifically carried out by the library research method, theories, literature and the application of law when facing viral cases on social media and or getting public attention in the Police for various criminal cases, including by using police discretionary authority. The use of a normative juridical approach is intended to conduct a study and testing of secondary data sourced from positive law as the basis for applying the law when facing viral cases on social media and or getting public attention in the Police for various criminal cases, including by using police discretionary authority. Then it is complemented by the field research method, which is carried out to obtain primary data as a supporter of literature data, using the method of interviews with legal experts in their fields.

The data analysis approach method that will be applied in this legal research uses a qualitative normative method, which is a research based on various legal norms in legislation, including the application of law when facing viral cases on social media and or getting public attention in the Police for various criminal cases, including by using police discretionary authority. Based on the juridical perspective, the research is approached with a qualitative juridical analysis method, which is an analysis by conducting in-depth interpretation related to various legal materials as is generally normative legal research. Furthermore, the results of the analysis will be associated with several problems in this study to produce an objective assessment in answering the problems identified in the study.

Results and Discussion

Patterns of Police Investigators and Public Relations in Handling Viral Cases

The handling of cases by the Indonesian National Police (POLRI) is often in the public spotlight, especially when these cases go viral on social media. The patterns of investigators and police public relations in handling these cases still show and leave some weaknesses and challenges that need to be analyzed in depth.

Some of the glaring weaknesses in the handling of cases by Police investigators are undeniable facts related to the lack of independence, in some cases there are alleged indications of corruption, lack of transparency, in some places with special events showing a lack of professionalism, there are still acts of violence, bias, and procedural errors. For example, in the rape case in East Luwu, the termination of the investigation by the Police raised public suspicion of intervention and injustice in the legal process (Antara News, 2021). This case shows the lack of independence and transparency in handling sensitive

cases.

When viewed in terms of the pattern of handling by investigators, it can be seen in general that police investigators are often faced with a dilemma between strictly enforcing the law and considering social aspects and public impact (Zaki et al., 2022). In viral cases, investigators tend to act reactively, often responding to public and social media pressure instead of following strict legal procedures. For example, in the Novel Baswedan case, the slow handling and lenient sentencing of the perpetrators suggest bias and external pressures beyond professional standards of law enforcement in the legal process (Tempo, 2019).

At the same time, POLRI's Public Relations plays an important role in building public image and communication. In viral cases, POLRI's Public Relations often attempts to control the narrative and defuse tensions by providing official statements and clarifications. However, this approach is often less effective if it is not supported by concrete actions and transparency in the legal process. For example, in the Rizieq Shihab case, POLRI's Public Relations often provided statements that emphasized the legal procedures that had been followed, but paid little attention to some public perceptions that felt there was injustice (Kompas, 2020).

Empirically, POLRI's handling of viral cases initially often shows a gap between public expectations and practices in the field. Progressive law theory proposed by Satjipto Rahardjo emphasizes the importance of humanistic and contextual law enforcement, where the law must provide benefits and justice for the community (Wahyudi et al., 2009). If understood broadly, it means including how law enforcers provide explanations that are not just with a strict text approach to positive law, but the context philosophically and sociologically as well as from the perspective of the law itself, of course not leaving the main purpose, namely in applying strict positive law must not ignore the context, both the context of the legal rules themselves and the context of legal events. However, in practice, law enforcement by the Police is often not in line with this theory, especially in cases involving violence and human rights violations.

Philosophical considerations of law formation as the basis for providing justice, which gave birth to contextual understanding, are also in line with the view of the police (Kurniawan & Thalib, 2023) which asserts as "fundamental truths," fundamentals are the meta-values of principles; principles are the meta-values of norms; and norms are the meta-values of rules. Meanwhile, values are equivalent to principles and principles, with a hierarchy of values, namely fundamental values as equivalent principles and derived values as equivalent principles. The rule itself is equivalent to the norm, which is the content contained in the rule, and the rule itself is the most concrete manifestation of the application of the principle. This means that this explanation can be understood that the origin of the truth of the regulation comes from the basic values contained in it, which give birth to the principles of law and justice to be achieved by the existence of a regulation (Kurniawan & Thalib, 2023).

When viewed from the handling of the Mbah Minto case, for example. This case shows how investigators tend to be less able to explain the application of law according to the perspective of justice, and only stick to the intellectual view without exploring the philosophical substance of criminalizing acts such as those committed by Mbah Minto, so that the perception of Mbah Minto's actions claimed as an act of self-defense develops increasingly wild without finding the right answer. In the end, the trial of Mbah Minto triggered criticism because of the grandfather's actions according to subjective assumptions in the community that have not been answered regarding Mbah Mintho's criminal acts as legitimate self-defense (Law-Justice, 2021).

Likewise, with the handling of the Valencya case, where in this case, the handling by investigators was considered biased against victims of domestic violence. The insensitive approach to household and gender dynamics shows a lack of understanding of the social context in law enforcement (Kompas, 2021). This fact confirms that investigators adhere rigidly to positive law, but this rigidity does

not reflect the strictness of positive law enforcement, merely that law enforcers do not try to explore the context of legal events holistically.

In another law enforcement incident, the rape case in East Luwu, the police policy in issuing a termination of investigation of this rape case shows a lack of transparency and independence of investigators, and raises suspicions of intervention and injustice in the legal process (Antara News, 2021). When explored more deeply in relation to the issue of transparency in the handling of rape cases in East Luwu, the handling of the legal process of the case shows a lack of clarity in the delivery of information to the public, both regarding the investigation process and its results. Meanwhile, the legal provisions, in this case, the Law on Public Information Disclosure and Perkap No. 23/2010, stipulate that information related to case handling must be conveyed clearly and accurately. Non-transparency can reduce public trust in law enforcement officials.

The independence of investigators in handling this case raises various question marks. Pressure from certain parties allegedly interfered with the objectivity of the investigation. Meanwhile, Law Number 2 of 2002 and the Police Code of Ethics emphasize the importance of neutrality and freedom from intervention, which is crucial in sensitive cases such as rape. Regulation of the Indonesian National Police, No. 7 of 2022 Article 5 paragraph (2), stipulates *"every member of the Indonesian National Police in carrying out institutional duties as referred to in paragraph (1) must be independent, neutral and impartial"*.

Fuller emphasizes the importance of the independence of the legal apparatus in maintaining substantive justice. This independence is needed so that law enforcers are not influenced by political or economic pressures, which can damage the integrity and objectivity of law enforcement (Tucker, 1965). Meanwhile, Heald emphasizes different types of transparency in public institutions, including the police, which include information accessibility and accountability (Heald, 2006).

The issue of justice in the handling of this case has also been questioned, with the most prominent justice issues relating to the protection of the rights of victims and suspects and the fair and comprehensive processing of evidence. Law No. 48 of 2009 and the principles of procedural justice emphasize that all processes must be carried out by prioritizing the principles of justice that live in society. Law No. 48/2009 on Judicial Power Article 5 paragraph 1 emphasizes that judges and the judiciary must explore, follow, and understand the values of the law and the sense of justice that live in society, while Article 8 paragraph 1 emphasizes that a free and impartial judiciary is the main requirement for upholding law and justice.

In the perspective of the role of positive law in delivering justice, Tyler explains that procedural justice focuses on how the legal process is carried out and the importance of fair treatment during the legal process to increase public trust and compliance with the law (Tyler, 2006). In general, Law No. 2 of 2002 concerning the Indonesian National Police Article 5 paragraph 1, explicitly states *"the Indonesian National Police is based on: a. law; b. human rights; c. democracy; d. justice; e. transparency; and f. accountability"*. This article emphasizes all the needs of the importance of transparency, independence, and fairness as obligations that should be carried out by police officers when carrying out law enforcement duties.

Enforcer Formulation and Viral Case Law Enforcement

Law enforcement that is responsive and wise, proportional without abandoning legal principles, is needed especially in an era where social media plays a significant role in shaping public opinion. The existence of law must strengthen good civilization in society and build a new, more civilized civilization. Law enforcement should not only consider sociological aspects for the sake of legal expediency but also uphold legal principles so that juridical and philosophical considerations remain prominent.

As explained earlier, the handling of cases such as Novel Baswedan, Valencya, and the rape in East Luwu indicate weaknesses in law enforcement by police investigators, which include a lack of independence, transparency, and professionalism. This problem is further exacerbated by the inability of investigators to handle pressure from the public and social media wisely, often making the situation worse (Antara News, 2021; Kompas, 2020). Walker & Archbold (2020) in his book, *"The New World of Police Accountability"*, highlights the importance of transparency in building public trust in law enforcement institutions and explains that without transparency, the public has no way of knowing whether police officers are acting with integrity and in accordance with the law. This uncertainty can encourage negative speculation and lower public trust in law enforcement (Walker & Archbold, 2020).

Goldsmith emphasized that low accountability in law enforcement exacerbates the problem of speculation and misinformation. Goldsmith argues that effective accountability mechanisms, such as public oversight, can help reduce mistrust and increase the legitimacy of law enforcement institutions in the eyes of the public (Goldsmith, 2017). In the Novel Baswedan case, the slow handling and light sentences for the perpetrators showed a lack of seriousness and transparency in law enforcement (Tempo, 2019). This has led to public distrust of the legal system and created the perception that the law can be intervened by certain interests.

Progressive law theory proposed by Satjipto Rahardjo emphasizes the importance of humanistic and contextual law enforcement, where the law must provide benefits and justice for the community (Rahardjo, 2009). In this context, law enforcers must be able to see cases holistically, not only from a legalistic point of view but also considering social, economic, and cultural aspects. Furthermore, contextual must be interpreted in two directions, namely contextualizing the law and contextualizing the legal events. This means that understanding the law must be contextualized so that it is in line with the value content in it as it was formed and is able to answer every context of legal events, not understanding the law from just the text and applied to cases that are understood in context or not understood in context. Thus, both the law and the legal event are inherently contextual.

Empirically, people want fair and transparent law enforcement. Cases that go viral on social media often receive widespread attention because people feel there is an injustice that needs to be corrected. In this case, police investigators and public relations must be able to respond quickly and wisely, ensuring that every step taken is in accordance with applicable legal principles. Transparency in the investigation and law enforcement process is key to building public trust. Every step of the investigation must be monitored by the public, and the results must be shared openly. Accountability also means that investigators and other law enforcers must be prepared to take responsibility for their actions. Law No. 14/2008 on Public Information Disclosure guarantees the public's right to obtain transparent information from public bodies, including the police.

Investigators must be equipped with adequate skills to handle complex and sensitive cases. Ongoing training and professional development are essential. This includes a deep understanding of the law, investigative skills, and the ability to communicate with the public and media. The KUHAP (Criminal Procedure Code) regulates investigation procedures that must be strictly followed by investigators. Investigators must be free from outside intervention, be it political, economic or social pressure. This independence is important to ensure that law enforcement is conducted objectively and fairly. Law No. 2 of 2002 on the Indonesian National Police affirms the duties and functions of the National Police in independent and professional law enforcement.

A humanistic approach in law enforcement means considering the social and humanitarian impact of any legal action. Investigators must understand the social context of the case being handled and seek solutions that provide maximum benefit to society. Rahardjo (2009) in his book *Progressive Law Enforcement*, emphasizes the importance of a humanistic approach in law enforcement. Police public relations should play a more proactive role in building effective communication with the public. This

includes providing accurate and timely information, as well as responding to viral issues in a transparent and honest manner. Police Public Relations should also be able to defuse tensions by providing rational and educational explanations.

As an important part of the discussion in this section, all viral cases usually start with the dissatisfaction of those who are in trouble with the law, both the legal subjects and their defenders or lawyers. This condition is born due to two possibilities, namely the lack of understanding of the legal aspects of these parties or the lack of professionalism of law enforcement, including the lack of independence, transparency, and professionalism itself. Both bases of the problem will become very complex when brought into the public domain, especially in social media which spreads very quickly while usually the facts are presented incompletely.

In the context of a viral case that starts with the dissatisfaction of a party that is in trouble with the law, then brought to the public domain, especially like social media where the spread is very fast while usually the facts are presented incompletely, it shows the unpreparedness of law enforcers to handle the impact. This is because, in various facts found, law enforcers only rely on positive legal provisions and standard law enforcement procedures, without being able to explain the depth of understanding of the law, both philosophical, sociological, anthropological aspects and even the law itself, so to be able to give birth to a sense of true public justice, not a sense of justice due to subjective perceptions of the community.

Law Enforcement Strategies in Suppressing Illegal Information and Building Public Legal Awareness

Social media has become a major tool in the dissemination of information and public opinion, including in the context of law enforcement. Viral cases are often characterized by unsubstantiated wild information, which can damage the reputation of law enforcement institutions and disrupt the legal process itself. Therefore, effective strategies are needed to suppress wild information, build public trust, and utilize community participation as a means of legal education. Cases such as Novel Baswedan, Valencia, and the rape in East Luwu show that the spread of wild information can worsen the situation and decrease public trust in law enforcement. The lack of transparency and accountability in the law enforcement process is often fertile ground for speculation and misinformation (Antara News, 2021, Kompas, 2020).

In the Novel Baswedan case, the lack of clear and transparent information on the progress of the investigation led the public to turn to wild information spread on social media. As a result, speculation and distrust of the integrity of the legal process emerged (Tempo, 2019). Lasswell's theory of effective communication emphasizes the importance of sending clear and accurate messages to the right audience to achieve the desired communication goals (Laswell, 1948). In the context of law enforcement, this means that POLRI's Public Relations must be able to deliver transparent and accurate information to suppress illegal information (Laswell, 1948).

Empirically, it has been shown that people have more trust in transparent and accountable institutions. Research by the Edelman Trust Barometer shows that transparency and information disclosure are key to building public trust (Barometer, 2019). Transparency is key to suppressing wild information. The Police must ensure that any developments in cases of public concern are conveyed openly. This includes providing easy and clear access to information about the investigation process and its outcome, as Law No. 14/2008 on Public Information Disclosure explicitly guarantees the public's right to obtain transparent information from public bodies (Laswell, 1948).

Police Public Relations should take the initiative to proactively communicate with the public. This includes providing regular updates on case developments, explaining ongoing legal procedures, and responding quickly to any issues that arise on social media. (Laswell, 1948) in his book *"The Structure*

and Function of Communication in Society”, emphasizes the importance of clear and effective communication. Collaboration with the mass media is an important strategy to ensure that accurate and correct information is conveyed to the public. Police Public Relations should build a good relationship with the media to ensure that they get reliable information and do not distort the facts. Social media can be used as a tool for legal education. POLRI can upload educational content about legal procedures, the rights and obligations of the public, and the importance of following the correct legal process. This will help increase public legal awareness and reduce unfounded speculation. Various literatures that address Effective Communication in Law Enforcement, can provide practical guidance for the use of media in law enforcement.

Public participation in the law enforcement process can increase public trust. POLRI can organize discussion forums, surveys, or polls to get input from the public on the handling of certain cases. This not only increases transparency but also shows that POLRI listens to and values public opinion. Law No. 2 of 2002 on the Indonesian National Police regulates the importance of community participation in law enforcement. Law No. 2 of 2002 on the Indonesian National Police Article 1 Paragraph (3). This article emphasizes that the police are tasked with implementing public security and order by upholding human rights and respecting, protecting, and serving the community, as well as encouraging active community participation in creating public security and order.

In relation to the Novel Baswedan case, the Police should provide regular updates on the progress of the investigation and the steps taken to resolve the case. Collaboration with the media to ensure accurate information and avoid speculation is also crucial (Tempo, 2019). In Valencya's case, transparency in explaining the legal process and the rationale behind each decision taken by investigators and prosecutors would have helped ease tensions and reduce wild information. Educating the public about the rights of domestic violence victims and the applicable legal procedures can be done through social media (Kompas, 2021). In other cases, such as the rape case in East Luwu, the need for an accurate and satisfactory explanation of the reasons for the termination of the investigation and the steps taken to ensure justice for the victim will help increase public trust. The use of social media to educate the public about legal procedures in sexual violence cases can prevent the spread of misinformation (Antara News, 2021).

If necessary, Zero Tolerance Policing (ZTP) can be implemented, to save the image of the Police. ZTP here means that there are no exceptions in law enforcement for both small and large cases. When referring to the understanding of the application of Zero Tolerance Policing (ZTP) and its challenges in the perspective of modern policing, the main outlines related to the application of Zero Tolerance Policing (ZTP) can be drawn, including:

- a) Key elements considered to be important tools in realizing Zero Tolerance Policing, include strict law enforcement, emphasis on preventive aspects, and focus on the primary goal of safe communities.
- b) The main challenges of implementing Zero Tolerance Policing relate to issues of over-policing, racial discrimination, and financing.
- c) The implementation of Zero Tolerance Policing must pay close attention to avoiding racial profiling, maintaining proportionality, minimizing negative social impacts, and of course taking into account the socio-economic conditions of the community.
- d) When linked to considerations of social aspects and human rights, the challenges of police officer competence, supervision systems, accountability, transparency, policing approaches, as well as the carrying capacity of data and technology utilization will be part of the needs that must be prioritized in efforts to implement Zero Tolerance Policing (ZTP).
- e) The advantages of implementing Zero Tolerance Policing (ZTP) are decreased crime, increased community discipline, increased public safety, and a stronger deterrent effect.
- f) The disadvantages of Zero Tolerance Policing (ZTP) are the potential for over-policing, injustice and

racial profiling, overcrowded prisons, high costs and lack of focus on the underlying causes of crime.

Conclusion

From the perspective of law enforcement patterns in viral cases handled by investigators, it is generally observed that POLRI investigators often face a dilemma between strictly enforcing the law and considering social aspects and public impact. In viral cases, investigators tend to act reactively, frequently responding to public and social media pressure rather than adhering to strict legal procedures. At the same time, perspectives on law enforcement become entangled in endless debates, similar to the challenges encountered during the formation or drafting of laws, which essentially revolve around the contextualization of laws and the contextualization of legal events.

The weaknesses in law enforcement by POLRI investigators in viral cases often relate to issues such as a lack of independence, transparency, and professionalism. These are further exacerbated by the police's inability to wisely handle public and social media pressure, which often worsens the situation. Efforts toward transparency, accountability, and professionalism in law enforcement typically occur only after public pressure intensifies and cases gradually become more open. However, some cases are resolved using a restorative justice approach, which does not align with positive law in non-minor criminal cases.

The lack of clear and transparent information regarding the progress of investigations leads the public to rely on unverified information circulating on social media. In such situations, the police usually respond by providing more frequent updates and actively participating in various media discussions.

Suggestions

- a) Investigators should ideally take a far more proactive approach during the investigation and inquiry stages when suspecting that a case has the potential to go viral. This involves various considerations, as explained by investigators during interviews, including building legal understanding with the legal subjects and their lawyers or advocates. Such efforts can help minimize the possibility of the case spilling into the public sphere or even social media.
- b) Supervision of investigations must receive serious attention to ensure that law enforcement is conducted with independence, transparency, and professionalism. If deemed necessary, a tiered oversight mechanism should be implemented to reduce the potential for abuse of authority.
- c) Screening information before it is published in the media is a critical aspect that must be prioritized to ensure the quality and accuracy of the information. This fosters public trust in the police's official information. Once police information is perceived as inconsistent or inaccurate, public opinion is likely to be dominated by the influence of unverified information circulating on social media.
- d) If necessary, implement Zero Tolerance Policing (ZTP) to prevent POLRI from being subject to suspicion or negative stigma from the public when handling a viral case.

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