

# Challenges to Investigator Professionalism in Law Enforcement: A Rule of Law and Good Governance Perspective

**Rr. Dijan Widijowati<sup>1</sup>, Restu Adhie Charisma<sup>2</sup>**

Universitas Dirgantara Marsekal Suryadarma

Email: [dijan.widijowati@unsurya.ac.id](mailto:dijan.widijowati@unsurya.ac.id)

## Article info

Received: Sep 17, 2025

Revised: Nov 12, 2025

Accepted: Des 20, 2025

DOI: <https://doi.org/10.31599/krtha.v19i3.4512>

**Abstract :** Enforcement the law in Indonesia does not can released from function and existence investigator as part from structure law. Investigators who have function enforcement law in fact not yet capable realize ideals law community. Complaints to The Chief of Police and the National Human Rights Commission to culminating in implementation title case specifically at the Criminal Investigation Unit of the Indonesian National Police Headquarters is one of the proof concrete investigator Not yet capable carry out task in accordance with need law community. The research method used is method juridical normative with approach studies case. Data collected through studies more literature carry on done analysis For can answer problem function and existence investigator in community. Research results show various obstacle professionalism investigator in carry out enforcement law. Implementation rule of law and good governance in function and existence investigator considered as step strategic for build integrity investigator in carry out function enforcement law. Strengthening regulation, supervision and cultural reform is step urgent to ensure fair and certain investigation law.

**Keywords :** Professionalism, Police, Investigation, Crime, Public.

## I. INTRODUCTION

In Indonesia, every form enforcement law criminal No can released from existence investigator as structure law enforcement law carried out by investigators ideally should be can in accordance with ideals law society, because law is mirror from living values in society, besides good law is appropriate law with living law in public.<sup>1</sup>

Existence investigator in a way juridical has arranged in Criminal Procedure Code (KUHAP) and Regulations Head Republic of Indonesia National Police Regulation Number 6 of 2019 concerning Investigation Crime. Investigator in the Big Indonesian Dictionary (KBBI) it is defined as as an “official” Republic of Indonesia Police or officials

<sup>1</sup> Lili Rasjidi dan Ira Thania Rasjidi, *Dasar-Dasar Filsafat Dan Teori Hukum*. Bandung: Citra Aditya Bakti, 2007, h. 66; Lihat juga: Muladi, *Relevansi Teori Sociological Jurisprudence Dalam Upaya Pembaharuan Hukum Di Indonesia*. Medan: USU Press, 2005, h. 9.



government employees certain given authority specifically by law for do investigation”,<sup>2</sup> while the word " investigation " is Alone in KBBI it is defined as as a “series of action investigators regulated by law for search and collect proof perpetrator action criminal; process, method, ct investigate”.<sup>3</sup>

Investigator own authority in the process of inspection action crime in society, existence investigator should own role important in create justice and certainty law in society, but in practice Still Lots problems action unsolved crimes can completed by the apparatus investigators, so that resulting in a huge sense of disappointment in society.

People think investigator No carry out performance in a way professional, transparent and accountable, so that result in Lots violations and acts crimes that occur in society No can completed in accordance with regulation applicable laws and regulations. This proven with existence a number of work creation music that is substantive containing about criticism to apparatus investigators (police), such as:

1. Song from Iwan Fals with title “The Train Arrives at How many”;
2. Songs from Slank with title “Street Gossip”;
3. Songs from Marginal with title “Police Officers”;
4. Songs from Sukatani with title “Pay Pay Pay”; and
5. Songs from Tashoora with title “Apparatus”.

Efforts made by the community to apparatus investigator No only limited to works expressive creation, but also ongoing through complaint public to Chief of Police, as well as public complaints to National Police Commission as non- structural state institutions in Indonesia that are tasked with supervise performance Republic of Indonesia National Police.

Creative works and efforts laws carried out by society caused by existence disappointment people who feel treated No fair, ignored or feel become a victim of discrimination from the investigation process. The phenomenon disappointment public has describe existence gap between ideals law with implementation enforcement law in practice.

Use draft *rule of law* and *good governance* are developing expected can answer problem dissatisfaction public to professionalism apparatus investigators, besides the concept of *rule of law* and *good governance* is expected can increase integrity professionalism investigator in carry out task enforcement law in society. Use the concept of *rule of law* and *good governance is considered* as objective concept in evaluate integrity investigator as part from state apparatus and parts from public connected with there are two (2) results mutually supportive research contradictory on professionalism investigator.

Study done for finish problem professionalism apparatus investigator as structure law in aspect *rule of law* and *good governance*, so can give consideration academic and recommendations practical in increase performance investigator in finish matters action

---

<sup>2</sup> Departemen Pendidikan Nasional, Kamus Besar Bahasa Indonesia. Jakarta: Gramedia Pustaka Utama, 2015, h. 1302

<sup>3</sup> Departemen Pendidikan Nasional, Kamus Besar Bahasa Indonesia, Id.

criminal in a way professional, transparent and accountable in accordance with the concept of the Indonesian legal state.

Study done to problems in the investigation process which emphasizes to apparatus investigator as part from structure the law that has role big in the investigation process. Professionalism structure law connected with implementation principle *rule of law* and *good governance* for create justice and certainty law in society, research focused on two (2) objects problems, namely:

1. How implementation rule of law in professionalism investigator?
2. How implementation good governance can answer reality dissatisfaction public on performance investigator?

## II. RESEARCH METHODS

Study done with use method study juridical normative to studies case about satisfaction public to enforcement law carried out by investigators based on regulation legislation.

Study professionalism investigator in enforcement law in perspective *rule of law* and *good governance* done with use source material primary law in form regulation legislation, materials law secondary in form bibliography and materials law tertiary in form dictionary and reference others who support study to professionalism investigator in enforcement law in perspective *rule of law* and *good governance*.

Analysis techniques study done in a way descriptive analysis against factual data that tests professionalism investigator in enforcement law in perspective *rule of law* and *good governance*, so study done in a way descriptive on problems enforcement law in the investigation process in the community accompanied by with a number of analysis that can give settlement problem professionalism investigator in enforcement law in perspective *rule of law* and *good governance*.

## III. DISCUSSION

### A. Rule of Law in Professionalism Investigator

Investigator is structure the law that has role big in check and complete matters laws that occur in society. Investigators considered as structure law first to start do enforcement law in society, because investigator as structure laws that play a role gather tool proof quite a start before done examination at the institution justice.

Investigator as structure law first and foremost in inspect matters law in practice always own connection direct with society, so that professionalism and integrity investigator as structure law own role important in determine satisfied whether or not something public on the performance of investigators.

Investigator has two (2) roles between carry out task profession in a way Good with carry out good relationship with society, so that investigator need the basis that can give balance between two (2) roles investigator between carry out task enforcement law and establish connection Good with society (public).

The basis that becomes runway investigator for can considered ideal among carry

out task profession and relationships Good with public is *rule of law* and *good governance*. *Rule of law* considered as base investigator in understand law and enforce law on problems that occur in society, whereas *good governance* as base investigator behave and interact in society.

*Rule of law* in *Black's Law Dictionary* own a number of understanding, such as:<sup>4</sup>

1. *A substantive legal principle (under the rule of law known as respondeat superior, the employer is answerable for all wrongs committed by an employee in the course of the employment)*. Principle law substantive (based on principle known laws as *respondeat superior*, giver Work responsible answer on all a mistake made by someone worker in scope his job).
2. *The supremacy of regular as opposed to arbitrary power (citizens must respect the rule of law)*. Supremacy orderly power compared to with arbitrary power (citizens are obliged to honor the principle of the rule of law).
3. *The doctrine that every person is subject to the ordinary law within the jurisdiction (all persons within the United States are within the American rule of law)*. Doctrine that everyone is subject to applicable laws in something jurisdiction (everyone who is in the territory of the United States subject to American law).
4. *The doctrine that general constitutional principles are the result of judicial decisions determining the rights of private individuals in the courts (under the rule of law, Supreme Court caselaw makes up the bulk of what we call "constitutional law")*. Doctrine that principles constitutional general is results from decision the court decides rights individual in front of court (based on principles of the rule of law, jurisprudence The Supreme Court is part the biggest from what is called as "law constitution").
5. *Loosely, a legal ruling; a ruling on a point of law (the ratio decidendi of a case is any rule of law reached by the judge as a necessary step in the decision)*. By loose, a decision law ; a provisions about something points law (*ratio decidendi*) from something case is rule the law formulated by the judge as necessary steps in take decision).

Implementation *rule of law* by investigators in carry out task, investigator must fulfil a number of condition in framework *rule of law*. Framework *rule of law* in carry out enforcement law by investigators more carry on can explained as following:

1. *Investigator* must own ability for understand substance law.  
Investigator as structure law must capable know and understand every substance (articles) of law, including the Criminal Code and Constitution law others, so that investigator capable differentiate between jurisdiction law criminal and jurisdiction law others, besides investigator capable do implementation substance law in a way appropriate.
2. Investigator must own ability for do enforcement law.  
Investigator as structure law No only sued for have ability for understand substance law, but investigator as structure the law must also given competence for can understand every elements contained in something article (substance) with every elements contained in a matter. Competence enforcement the law that must be owned by investigators is closely related with implementation applicable procedural law, so can test validity between the elements contained in a alleged article with the

---

<sup>4</sup> Garner, Black's Law Dictionary, Ninth Edition. USA: West Publishing CO, 2009, h. 1448.

elements contained in a action criminal.

3. Investigator must own ability for do mediation to things that happened between the parties.

Investigator as structure law must capable be a great mediator to matters crimes that occur between the parties, so settlement case criminal can give justice for the parties. This is demand investigator for can sorting between case action criminal heavy, action criminal light, action criminal usual, action criminal complaint until investigators must also can sorting case criminal between action criminal offenses that can be done *restorative justice* and cases criminal offenses that are not can completed with mechanism *restorative justice*.

4. Investigator must own standard mandatory standard operating procedures (SOP) implemented to anybody in inspection matter.

Investigator as structure law at the time This Actually has own standard standards and procedural laws that are used as base carry out task investigation, but in practice Still Lots found complaint public to service investigator towards the members different societies based on existence difference proximity subjective or difference potential financial benefits expected by some individual investigator.

*Rule of law* own role big in maintain and improve professionalism investigator in carry out duties in society, because implementation task in framework *rule of law* can guard function law as directive, coaching (*integrative*), balancing (*stabilizing*), perfecting (prefective) and correcting (*corrective*).<sup>5</sup>This is in harmony with Roscoe Pound's view explains that, the law as the core of all life social justice and morality.<sup>6</sup>

## **B. Implementation *Good Governance* Investigators in Response Challenge Public Satisfaction**

Investigator as structure law that examines problems laws that occur in society Already should equipped knowledge and skills in knowledge law for can do enforcement law ideally suited with ideals law society. Law as ideals law public has two (2) sides, namely: law must can enforced by investigators in a way professional, but investigators must also obedient to the laws that govern authority held by investigators That Alone.

Existence connection between law and investigators is law own highest position, incl laws that regulate and resolve every form power, including the ruler must also subject to law.<sup>7</sup>

Implementation law (*rule of law*) by investigators as individually and collectively institutions in reality Not yet can give satisfaction to public on performance that has been done by some investigator during this. Improvement expertise and skills investigator as structure law for carry out task in framework *rule of law* has prove Lots matters law big that has resolved by investigators, but in fact Not yet Can give satisfaction to public.

Implementation *rule of law* by investigators as structure law in fact Not yet Enough give satisfaction to public on performance enforcement law carried out by investigators.

<sup>5</sup> Sjachran Basah, Tiga Tulisan Tentang Hukum. Bandung: Amrico, 1986, h. 24-25.

<sup>6</sup> Bernard L. Tanya, Yoan N. Simanjuntak dan Markus Y. Hage, Teori Hukum (Strategi Tertib Manusia Lintas Ruang dan Generasi). Yogyakarta: Genta Publishing, 2010, h. 86-87.

<sup>7</sup> Abu Daud Busroh, Ilmu Negara. Jakarta: PT Bumi Aksara, 2001, h. 53-54.

Implementation *rule of law* by investigators as structure law must accompanied by with implementation values *good governance* for can increase satisfaction public on performance enforcement the law that has been carried out by investigators.

*Good governance* interpreted as governance that develops and implements principles professionalism, accountability, transparency, excellent service, democracy, efficiency, effectiveness, supremacy law and can accepted by all public.<sup>8</sup> *Good governance* also interpreted as administration, management, direction and coaching organization good governance.<sup>9</sup>

*Good governance* in view AM Donner and Wiarda have a number of principles, namely: principles honesty (*fair play*), principles accuracy (*zorgvuldigheid*), principle purity in goal (*zuiverheid van oogmerk*), principle balance (*evenwichtigheid*) and principle certainty law (*rechts zekerheid*).<sup>10</sup>

Reviewing *good governance* with existence investigator as part from structure law governance, then existence *good governance* can reviewed based on survey data results that have been done in a way concrete in society. Response public on performance investigator in enforcement law based on survey data results own mixed results. Some of the survey data results show satisfaction on performance investigators, while part other show disappointment public on performance that has been carried out by investigators as structure law. This is one of them can depicted from results survey about reality dissatisfaction public to performance investigation conducted by the *Civil Society for Police Watch*.

Based on survey that has been carried out by *the Civil Society for Police Watch*, as many as 28.7% of respondents believe with Police, as many as 3.1% strongly believe and as many as 16.3% of respondents believe in the Police, while respondents who answered No believe as much as 10.6%, less believe 34.1%, of respondents who answered No know / don't know answer as much as 7.2%, so that level trust public to Indonesian National Police is at 48.1 %, still below 50%.<sup>11</sup>

Basis of assessment trust public to apparatus investigators are one of them determined with quality performance apparatus investigators. Based on survey conducted to performance investigators in the community, respondents who assess performance police Enough Good as much as 24.3 %, very good 4.3% and performance police good 17.3 percent, so that performance Indonesian National Police is at 45.9 %. This is different with amount respondents who assessed performance investigator Still Not yet Enough satisfying, because based on results survey that assesses performance Indonesian National Police No Good as much as 1.6%, less good 3.7%, while respondents who answered No know / don't know answer by 48.8%.<sup>12</sup>

<sup>8</sup> Arifin Tahir, *Kebijakan Publik Dan Transparansi Penyelenggaraan Pemerintahan Daerah*. Jakarta: Pustaka Indonesia Press, 2011, h. 25-28.

<sup>9</sup> Sedarmayanti, *Good Governance (Kepemerintahan Yang Baik)*. Bandung: Mandar Maju, 2004, h. 3.

<sup>10</sup> Jazim Hamidi, *Penerapan Asas-Asas Umum Penyelenggaraan Pemerintahan yang Layak di Lingkungan Peradilan Administrasi*. Bandung: Citra Aditya Bakti, 1999, h. 31-32

<sup>11</sup> Hasnu, "Hasil Survei: Tingkat Kepuasan Publik Atas Polri Masih di Bawah 50 Persen", *Civil Society for Police Watch*, PT. Jaringan Pemberitaan Nusantara Negeriku, 09 Februari 2025 23:44 WIB, <https://m.jpnn.com/news/hasil-survei-tingkat-kepuasan-publik-atas-polri-masih-di-bawah-50-persen?page=2>, Diakses 01 September 2025 14:38 WIB

<sup>12</sup>Hasnu, "Hasil Survei: Tingkat Kepuasan Publik Atas Polri Masih di Bawah 50 Persen", Id.

The survey that has been carried out by *the Civil Society for Police Watch* which is still describe Still existence disappointment public on performance investigator own difference with results survey conducted by Kompas Research and Development.

Based on a survey conducted by Kompas Research and Development, the results of the periodic survey describe the Indonesian National Police (Polri) as a state institution with a positive image of 65.7%, so that the improvement in the image of the Polri compared to the survey results in September 2024 experienced an increase of 0.6%. Kompas Research and Development conducted the survey using a periodic survey method of face-to-face interviews held by Kompas Research and Development from January 4-10, 2025 by taking 1,000 respondents selected randomly using a multilevel systematic sampling method in 38 provinces in Indonesia.<sup>13</sup>

Survey results In fact, Kompas Research and Development has not yet described public satisfaction with the police apparatus (investigators), because the respondents and survey were taken in the same year (2025), *Civil Society for Police Watch* describe reality dissatisfaction public to performance investigator. Conflict results survey conducted by several institution survey to police (investigators) raise question about validation on a number of surveys issued, in addition to questioning about satisfaction real society to apparatus investigator.

Differences in the results of a survey conducted by *the Civil Society for Police Watch* with a survey conducted by Kompas Research and Development describes existence something conflict from two (2) very different results. One (1) survey data describe low trust public to performance apparatus investigators, while results survey from institution other prove trust apparatus investigator increasing and sufficient Good.

Differences in the results of a survey conducted by *the Civil Society for Police Watch* with A survey conducted by Kompas Research and Development raised questions about the public's level of "satisfaction" with investigative officers. The question of the level of "satisfaction" with the performance of investigative officers compared between two (2) conflicting survey data can be linked to the emergence of musical works of art containing criticism of legal officers (in this case investigators), such as: the song from Iwan Fals with title "The Train Arrives at How many", song from Slank with title "Street Gossip", song from Marginal with title "Mr. Police ", song from Sukatani with title "Pay Pay Pay" and song from Tashoora with title "Apparatus".

Based on two (2) conflicting survey results and the large number of works of art containing criticism of investigators, it can be analyzed that investigators as a legal structure still need to make internal improvements, so that they can increase public satisfaction. Improvements that can be made by investigators, both investigators as individuals and investigators as institutions, include implementing the principles of *good governance*.

Principle *good governance* is very important applied by investigators, both investigator as individual and investigator as institutions, because investigator is part from institution government that has obligation for give service public to public in frame enforcement law.

---

<sup>13</sup> Singgih Wiryono dan Robertus Belarminus,"Citra Positif Polri 65,7 Persen","Survei Litbang Kompas, <https://nasional.kompas.com/read/2025/01/24/06174421/survei-litbang-kompas-citra-positif-polri-657-persen>, Diakses tanggal 01 September 2025 16:25 WIB.

*Good governance* is principles that must be done implementation by all investigator in a way integrated in framework *rule of law*. *Rule of law* for investigator considered as framework the law that must be complied with and implemented by investigators without except, whereas *good governance* is values that must be implemented by all investigator in form attitudes and responses to public.

Implementation principle *good governance* carried out by investigators for can increase satisfaction public among them is as following:

1. Investigator must own transparent attitude to every member public.  
Investigators who carry out task on behalf of the community and government No can separated with principle *good governance*, so that investigator as structure law public must own open attitude to public on current and past performance done.
2. Investigator must own accountable attitude on tasks that have been implemented.  
Investigator must capable responsible answer on every investigation process that has been carried out done to something case, so that the investigators capable explain every rejection investigation or every implementation process investigation based on regulation applicable laws and regulations.
3. Investigator must own attitude professional.  
Professionalism is something values that must be done by each profession, especially investigators. Professionalism investigator is something values and paths that must be implemented by each investigator without except for can create optimization results investigation, so that every investigator forbidden for use values subjective resulting in intervention on objectivity from results investigation cases handled.
4. Investigator must own participatory attitude to public.  
Attitude mandatory participatory owned by investigators interpreted as form interaction active and open investigator on every form participation public to something case. Interaction active interpreted as reciprocal form between investigators and the public on every actions and information to every matter, whereas openness investigator interpreted as attitude open to public on every implementation investigations conducted. Therefore that, attitude participatory covering attitude participatory investigator to settlement case law in society and attitudes participatory public to task investigator.

Implementation *rule of law* and *good governance* by investigators in carry out task enforcement appropriate law with ideals law public only can come true in reality, if function and existence investigator get integrated supervision between direct supervision supervised by the community, institutions independent institutions judiciary and supervision carried out by institutions in structure governance That Alone.

#### IV. CONCLUSION

Implementation *rule of law* in professionalism investigator can give contribution to improvement knowledge and skills investigator in do enforcement law in society. Implementation *rule of law* can become framework for investigator in carry out task enforcement law about things that are permitted and prohibited in something system law



regulation legislation. Professionalism carried out by investigators can assessed with level satisfaction community. Implementation *good governance* can answer reality dissatisfaction public on performance investigator. System supervision to performance investigator can maintain and improve professionalism investigator for reach enforcement appropriate law with ideals law public.

## V. SUGGESTIONS

1. Apparatus police as investigator must Keep going do improvement quality and professionalism profession with still carry out implementation *rule of law* and *good governance* in a way consistent and integrated.
2. Every form criticism from every element public must considered as perspective strategic for do comprehensive internal improvements without give form pressure or intervention in form whatever from investigator to member public.

## REFERENCES

### Books

- Abu Daud Busroh. *Ilmu Negara*. Jakarta: PT Bumi Aksara, 2001.
- Arifin Tahir. *Kebijakan Publik Dan Transparansi Penyelenggaraan Pemerintahan Daerah*. Jakarta: Pustaka Indonesia Press, 2011.
- Bernard L. Tanya. Yoan N. Simanjuntak dan Markus Y. Hage. *Teori Hukum (Strategi Tertib Manusia Lintas Ruang dan Generasi)*. Yogyakarta: Genta Publishing, 2010.
- Departemen Pendidikan Nasional. *Kamus Besar Bahasa Indonesia*. Jakarta: Gramedia Pustaka Utama, 2015.
- Garner. *Black's Law Dictionary*. Ninth Edition. USA: West Publishing CO, 2009.
- Jazim Hamidi. *Penerapan Asas-Asas Umum Penyelenggaraan Pemerintahan yang Layak di Lingkungan Peradilan Administrasi*. Bandung: Citra Aditya Bakti, 1999.
- Lili Rasjidi dan Ira Thania Rasjidi. *Dasar-Dasar Filsafat Dan Teori Hukum*. Bandung: Citra Aditya Bakti, 2007.
- Muladi. *Relevansi Teori Sociological Jurisprudence Dalam Upaya Pembaharuan Hukum Di Indonesia*. Medan: USU Press, 2005.
- Sedarmayanti. *Good Governance (Kepemerintahan Yang Baik)*. Bandung: Mandar Maju, 2004.
- Sjachran Basah. *Tiga Tulisan Tentang Hukum*. Bandung: Amrico, 1986.

### Legislation

- Kitab Undang-Undang Acara Pidana.
- Peraturan Kepala Kepolisian Negara Republik Indonesia Nomor 6 Tahun 2019 tentang Penyidikan Tindak Pidana

### Internet

- Hasnu. "Hasil Survei: Tingkat Kepuasan Publik Atas Polri Masih di Bawah 50 Persen". Civil Society for Police Watch. PT. Jaringan Pemberitaan Nusantara Negeriku. 09 Februari 2025 23:44 WIB. <https://m.jpnn.com/news/hasil-survei-tingkat-kepuasan-publik-atas-polri-masih-di-bawah-50-persen?page=2>. Diakses 01 September 2025 14:38 WIB.
- Singgih Wiryono dan Robertus Belarminus. "Citra Positif Polri 65.7 Persen". "Survei Litbang Kompas. <https://nasional.kompas.com/read/2025/01/24/06174421/survei-litbang-kompas-citra-positif-polri-657-persen>. Diakses tanggal 01 September 2025 16:25 WIB