

Effectiveness of Investigator Certification in Improving Special Crime Investigation Quality at Bengkulu Police

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Abstract

This study aims to analyze the effectiveness of investigator and assistant investigator certification as a mandatory instrument for improving the quality of special criminal investigations at the Directorate of Special Criminal Investigation of the Bengkulu Regional Police. The research employs a normative juridical method using statutory and conceptual approaches by examining the Criminal Procedure Code (KUHAP), Law No. 2 of 2002 on the Indonesian National Police, Perpol No. 6 of 2019 on Criminal Investigation, and Perkap No. 99 of 2020 on the development of superior police human resources. The findings demonstrate that certification significantly enhances investigator competence, professionalism, and compliance with procedural law, which is reflected in more complete case files, higher procedural accuracy, and increased success rates in achieving the P-21 stage. Certified investigators also show stronger legal reasoning in case handling and investigation termination decisions. However, the effectiveness of certification is constrained by limited certified trainers and assessors, unequal distribution of certified investigators, and weak integration of competency supervision among internal units. The study concludes that investigator certification is an effective legal and managerial instrument to improve investigation quality, provided it is supported by strengthened internal regulations, digitalized training and assessment systems, and an integrated performance-based evaluation framework.

Keywords: *Investigator Certification; Criminal Investigation Directorate Of The Bengkulu Regional Police; Investigation Quality; Investigator Competency.*

Abstract

Penelitian ini bertujuan untuk menganalisis efektivitas sertifikasi penyidik dan asisten penyidik sebagai instrumen wajib peningkatan kualitas reserse kriminal khusus di Direktorat Reserse Kriminal Khusus Polda Bengkulu. Penelitian ini menggunakan metode yuridis normatif menggunakan pendekatan hukum dan konseptual dengan meneliti Kitab Undang-Undang Hukum Acara Pidana (KUHAP), Undang-Undang No. 2 Tahun 2002 tentang Kepolisian Negara Republik Indonesia, Perpol No. 6 Tahun 2019 tentang Reserse Kriminal, dan Perkap No. 99 Tahun 2020 tentang Pengembangan SDM Kepolisian yang unggul. Temuan ini menunjukkan bahwa sertifikasi secara signifikan meningkatkan kompetensi, profesionalisme, dan kepatuhan terhadap hukum prosedural penyelidik, yang tercermin dalam berkas kasus yang lebih lengkap, akurasi prosedural yang lebih tinggi, dan peningkatan tingkat keberhasilan dalam mencapai tahap P-21. Penyelidik bersertifikat juga menunjukkan penalaran hukum yang lebih kuat dalam penanganan kasus dan keputusan penghentian investigasi. Namun, efektivitas sertifikasi dibatasi oleh terbatasnya pelatih dan asesor bersertifikat, distribusi peneliti bersertifikat yang tidak merata, dan lemahnya integrasi pengawasan kompetensi antar unit internal. Studi ini menyimpulkan bahwa sertifikasi investigator merupakan instrumen hukum dan manajerial yang efektif untuk



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meningkatkan kualitas investigasi, asalkan didukung oleh penguatan peraturan internal, sistem pelatihan dan penilaian digital, serta kerangka evaluasi berbasis kinerja yang terintegrasi.

Kata Kunci: Sertifikasi Penyelidik; Direktorat Reserse Kriminal Polda Bengkulu; Kualitas Investigasi; Kompetensi Penyelidik.

INTRODUCTION

Professionalism in the investigation process of special criminal offenses has become an urgent need in Indonesia's criminal justice system.¹ Effective law enforcement depends not only on the presence of legal apparatus but also on the quality of human resources performing those duties.² Unprofessional investigations can lead to procedural errors and inaccurate outcomes, which in turn negatively affect subsequent judicial processes.³ Many cases fail to reach the P-21 stage or submission of files to the prosecutor due to poor investigative quality, ultimately resulting in failed prosecution in court.⁴ This condition underscores the need for a system that ensures each investigator possesses adequate competence and capacity. Certification has emerged as a vital instrument, serving as a guarantee that investigators not only meet competency standards but also receive legal recognition as professional officers. With certification, investigator professionalism is expected to increase significantly, thereby improving the overall quality of the investigative process.⁵

The definitions of investigators and assistant investigators are clearly outlined in the Indonesian Criminal Procedure Code (KUHAP) and Law No. 2 of 2002 on the Indonesian National Police.⁶ KUHAP defines an investigator as an official authorized to conduct investigations into certain criminal offenses. Meanwhile, assistant investigators are support personnel who assist the lead investigator in carrying out their duties.⁷ Within the context of the Directorate of Special Criminal Investigations (Ditreskrimsus), investigators are tasked with handling special criminal cases such as corruption, cybercrime, and economic crimes.⁸ Ditreskrimsus plays a strategic role in combating crimes with complex characteristics that require specific expertise. The authority and responsibilities of investigators in Ditreskrimsus are not only technical in nature but must

¹ Usman Heri Purwono, "Rekonstruksi Paradigma Penyidikan Dalam Sistem Negara Hukum Pancasila untuk Mewujudkan Keadilan Berdasarkan Pancasila," *Binamulia Hukum* 13, no. 2 (2024): 483–99.

² Y. Daeng et al., "Penegakan Hukum Pidana dari Aspek Sumber Daya Manusia," *Innovative: Journal of Social Science Research* 4, no. 4 (2024): 12981–89, <https://doi.org/10.31004/innovative.v4i4.14629>.

³ Haniyah, "Legal Reconstruction of Error in Persona Cases: Justice Enforcement Challenges Based on Due Process of Law Principle," *Reformasi Hukum* 28, no. 3 (2024): 168–86, <https://doi.org/10.46257/jrh.v28i3.1039>.

⁴ Hapni Harun et al., "Penerapan Asas Contante Justitie Terhadap Efisiensi Pelimpahan Berkas Perkara Dari Penyidik Kepada Penuntut Umum," *Philosophia Law Review* 3, no. 2 (2023): 145–70.

⁵ Fantri Alfaisar et al., "Efektivitas Kompetensi Penyidik Terhadap Tindak Pidana Korupsi," *Journal of Lex Philosophy (JLP)* 5, no. 2 (2024): 1871–86.

⁶ Dila May Sekarsari et al., "Wewenang kepolisian dalam melakukan penyidikan tindak pidana korupsi," *Jurnal Preferensi Hukum* 3, no. 3 (2022): 578–84.

⁷ Muh Adrin Gustam Sanusi et al., "Optimalisasi Peran Penyidik Polri Dalam Penyidikan Tindak Pidana (Suatu Studi di Polresta Kendari)," *Sultra Law Review*, 2022, 2063–79.

⁸ S. Analisis Yuridis Penyelidikan dan Penyidikan Tindak Pidana Korupsi Pengadaan Barang dan Jasa melalui E.-Purchasing Sudarno, *BP/60/XI/2022/Ditreskrimsus Polda Jawa Tengah* (Universitas Islam Sultan Agung Semarang, 2024).

also ensure that investigations comply with legal provisions and principles of justice.⁹ Therefore, a deep understanding of the role and function of investigators is crucial to building a reliable law enforcement system.

Certification as a form of competence recognition holds a strategic position in the development of human resources within the Indonesian National Police.¹⁰ Certification not only serves as formal proof that an investigator has met specific competency standards but also functions as a legal requirement to carry out investigative duties.¹¹ The certification process includes evaluation and testing of technical, procedural, and ethical competencies to ensure the desired standards are achieved. The link between certification and human resource development is strong, as certification provides a sustainable capacity-building mechanism—not merely an administrative formality. A certification-based development system enhances individual quality while simultaneously increasing public trust in the police institution. Thus, certification becomes an integral part of managing professional and competent human resources.¹²

The quality of investigation is a key indicator of success in the legal process, from the initial case handling. Objective measures of investigation quality include several aspects: completeness of the case file, speed of the investigation process, compliance with applicable legal procedures, and the accuracy of investigative substance. A complete case file is essential to proceed with case transfer to the prosecutor without administrative obstacles.¹³ Speed in the investigative process is also vital to avoid delays that could harm legal interests and justice. Procedural compliance ensures the investigation proceeds according to legal norms so the results can be held accountable in court.¹⁴ Accuracy in substance ensures that the legal facts discovered reflect reality and can serve as a solid foundation for evidence. All these aspects are closely tied to the investigator's competence, where technical ability and professionalism are primary determinants of investigation quality.

An investigator's competence directly affects the quality and success of an investigation. An investigator with sufficient legal knowledge, strong technical skills, and a proper understanding of procedure can produce high-quality investigations.¹⁵ Competence also includes professional demeanor and moral integrity, both of which are crucial for conducting honest and fair investigations. Competent investigators are more

⁹ J.D. Bancin, *Peran Pengawas Penyidik (Wasidik) dalam Penanganan Tindak Pidana Penipuan pada Kepolisian Daerah Jambi* (Universitas Jambi, 2024).

¹⁰ Sulthon Nasrudin Assidiqie and Eko Sakapurnama, "Efektivitas assessment center dalam seleksi dan promosi jabatan di polri," *Jurnal Konseling dan Pendidikan* 13, no. 2 (2025): 28–38, <https://doi.org/10.29210/1149600>.

¹¹ Friesco Qeen Inaray et al., "Analisis Pengembangan Sumber Daya Manusia Penyidik Pada Subdit II Harda Bangtah Reserse Kriminal Umum Di Kepolisian Daerah Sulawesi Utara," *Innovative: Journal Of Social Science Research* 4, no. 4 (2024), <https://doi.org/10.31004/innovative.v4i4.13115>.

¹² A. Fahli, "Tindakan Polisi Resor Lamongan dalam Peningkatan Manajemen dan Kompetensi Sumber Daya Manusia melalui Bintara untuk Membangun Citra Kepolisian Republik Indonesia," *Sivis Pacem* 1, no. 2 (2023): 195–221.

¹³ H. Muhammad, *Kedudukan Hukum Prosedur Operasional Standar dalam Proses Penyidikan Perkara Tindak Pidana pada Kepolisian Negara Republik Indonesia* (Universitas Hasanuddin, 2023).

¹⁴ Yora Selia Permono and Wreda Danang Widoyoko, "Prosedur Penyidikan Tindak Pidana Narkotika Oleh Anak Dibawah Umur Di Satrespolresta Sidoarjo," *Jurnal Hukum Dan Keadilan* 12, no. 1 (2023): 1–20.

¹⁵ D.I. Kurniasih et al., "Pengaruh Kompetensi Dan Leader Member Exchange Terhadap Kinerja Penyidik Dengan Anti Perubahan Sebagai Moderasi Pada Ditreskrimun Polda Jateng," *Jurnal Litbang Polri* 27, no. 3 (2024): 228–44, <https://doi.org/10.46976/litbangpolri.v27i3.241>.

thorough in gathering evidence, analyzing facts, and preparing accurate and complete investigation reports.¹⁶ In this context, certification serves as a formal validation of an investigator's competence, ensuring that they meet established standards. High levels of competence reduce the risk of legal errors and strengthen the position of law enforcers in resolving cases.¹⁷

The theory of legal effectiveness, developed by Soerjono Soekanto, provides a crucial foundation for understanding how the law must achieve its intended goals through implementation. Law is not merely written regulation; it must be effectively applied to generate positive societal impacts. In the context of investigator certification, this theory emphasizes that legal success is not only measured by the existence of regulation but by how effectively such instruments are applied and their impact on the quality of investigation. Legal effectiveness is closely linked to officers' compliance with certification rules and the application of competencies in daily tasks.¹⁸ The greater the effectiveness of certification, the higher the quality of investigations, ultimately supporting a fair and transparent justice process.

The concept of professionalism is a crucial framework to explain the role of certification in investigator development. Professionalism goes beyond technical skills, encompassing commitment to ethical codes, responsibility, and deep mastery of the field. A Professional investigator understands their social function as a guardian of law and justice, ensuring that every action is ethically and legally grounded.¹⁹ Certification serves as a tool to build and maintain this professionalism, as the process tests not only technical ability but also ethical understanding and social responsibility. Professionalism developed through certification encourages investigators to continuously improve their capacity and maintain integrity in performing their duties.

Human resource management in the police force must be based on a merit system and competence to produce trustworthy and high-performing personnel. The merit system emphasizes that placement, promotion, and career development must be based on ability and achievement, not non-professional factors. A competency-based approach requires objective measurement of both the technical and non-technical abilities of investigators. Certification is an effective HR management tool because it provides measurable, accountable competency standards.²⁰ Through certification, management can identify strengths and weaknesses in investigators and design targeted development programs. A well-structured HR system directly contributes to improving the quality of investigations and the overall effectiveness of law enforcement.

The relationship between certification, professionalism, and legal effectiveness is inseparable in the context of special criminal investigations. Certification, as a legal instrument, ensures that investigators meet established standards, while professionalism

¹⁶ Agung Iswahyudi et al., "Pengaruh Kompetensi Penyidik dan Kepercayaan Pada Kepemimpinan Terhadap Kinerja Anggota Satuan Reskrim," *Jurnal Portofolio: Jurnal Manajemen dan Bisnis* 4, no. 1 (2025): 104–20, <https://doi.org/10.70704/jpjmb.v4i1.356>.

¹⁷ Muhammad Ridho Sinaga and Novalinda Nadya Putri, "Tindak Pidana oleh Anak: Suatu Kajian dan Analisis Fungsi Sertifikasi Penyidik Anak di Kepolisian," *UNES Law Review* 6, no. 1 (2023): 484–92.

¹⁸ J.D. Ismoyo, *Teori Negara Hukum Modern* (PT Sonpedia Publishing Indonesia, 2025).

¹⁹ Inayatulloh and Ibnu Khadjar, "Model Peningkatan Profesional Personel Kepolisian melalui Manajemen Karir, Pendidikan Kepolisian, dan Kompetensi Profesional," *Jurnal Studi Multidisipliner* 8, no. 12 (2024): 410–12.

²⁰ Kurniawan Jabar Malik and Eko Prasojo, "Determinant Factors in the Implementation of Merit System: An Overview of Indonesian Case," *Asian Journal of Social and Humanities* 2, no. 03 (2023): 665–75, <https://doi.org/10.59888/ajosh.v2i03.187>.

is the expected outcome of the system's implementation. Legal effectiveness is an indicator of the certification system's success in achieving a quality and accountable investigation process. All three are mutually reinforcing: certification provides the legal and technical basis, professionalism maintains integrity and ethics, and legal effectiveness measures the tangible results of the entire process. This conceptual integration is key to addressing the challenges of investigative quality, a long-standing issue in law enforcement.

An analysis and understanding of the relationship between investigator competence, the certification system, and investigative quality provides the basis for reform efforts and the development of a better law enforcement system. Effective law enforcement requires synergy between regulations, competent human resources, and a sustainable development system. Monitoring the implementation of certification is also crucial to ensure that the program is not merely a formality but actually has a positive impact on the quality of investigations. A well-managed certification system can serve as a model for human resource development in other law enforcement sectors. Improving the quality of investigations is not only the responsibility of individual investigators, but also of the institutions that support and oversee the implementation of these tasks as a whole.

RESEARCH METHODS

The research method used in this study is a normative juridical method with a statutory and conceptual approach. The statutory approach is conducted by analyzing various legal provisions governing investigators, investigator certification, and the development of police human resources related to the implementation of special crime investigations. The legal sources studied include the Criminal Procedure Code (KUHAP), Law Number 2 of 2002 concerning the Indonesian National Police, as well as Perpol Number 6 of 2019 concerning Criminal Investigation and Perkap Number 99 of 2020 concerning the System, Management, and Standards for the Success of Developing Superior Human Resources of the Indonesian National Police. The conceptual approach is used to examine relevant theories related to the effectiveness of law, professionalism, and human resource management in the context of investigator certification. The study uses a literature review in a review of legal documents, books, journals, and other secondary sources to obtain an in-depth overview of the legal framework and concept of investigator certification as an instrument for improving the quality of investigations. The data obtained was then analyzed qualitatively by connecting legal provisions, applicable theories, and practices within the Bengkulu Regional Police's Directorate of Special Criminal Investigation. This method allows the research to yield a comprehensive understanding of the effectiveness of certification, as well as the obstacles and solutions to its implementation.

RESULTS AND DISCUSSION

Legal Basis and Practice of Investigator Certification at the Bengkulu Special Criminal Investigation Directorate

The main legal basis for the implementation of certification is found in the Indonesian Criminal Procedure Code (KUHAP), as regulated in Law Number 8 of 1981 on Criminal Procedure. Article 1 point 12 of KUHAP states that an investigator is an official authorized to conduct investigations, with duties and authorities detailed from Articles 6 to 12. KUHAP provides the legal foundation for conducting investigations, which must be carried out by competent and professional investigators. Additionally, Law Number 2 of 2002 on the Indonesian National Police regulates the roles and functions of

the Police, including the authority to conduct criminal investigations (Article 13 paragraph 1 letter c). This law affirms that police investigators must have adequate competence by their responsibilities.

Perpol Number 6 of 2019 on Criminal Investigations strengthens the legal foundation for investigator certification. Article 4 of this Perpol stipulates that every investigator must undergo training and possess a competency certificate as a legal requirement for carrying out investigative duties. This regulation outlines the procedures, methods, and mechanisms of conducting investigations that must be followed by investigators to ensure professionalism and quality in the investigative process. It also serves as an operational guideline that is binding for all investigators within the Indonesian National Police, including assistant investigators who support the primary investigative functions. Perkap Number 99 of 2020 on the System, Management, and Standards of Success in Developing Superior Human Resources in the Indonesian National Police further reinforces the human resource management framework. Articles 3 to 5 of this regulation define measurable, systematic, and sustainable success standards in HR development, in which certification forms an integral part of investigator competency development.

The standards for successful human resource development outlined in Perkap Number 99 of 2020 are closely related to the implementation of competency testing or investigator certification. Article 6 paragraph 2 states that one of the indicators of successful HR development is the achievement of technical, managerial, and socio-cultural competencies that support professional police duties. The competency testing and certification system is part of human resource management, aimed at ensuring the quality of investigators in optimally performing investigative duties. The implementation of certification is not merely administrative but also serves as a continuous performance measurement tool for police personnel based on national standards. In this way, the police can continuously monitor and evaluate each investigator's capabilities in a measurable manner.

Investigator certification also functions as a key instrument for enhancing competence and legal validity in investigations, which is crucial in the context of professionalism in law enforcement. Certification is a form of competency-based assessment that tests both theoretical and practical aspects of investigations. This process ensures that investigators meet the minimum competency standards required to carry out their duties effectively and lawfully. From a legal perspective, if an investigation is conducted by uncertified personnel, its results may be considered invalid and could negatively impact judicial proceedings. This aligns with the principles of legality and legal certainty as stipulated in Article 6 of KUHAP, which asserts that investigations can only be carried out by authorized officials who meet the required qualifications.

Besides serving as a legal instrument, certification is also a prerequisite for transfers and appointments to functional investigator positions. It is stipulated in Chief of Police Regulation Number 99 of 2020, which emphasizes the importance of competency standards as the basis for career management of police personnel. Investigators who possess competency certificates have a greater opportunity for promotion and placement in strategic positions requiring specialized skills. This mechanism supports the creation of a fair and transparent meritocratic system in the management of police human resources. This competency-based career system is expected to encourage investigators to continuously improve their quality through ongoing training and certification.

The implementation of the certification policy at the Special Criminal Investigation Directorate (Ditreskrimsus) of the Bengkulu Regional Police (Polda Bengkulu) is a concrete example of the regulation's implementation in the field. The certification mechanism begins with identifying the needs of investigators and assistant investigators who must undergo competency tests. This process is implemented in a structured manner and involves various competent parties, including the assessor team and the human resource development team at the Regional Police. This system integrates technical training and periodic competency evaluations to ensure that investigators meet the established standards. Through this mechanism, Ditreskrimsus (Directorate of Special Criminal Investigations) Polda Bengkulu is trying to ensure that all investigators and assistant investigators involved in handling special criminal cases have valid certification.

Data on certification implementation at the Bengkulu Regional Police's Directorate of Special Criminal Investigations (Ditreskrimsus) indicates a significant disparity between the number of certified and uncertified investigators. Internal statistics indicate that the number of certified investigators has increased year after year, but a significant number of personnel have not yet completed the certification process. This imbalance poses a challenge to efforts to optimize the quality of investigations in the region. This situation suggests that although the certification policy has been implemented, its implementation still requires greater attention, particularly in ensuring that all investigators take competency tests in accordance with applicable regulations. This data will serve as evaluation material for future improvements to the training and certification system.

A managerial evaluation of certification implementation at the Bengkulu Regional Police's Directorate of Special Criminal Investigations (Ditreskrimsus) indicates that this policy has had a positive impact on the success of investigations. Competency-based human resource management through certification strengthens professionalism and increases confidence in the results of investigations. However, several obstacles were identified, such as limited training facilities, investigators' limited time to take competency tests, and administrative hurdles. Regional Police management needs to continue optimizing facility support, developing flexible schedules, and providing ongoing coaching so that certification is not merely a formality but genuinely improves the quality of investigator performance. The evaluation serves as an important foundation for formulating a more effective human resource development strategy.

Support from leadership and all levels is essential for certification implementation to proceed as expected. Leadership commitment to integrating certification as part of the work culture at the Directorate of Special Criminal Investigation significantly impacts investigator motivation and participation. A supportive work environment and appropriate incentives also play a role in encouraging investigators to actively participate in training and certification. Certification implementation is not merely a matter of complying with regulations; it must also serve as a means of comprehensive and sustainable quality improvement. If this synergy is well-established, the certification policy will significantly contribute to improving the quality of investigations and equitable law enforcement in Bengkulu.

Certification, as an internal policy regulated by police regulations, is a concrete manifestation of ongoing human resource development efforts. Regulations such as Police Regulation No. 6 of 2019 and Chief of Police Regulation No. 99 of 2020 provide a strong legal framework for certification implementation as part of the investigator quality management system. The seriousness in implementing certification demonstrates

the police institution's commitment to improving the professionalism and accountability of investigators. The implementation of this policy also adapts to evolving legal needs and the challenges of law enforcement in the modern era. Certification provides space for systematic competency improvement while reducing the risk of procedurally and substantively flawed investigations.

Legal Analysis of the Effectiveness and Implementation Barriers of Investigator Certification at the Bengkulu Regional Police

The effectiveness of certification can be observed through the strong correlation between successful investigations and the certification pass rate of investigators. Investigators who have passed certification tend to carry out more complete, faster, and procedurally correct investigations, which positively impacts outcomes such as achieving the P-21 stage and completing investigations thoroughly. Data indicates a positive trend in which units with a higher percentage of certified investigators also show better investigation success rates. This shows that certification is not merely a formality but a tool capable of enhancing investigator performance in law enforcement processes.

The assessment of investigation quality is not solely based on the number of cases that proceed to prosecution but also includes the legal validity of investigation termination decisions (SP3). Certified investigators are more capable of ensuring that issued SP3s fulfill legal and procedural aspects, making them less susceptible to being overturned in court. It indicates that investigators who have undergone certification possess a deeper understanding and sufficient capability to apply criminal procedure law. High-quality investigations result in sound legal outcomes, providing legal certainty and justice for the involved parties. The evaluation of these outputs becomes the primary benchmark for the effectiveness of certification in supporting investigative duties.

The trend of improved investigative performance observed after implementing the certification system shows an overall increase in the performance of the Special Criminal Investigation Directorate (Ditreskrimsus). Internal statistics record a rise in the percentage of investigations completed thoroughly and forwarded to the prosecution stage. Moreover, certified investigators are better equipped to face technical challenges in special crime investigations such as corruption, cybercrime, and economic offenses. Ongoing training and regular competency evaluations further strengthen investigators' technical skills and integrity. This trend demonstrates that certification positively affects case handling quality, ultimately enhancing public trust in the police institution.

The implementation of certification has not been without challenges that hinder the program's optimal execution. One major obstacle is the limited number of experienced and officially certified trainers and competency assessors. This condition slows down and complicates the certification process, limiting training capacity for all investigators in need. This limitation must be addressed urgently to enable fair and continuous certification processes. The availability of competent trainers and assessors is a crucial pillar in ensuring the quality of the certification process.

The unequal distribution of certified investigators is also a real issue in certain regions, especially in remote areas. In these locations, the number of certified investigators remains significantly low compared to operational investigative needs. This imbalance results in uneven investigation quality across regions, leading to suboptimal investigative outcomes and law enforcement. Addressing this issue requires a strategic approach that considers geographic conditions and local resources, including increased access to training and competency testing through online or mobile training units.

The lack of integration between the Division of Propam (Divpropam), Human Resources (SSDM), and the Criminal Investigation Department (Reserse) in overseeing investigator competency is another obstacle. Lack of synergistic coordination results in ineffective oversight of investigator certification and competency development. Fragmented supervisory functions can lead to inconsistencies in the application of competency standards and inadequate monitoring of investigators who do not meet the requirements. The integration of supervisory systems needs to be strengthened to ensure the entire training and certification process runs smoothly, thereby increasing accountability and transparency in the management of investigator human resources.

Strengthening internal regulations is a crucial strategy to address these obstacles. Synergy between Police Regulation No. 6 of 2019 concerning Criminal Investigation and Police Regulation No. 99 of 2020 concerning the System, Management, and Standards for the Development of Superior Police Human Resources must be prioritized to strengthen the legal and operational framework for certification implementation. Regulation No. 99 of 2020 more comprehensively regulates standards for the success of human resource development, including the establishment of performance indicators and evaluation mechanisms. Enforcing this regulation will emphasize the importance of certification as part of police human resource quality management, while also binding all ranks to commit to implementing this policy.

Digitizing training and competency testing is an innovative solution to accelerate the certification process and reach investigators in remote areas. Utilizing information technology in the form of e-learning, webinars, and computer-based testing systems enables more flexible and efficient training. Digitalization also reduces operational costs and facilitates the monitoring and evaluation of training and testing implementation. Using digital technology is key to addressing geographic and human resource limitations in the investigator certification process.

Performance-based evaluation is an essential aspect to ensure that certification yields real improvements in investigation quality. An objective and measurable evaluation system can provide an accurate picture of an investigator's ability to apply the knowledge and competencies gained through certification. These assessments can also be used to develop more targeted training and development programs. Thus, certification becomes more than an administrative process, it serves as a continuous development mechanism to enhance investigator quality.

Establishing a reward system for certified investigators is a key motivational factor to boost participation and commitment in the certification process. These rewards may include promotions, special allowances, or opportunities to attend advanced education and training programs. A transparent and fair reward system will encourage investigators to actively improve their competencies and maintain professionalism. Such incentives also help build a positive and competitive work culture within the police institution, ultimately enhancing investigation quality.

Overall analysis shows that the success of certification implementation depends heavily on regulatory support, human resources, technology, and an integrated management system. These challenges must not be underestimated, as they can hinder the primary goal of certification to improve the investigators' quality and professionalism. A comprehensive understanding of these challenges should serve as the foundation for designing continuous improvement strategies. In doing so, the police institution can continue adapting and strengthening its certification system to realize fair and high-quality law enforcement.

CONCLUSION

The study's findings on the effectiveness of investigator and assistant investigator certification at the Bengkulu Regional Police's Directorate of Special Criminal Investigations indicate that certification plays a significant role in improving the quality of special crime investigations. Certified investigators can perform their duties to a higher professional standard, resulting in more comprehensive, accurate investigations, and in accordance with legal procedures. It is apparent in the increased success rate of investigations, such as the P-21 process, and the greater number of thorough investigations achieved. Certification serves not only as a legal tool but also as a competency development instrument, ensuring that investigators possess adequate technical skills and legal understanding. However, this effectiveness still faces various challenges, such as limited trainers and assessors, unequal distribution of certified investigators across regions, and a lack of integration within an adequate competency monitoring system.

Recommendations include strengthening internal regulations that support the comprehensive and integrated implementation of certification, particularly the synergy between Police Regulation No. 6 of 2019 and Chief of Police Regulation No. 99 of 2020. The digitalization of training and competency testing must be immediately optimized to reach investigators across all regions, including remote areas, to achieve equitable competency distribution. Increasing the number of competent trainers and assessors is also a priority to streamline the certification process on an ongoing basis. Furthermore, police institutions need to implement a performance-based evaluation system and provide fair rewards for certified investigators to motivate increased professionalism. Implementing these measures will strengthen the quality of investigations and ensure more effective and equitable law enforcement.

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