

Analysis of the Implementation of the General Criminal Case Management System (Cms) in Supporting the Integration of the Integrated Criminal Justice System Based on Information Technology (Sppt-Ti) (Case Study of the Tanjung Pinang District Attorney's Office)

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Abstract. *The advancement of information technology has encouraged law enforcement agencies to enhance the efficiency and effectiveness of their performance, one of which is through the implementation of the Criminal Case Management System (CMS). This system is designed to digitally manage case administration and support data integration within the Integrated Criminal Justice System Based on Information Technology (Integrated Criminal Justice System Based on Information Technology or SPPT-TI). This study aims to analyze the implementation of the Criminal CMS at the Tanjung Pinang District Prosecutor's Office in supporting SPPT-TI integration, identify the challenges faced, and provide recommendations for improvement. This research employs a descriptive qualitative method with a case study approach. Data were obtained through in-depth interviews with prosecutors and administrative staff, direct observation of CMS usage, and a review of relevant documents. Thematic analysis was applied to identify patterns, relationships, and emerging issues in the system's implementation. The findings reveal that the Criminal CMS at the Tanjung Pinang District Prosecutor's Office has been implemented in accordance with basic procedures and has positively contributed to accelerating case data processing, improving information accuracy, and facilitating coordination among law enforcement agencies. However, the implementation has not been fully optimized due to challenges such as limited network infrastructure, insufficient technical training, and uneven understanding of the system's functions among users. This study concludes that the Criminal CMS holds significant potential in supporting SPPT-TI integration. Nevertheless, successful implementation requires improvements in human resource capacity, technology infrastructure upgrades, and stronger inter-agency collaboration.*

Keywords: *Criminal; District; Information; Management; System.*

1. Introduction

The development of information technology has brought significant changes to governance, including the criminal justice system in Indonesia. Digitizing legal processes is an urgent need to improve the effectiveness, efficiency, and transparency of law enforcement. The government has responded to this need by issuing Presidential Regulation Number 54 of 2018 concerning the National Strategy for Corruption Prevention (Stranas PK), one of the main focuses of which is the implementation of the Integrated Criminal Justice System based on Information Technology (SPPT-TI). SPPT-TI aims to create a transparent law enforcement environment and increase synergy between law enforcement agencies, namely the police, prosecutors, courts, correctional institutions, and other related agencies, so that the flow of case handling can be monitored electronically in real time.¹

To support this policy, the Indonesian Attorney General's Office (AGO) developed a Case Management System (CMS) as an information system that electronically manages criminal case administration and data. The implementation of the CMS is a crucial tool for supporting data integration in the SPPT-TI, enabling faster, more accurate, and more accountable case handling. Within the SPPT-TI framework, the Indonesian Attorney General's Office developed and utilizes the Case Management System (CMS) application as its internal case management system.² The CMS functions to document and monitor all stages of case handling electronically, starting from receiving the Notice of Commencement of Investigation (SPDP), transferring files, preparing indictments, demands, to executing court decisions.

To strengthen the implementation of the CMS, the Attorney General of the Republic of Indonesia issued Attorney General's Instruction Number 3 of 2020 concerning the Implementation and Optimization of the Use of the CMS Application in the Attorney General's Office of the Republic of Indonesia. This instruction requires all prosecutorial work units throughout Indonesia to implement the CMS optimally and ensure data integration with the SPPT-TI. The CMS also plays a crucial role as the primary data source connected to inter-agency integration platforms such as E-MP (Electronic Case Management) and E-Berpadu (Electronic Integrated Criminal Files).

¹Bambang Myanto, 2022, SPPT-TI Guidebook, Jakarta. P. 5.

²Burhanuddin, 2020, Instruction of the Attorney General of the Republic of Indonesia Number 3 of 2020 concerning the Use of the Case Management System (CMS) Application, p.1.

At the Tanjung Pinang District Attorney's Office, the implementation of a CMS in the General Criminal Division is a key strategy in supporting the SPPT-TI policy. However, its implementation often faces various challenges, such as limited human resources with technological competencies, technical constraints on network infrastructure, and the level of conformity of work procedures with electronic systems. Therefore, an in-depth study is needed to determine the extent to which the CMS implementation at the Tanjung Pinang District Attorney's Office has been carried out in accordance with regulations, and its role in supporting the integration of SPPT-TI as mandated by Presidential Regulation Number 54 of 2018 and Attorney General's Instruction Number 3 of 2020.

However, in practice, the implementation of the CMS in various prosecutorial work units, including the Tanjung Pinang District Attorney's Office, still faces a number of issues that affect its effectiveness and optimal connectivity with the SPPT-TI system. These issues include:

The level of compliance with the CMS is inconsistent, particularly in terms of complete and timely data entry by both research prosecutors and public prosecutors. This impacts the quality of data and the validity of information submitted to external systems such as E-MP and E-Berpadu.

Unequal human resource capacity and competency in CMS application mastery and understanding of the SPPT-TI system. Despite training, in practice, there remains a gap between technical capabilities and operational needs.

Technical and infrastructure obstacles, such as limited stable internet networks, inadequate hardware, and disruptions to system synchronization between agencies that have not yet fully run smoothly.

The system integration between law enforcement agencies is not yet optimal, where even though data from CMS is formally synchronized to E-MP and E-Berpadu, the process is still hampered by differences in data standards, update frequency, and coordination between agencies.

The lack of an internal monitoring and evaluation system related to the effectiveness of CMS use and follow-up of data synchronization results, so that there is no continuous control over the quality of SPPT-TI implementation from the Prosecutor's Office.

This situation indicates a gap between system design (normative) and implementation practice (empirical), which requires in-depth analysis. Therefore, it is important to conduct a study of the implementation of the CMS in the general criminal justice sector, particularly at the Tanjung Pinang District Attorney's Office, to determine the extent to which this system has functioned as intended in supporting SPPT-TI integration, as well as to identify factors that hinder and support its implementation.

Through this research, it is hoped that a comprehensive picture of the dynamics of CMS implementation in the context of digital-based law enforcement can be obtained, as well as strategic recommendations can be formulated to increase the effectiveness and accountability of the electronically integrated criminal justice system.

The implementation of a CMS at the district attorney's office level, including at the Tanjung Pinang District Attorney's Office, is a strategic component of the SPPT-TI's success nationally. The effectiveness of CMS in supporting data exchange and electronic coordination with other law enforcement agencies will determine the smooth, fast, transparent, and accountable judicial process. However, various challenges remain in the field, such as human resource readiness, technological infrastructure, inter-system integration, and compliance levels in data entry.

Against this backdrop, a study is needed to analyze how the CMS implementation in the general criminal justice sector at the Tanjung Pinang District Attorney's Office has been implemented, the extent to which this system supports SPPT-TI integration, and any obstacles encountered in its implementation. The results of this analysis are expected to provide recommendations for optimizing the use of the CMS as part of the digital transformation of the criminal justice system in Indonesia.

The Tanjung Pinang District Attorney's Office, as a technical implementation unit under the Riau Islands High Prosecutor's Office, plays a crucial role in the implementation of the General Criminal Code (CMS). However, based on initial observations and several internal reports, challenges remain in completing the CMS, including in terms of completeness, timeliness, and data consistency. This highlights the challenges in maintaining data integrity and consistent CMS implementation in the field.

2. Research Methods

Empirical legal research is an approach that focuses on the application of normative rules to real-world situations in society. In this case, the research focuses on how legal provisions related to the implementation of the General Criminal Code (CMS) support the SPPT-TI implemented by the Tanjung Pinang District Attorney's Office.³This study uses a descriptive quantitative approach supported by qualitative data. This study is all general criminal case data inputted into the CMS by Tanjung Pinang District Attorney's Office employees between January 2024 and December 2024. The sample was taken using purposive sampling, namely by selecting case data that has completed all stages (from the investigation stage to execution) and involving prosecutors who actively use the

³Abdulkadir Muhammad, 2004, *Law and Legal Research*, Citra Aditya Bakti, Bandung, p. 134.

CMS. In addition, key informants for qualitative analysis come from prosecutors or staff directly involved in the data input process into the CMS.

3. Results and Discussion

3.1. General Overview of the Tanjung Pinang District Attorney's Office

The Tanjung Pinang District Attorney's Office is a law enforcement agency under the auspices of the Republic of Indonesia Attorney General's Office, with jurisdiction in Tanjung Pinang City, Riau Islands Province. This institution plays a strategic role in carrying out its prosecutorial functions, enforcing court decisions that have obtained permanent legal force, supervising the implementation of criminal cases, and other legal functions stipulated in laws and regulations.

In line with advances in information technology and national policies on the digitalization of the legal system, the Tanjung Pinang District Attorney's Office has begun implementing a Case Management System (CMS) as a technology-based case management system. The CMS serves as a primary tool for electronically documenting, archiving, and integrating case data, thereby facilitating internal and cross-sector coordination within the criminal justice system.

In the context of strengthening the Integrated Information Technology-Based Criminal Justice System (SPPT-TI), the Tanjung Pinang District Attorney's Office plays a key role in facilitating data exchange between law enforcement agencies, including the police, courts, and correctional institutions. Thus, this institution plays a key role not only in substantive law enforcement but also in modernizing the national criminal justice system.

3.2. The Effectiveness and Role of the Tanjung Pinang District Attorney's Office in Realizing an Integrated Criminal Justice System Through the CMS

1) Theory of Legal Certainty

Legal certainty is one of the primary objectives of law itself. According to classical legal theory, law is not only intended to create justice but also to provide order and regularity in social life. Legal certainty is important because it serves as a clear, firm, and predictable guide to behavior, so that everyone knows what is permitted and what is prohibited.⁴

According to Gustav Radbruch, there are three basic legal values: justice, utility, and legal certainty. Of these, legal certainty holds a fundamental position because without it, the law loses its function as a binding rule. Legal certainty also means

⁴Dr. Fachmi, 2011, *Legal Certainty Regarding Void and Void Decisions in the Criminal Justice System*, PT. Ghalia Indonesia Publishing

consistency in the application of rules, their unchanging nature, and their objective enforcement.

The implementation of the General Criminal Case Management System (CMS) at the Tanjung Pinang District Attorney's Office is a strategic step toward realizing an Information Technology-Based Integrated Criminal Justice System (SPPT-TI). From a legal certainty perspective, the CMS is expected to provide a clearer, more measurable, and more predictable law enforcement process, thereby fostering a sense of justice and public trust.

First, in terms of effectiveness, the CMS allows every stage of general criminal case handling to be systematically and integratedly documented. The receipt of the SPDP (Request for Dispute Resolution), the transfer of files, prosecution, and the implementation of the verdict can be monitored electronically. This minimizes the potential for delays or administrative errors. This aligns with the principle of legal certainty, which requires clear rules and procedures for every action by law enforcement officers.

2) Legal System Theory

The Legal System Theory put forward by Lawrence M. Friedman emphasizes that the effectiveness of a legal system is determined by three main elements, namely legal structure, legal substance, and legal culture.⁵ These three elements are interrelated and determine how the law can function effectively in society. The implementation of the General Criminal Case Management System (CMS) at the Tanjung Pinang District Attorney's Office can be analyzed based on these three components to realize an Integrated Criminal Justice System Based on Information Technology (SPPT-TI).

First, from a legal structural perspective, the Tanjung Pinang District Attorney's Office plays a key role in the criminal justice system, connecting processes from the police, courts, and correctional institutions. With the CMS, the Attorney General's Office's institutional structure becomes more organized, as every case administration process is recorded electronically. Utilizing the CMS makes the distribution of authority clearer, supervision easier for leaders, and coordination between law enforcement agencies more focused. This strengthens the effectiveness of the legal structure in supporting SPPT-TI integration.

Second, from a legal substance perspective, the CMS at the Tanjung Pinang District Attorney's Office reflects the implementation of various relevant regulations, such as the Prosecutor's Office Law, the Electronic Information and Transactions Law, the Public Information Disclosure Law, the Presidential Regulation on SPBE (Special Information Disclosure System), and the Presidential Regulation on One Data Indonesia (One Data Indonesia). The CMS functions not only as a technology

⁵Lawrence M. Friedman, 2009, *Social Science Perspective System*, Nusamedia, Bandung, p. 13.

application but also as an instrument for implementing legal norms governing data integration, transparency, and accountability in criminal case handling. Clear legal substance serves as the basis for the legitimacy of the CMS's use in supporting SPPT-TI.

Third, from a legal culture perspective, the effectiveness of CMS implementation at the Tanjung Pinang District Attorney's Office is greatly influenced by the attitudes, habits, and acceptance of the prosecutor's office staff toward the digitalization of case administration. In the initial stages, some staff accustomed to manual systems still faced resistance. However, with training, technical guidance, and encouragement from leadership, the legal culture within the Attorney General's Office began to adapt to the use of technology. This shift in legal culture is crucial to ensuring that the CMS becomes not merely an administrative tool but also an integral part of the officers' daily practices, fostering a more modern and integrated approach to law enforcement.

3) Responsive Legal Theory

The Responsive Legal Theory proposed by Nonet and Selznick emphasizes that law should not be viewed merely as a tool of power (repressive law) or merely a neutral procedure (autonomous law), but rather as an instrument capable of responding to societal needs, resolving social problems, and guaranteeing values of justice. In this context, law functions adaptively to changing times, including developments in information technology.⁶

The implementation of the General Criminal Case Management System (CMS) at the Tanjung Pinang District Attorney's Office can be understood as a concrete manifestation of responsive legal implementation. First, in terms of effectiveness, the CMS addresses the public's need for a faster, more transparent, and accountable legal process. Previously, manual case administration often resulted in delays, data inconsistencies, and even the potential for abuse of authority. With the CMS, case administration flows are electronically documented, making them easier to verify and monitor, both by management and the public through public information disclosure mechanisms. This aligns with the characteristics of responsive law, which emphasizes serving the public interest.

Second, in terms of the role of the Tanjung Pinang District Attorney's Office, the CMS strengthens its position within the framework of the Integrated Information Technology-Based Criminal Justice System (SPPT-TI). The Attorney General's Office not only serves as a public prosecutor but also as a liaison, ensuring data integration between the police, courts, and correctional institutions. Through the CMS, case information integration can be realized, thereby reducing the potential for data discrepancies between institutions. Thus, the Attorney General's Office

⁶Nonet, 2011, *Responsive Law*, Nusa Media, Bandung

plays an active role in realizing substantive justice through a legal system that is adaptive and responsive to the needs of cross-institutional coordination.

Third, from a responsive legal perspective, the implementation of the CMS at the Tanjung Pinang District Attorney's Office also reflects a transformation in legal culture. Law enforcement officials previously accustomed to manual systems are being required to adapt to information technology. Despite initial resistance, a digital-based work culture is slowly taking shape. This transformation demonstrates that the law is not rigid but rather evolves according to societal needs and technological developments.

However, challenges remain. Limited technological infrastructure, gaps in human resource competencies, and the need for cross-institutional data standardization remain major obstacles. From a responsive legal perspective, these obstacles must be viewed as part of a social dynamic that requires adaptive and innovative legal policies, not simply the imposition of formal procedures.

Thus, from the perspective of responsive legal theory, the effectiveness and role of the Tanjung Pinang District Attorney's Office through the implementation of the CMS demonstrate that the law can function adaptively, responsively, and serve the public interest. The CMS not only improves case administration but also strengthens transparency, accountability, and integration within the criminal justice system, in line with the objectives of the SPPT-TI.

Within this framework, the Tanjung Pinang District Attorney's Office plays a strategic role as a key actor connecting the process from investigation and prosecution to the execution of court decisions. The use of a Case Management System (CMS) within the Tanjung Pinang District Attorney's Office is a crucial tool for achieving case data integration, from the receipt of files from the police, through prosecution administration, case transfer to the court, and through to the execution of decisions.

According to one of the prosecutors who served at the Tanjung Pinang District Attorney's Office, Desta Garindra, SH (Desta, 2025), with the implementation of the case management system in the General Criminal CMS application, where administratively the flow and history of handling a case can be known in an orderly and clear manner, it will have a big impact on the effectiveness of handling a case. This can be seen from the synchronization of the presentation of data and information to other law enforcement agencies in the integrated criminal justice system based on information technology in the process of inputting case handling data, thereby minimizing the back and forth of case handling and saving energy, time and costs in the case handling process, because with the implementation of CMS, for example, for data deficiencies can be completed by simply clicking on the data to be completed, then uploading the missing data into the CMS application. Thus, it can be said that the implementation of the CMS application and the SIPP

/ E-Berpadu application is quite effective in facilitating the handling of a case compared to conventional administration (case registration).

Thus, the effectiveness and role of the Tanjung Pinang District Attorney's Office through the CMS can be understood as a concrete implementation of legal certainty (through regular data and case flow), a comprehensive legal system (through the integration of legal structure, substance, and culture), and responsive law (through legal adaptation to technological developments and societal needs). The synergy of these three theoretical approaches makes the CMS not merely an administrative tool, but also a crucial pillar in realizing a modern, transparent, and equitable Integrated Criminal Justice System.

3.3. Constraints in Implementing the CMS System in Supporting the Integration of the Information Technology-Based Integrated Criminal Justice System (SPPT-TI)

The obstacles faced by the Tanjung Pinang District Attorney's Office in implementing the use of the CMS application are not different from those faced by other District Attorney's Offices in general. Here, a leadership policy is needed, in this case the Head of the Tanjung Pinang District Attorney's Office, to overcome all obstacles that exist in the Tanjung Pinang District Attorney's Office work unit itself so that the case handling process and the process of inputting case handling data into the CMS application can run orderly and smoothly, thus influencing the increase in the accountability of the Tanjung Pinang District Attorney's Office's performance. Based on Galuh Yuniarti's explanation (Galuh Yuniarti, 2025), some of these obstacles include:

1) Quality and Capacity of Human Resources (HR)

- a. Not all prosecutors and other law enforcement officers are familiar with digital-based systems.
- b. Lack of technical training and differences in technology usage capabilities create obstacles to uniform CMS operation.

2) Limitations of Technology Infrastructure

- c. Not all prosecutors' offices have adequate infrastructure, such as a stable internet network, a strong data storage server, or computer equipment with specifications according to requirements.
- d. As a result, the implementation of CMS is not running optimally, especially in areas where access to technology is still limited. There is still a lack of order in filling out the CMS application by both operators and prosecutors.

3) Standardization and Integration of Data Between Institutions

- a. SPPT-TI demands data connectivity between the police, prosecutors, courts, and correctional institutions.
- b. Differences in formats, systems, and administrative procedures in each institution often cause data synchronization to not run smoothly.

4) Technical Regulation Limitations

- a. Although there is already a general legal umbrella (for example, the ITE Law, the Presidential Regulation on SPBE, and the Presidential Regulation on One Data Indonesia), more detailed technical regulations are still needed to regulate the integration mechanisms, authorities, and responsibilities between law enforcement agencies.
- b. The lack of technical regulations has the potential to create uncertainty in implementation.

5) Resistance to Change

- a. Law enforcement officers who are accustomed to manual systems often feel reluctant or slow to adapt to digital systems.
- b. Conservative work culture factors can hinder the acceleration of digital transformation.

6) Data Security and Confidentiality

- a. CMS stores highly sensitive case data, from suspect identities to judicial processes.
- b. The threat of data leaks, cyber attacks, or misuse of access is a serious challenge that must be anticipated with a strong security system.

7) Coordination between Law Enforcement Agencies

- a. SPPT-TI requires close cooperation between institutions (police, prosecutors, courts, correctional institutions).
- b. Differences in interests, layered bureaucracy, and sectoral egos often become obstacles to achieving complete integration.

4. Conclusion

The implementation of the General Criminal Case Management System (CMS) at the Tanjung Pinang District Attorney's Office has been effective as a digital case administration tool that supports transparency, accountability, and efficiency in handling general criminal cases. The CMS allows every stage of a case, from receiving the SPDP (Submission Order) to executing the verdict, to be systematically documented and more easily monitored. The Tanjung Pinang

District Attorney's Office plays a significant role in supporting the integration of SPPT-TI through the CMS. As an institution that serves as a liaison between the police, courts, and correctional institutions, the Tanjung Pinang District Attorney's Office plays a strategic role in ensuring the integration of case data and the consistency of the criminal case handling process.

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