Optimization of The Use of The I-24/7 Network System by Bagkominter to Overcome Transnational Crime The Realization of Modern Police in The Era 4.0

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Article Info

Received: 2023..-..-..
Revised: 2023..-..-..
Accepted: 2023..-..-..

Keywords:
I-24/7 network system; transnational crime

Abstract

Indonesia has committed and is ready to implement Industry 4.0 to build a globally competitive manufacturing industry. Polri participates in supporting Indonesia towards the 4.0 era. Through precision towards modern policing, it is hoped that all police officers must be able to make good use of digital technology and continuously improve their capabilities in its implementation. The International Communications Section or abbreviated as Bagkominter has the main task of organizing and developing an information exchange system in efforts to prevent and eradicate international/transnational crimes through the INTERPOL network (I-24/7), ASEANAPOL and other information facilities; as well as collecting information and data processing. Based on the explanation described above, the problem will arise "How to optimize the use of the I-24/7 Network System by the Kominter Unit to Overcome Transnational Crime in the Context of Realizing Modern Police in the 4.0 era?". From these main problems, the author also creates problems, including: "How do you optimize human resources, budget support, infrastructure and methods in using the I-24/7 network system by Bagkominter?" The approach used in this thesis is qualitative by using descriptive analysis method. Data collection techniques using interviews. Data analysis techniques using data reduction. data presentation, and drawing conclusions. Based on the research results, it can be explained that there is still a limited number of personnel and personnel competence, the operating budget for the I-24/7 network system is still inadequate, the facilities and infrastructure owned are still inadequate and the methods for dealing with transnational crimes are still not running optimally

I. Introduction

Indonesia is committed and ready to implement Industry 4.0 to build a globally competitive manufacturing industry. Indonesia's commitment was marked by the launch of "Making Indonesia 4.0" by the President of the Republic of Indonesia, Joko Widodo, namely rebuilding Indonesian industry to a new era in the fourth industrial revolution and revitalizing national industry as a whole. The National Police is participating in supporting Indonesia towards the 4.0 era. Through precision towards a modern police force, it is hoped that all police officers will be able to make good use of digital technology and continuously improve their abilities in implementation.

INTERPOL is the largest police organization with the largest number of members after the UN, namely 194 countries. INTERPOL as an international police organization has a role to encourage international police cooperation and coordination, as well as to ensure that police throughout the world have access and services to effectively deal with transnational crime. In 1954 Indonesia officially became a member of INTERPOL. Indonesia's acceptance as a member of INTERPOL occurred after sending 2 delegates from Indonesia to come to the 21st ICPO-INTERPOL session in Stockholm, Sweden as observers in 1952. After the official acceptance of Indonesia as a member of INTERPOL in accordance with article 32 of the ICPO-INTERPOL constitution which states that every INTERPOL member is required to have a National Central Bureau (NCB), which functions as a representative office to ensure relations with various domestic government departments/agencies, NCBs of other countries and the ICPO-INTERPOL Secretariat General. In the early days of Indonesia's entry as a member of INTERPOL, the INTERPOL section was under the Criminal Investigation Service. However, seeing the development of transnational crime which is increasingly widespread and becoming a problem for all countries, INTERPOL was changed to NCB INTERPOL under the direct mandate of the National Police of the Republic of Indonesia.

The cooperation carried out between Indonesia and INTERPOL in dealing with transnational crime is quite diverse to date. INTERPOL also helps facilitate Indonesia in carrying out the extradition of someone who meets the requirements to be extradited. As time goes by, transnational crimes are growing and it cannot be denied that crimes categorized as transnational crimes are also continuing to increase.

As a part of the Indonesian NCB-INTERPOL Secretariat, the International Communications Section or abbreviated as Bagkominter has the main task of organizing and developing an information exchange system in an effort to prevent and eradicate international/transnational crime through the INTERPOL network (I-24/7), ASEANAPOL and other means of information; as well as collecting information and processing data. In carrying out its duties and functions, Bagkominter plays the role of regulator, facilitator and controller (quality insurance) in supporting the implementation of the duties of the National Police Divhubinter, especially in information technology, data and information as well as international publications and documentation.

As a prospective officer, you will be given the opportunity to study and understand the performance of the Cominter Bag in using the I-24/7 network system. The aim is to find out how important the role of the Cominter Bag is for the National Police in order to facilitate and build a connected network system between law enforcers in Indonesia and the State. INTERPOL members to tackle transnational crime and support the National Police Chief's Precision program.

2. Results and Discussion

A. Current Conditions

1. Condition of National Police Organizational Resources

a. Human Resources

1) Quantity

The communications department still lacks 3 (three) personnel and still has a vacant position at the Head of Infodata Subdivision. The vacancy in this position has a big impact on the operator's performance because the I-24/7 application is under this Subdivision. As long as this position is vacant, the Head of the Pubdoc Subdivision and the Head of the Tekkom Subdivision assist in exchanging information through the INTERPOL network system and collecting and processing data.

2) Quality

a) Judging from the quality of general education, Cominter Bag personnel are partly dominated by high school graduates as much as 47%. Members who have a high school education will certainly influence the implementation of the construction, maintenance and development of INTERPOL applications with the limited knowledge they can only obtain from general education;

b) Bag Kominter personnel only five people or 29% have vocational language education qualifications. This fact will affect the performance of the Kominter Bag in carrying out its duties as executor of information exchange through the INTERPOL system, where all languages of instruction are in the 5 official INTERPOL languages, namely: English, French, Spanish, Arabic and Mandarin;

c) Judging from the data, only two personnel have been certified in operating the INTERPOL network system. This will greatly influence the implementation of collection and processing of databases from other countries and INTERPOL members in the I-24/7 application.

2. Budget

a. Bag Kominter allocates the largest funds for payments for the Internet Service Provider network, which is the internet network for all work units under the National Police's Divhubinter.

b. Funds have been allocated to pay annual fees or mandatory annual fees that must be paid for using the INTERPOL network and e-ADS (electronic Aseanapol Database System).

c. Meanwhile, for operations and maintenance of the I-24/7 network, it is only 7% of the total Kominter Bag budget.

3. Facilities and Infrastructure

a. The NCB INTERPOL Indonesia database server which contains thousands of crime data, modus operandi, criminal perpetrators and all INTERPOL Indonesia data has now expired. The server usage period is only 5 years. The server currently owned by Bag Kominter has been in use since 2009, it should have undergone a server change since 2014. This will have a big impact on the performance of Bag Kominter where the use of the I-24/7 network often experiences system downs or system failures, during applications. can not be accessed;

b. A computer with a VPN (Virtual Private Network) network provides a virtual network that is private, confidential and has a high level of security so that the I-24/7 network

can connect to the internet in a safe and secure way. Currently, Bag Kominter only has one computer, which as we know is not portable. Often, if there is an urgent incident outside working hours that requires receiving information, such as a Red Notice (InterPOL Fugitive) entering Indonesian jurisdiction, it takes time to go to the NCB INTERPOL Indonesia office and then distribute the information for follow-up. This fact hampers Bag Kominter's performance in carrying out actions that must be carried out quickly;

c. The most important support for the implementation of cooperation and foreign relations between the National Police carried out by the Indonesian NCB-INTERPOL Set is the availability of facilities for exchanging data/information with other countries. As a member of ICPO-INTERPOL with a total of 194 countries, the Indonesian NCB-INTERPOL Set has been connected to the INTERPOL I-24/7 communications network since 2003, while for exchanging information outside the network, one uses a telephone for direct communication based on SLI (direct dial). International) as many as 3 (three) lines, namely 1 (one) line in the Indonesian NCB-INTERPOL Ses room and 2 (two) lines in the Kominter Head of Division Room. The SLI telephone is currently in a damaged, unused condition.

4. Method

The method for carrying out the duties of the National Police Divhubinter Cominter Bag uses:

a. Law no 2 of 2020 concerning the Police of the Republic of Indonesia

b. Standard Operating Procedures (SOP) regarding handling hits or alerts on the INTERPOL I-24/7 system which integrates with the Border Control Management (BCM) system in collaboration with immigration and related agencies. This is not yet optimal, there are still many Kominter bag members who do not understand and understand, so that when using this system it does not work as expected;

c. IRDP or INTERPOL's rules on processing data number III/IRPD/GA (2019) this guidebook contains 135 articles on regulatory procedures for processing data. This manual is in English. It was found that there was a lack of interest in reading by Kominter bag members in this guidebook. This has the impact that many errors are still found in managing and inputting data in the I-24/7 application.

B. Influencing Factors

1. Internal factors

a. Strength

1) The concept of "Precision Police" or predictive policing, fair responsibility and transparency which can be utilized to support the duties of the Cominter Section in fostering a high work culture or work ethic so as to encourage the productivity of the Cominter Section's performance;

2) Transformation of Precision Polri towards "Modern Police Technology Change" where the Cominter Section as part of the Divhubinter Polri has technology, networks and systems that have been integrated with INTERPOL;

3) NCB-INTERPOL Indonesia as the Indonesian representative in the ICPO-INTERPOL membership which currently has 186 member countries;

4) Availability of an INTERPOL coordination team, with members from various related

agencies, which aims to improve coordination in law enforcement, especially in dealing with international/transnational crime.

b. Weakness

1) The slow handling of data input is due to bureaucracy in the National Police, such as emails obtained from IPSG (INTERPOL Secretariat General at INTERPOL head office based in Lyon, France) must go through disposition first, after the letter is followed up it must be accompanied by initials in stages until it can be signed. can only be followed up;
2) Lack of mastery of the regulations in IRDP or guidance in processing data because most of the communications department personnel only learn by self-teaching from habit without knowing the exact regulations that have been made by INTERPOL;
3) Annual budget support is greater for mandatory annual fees and internet installation payments than for use to support the operation of the I-24/7 application;
4) Foreign language skills, especially English, are still lacking.

2. External

a. Opportunity

1) There is cooperation support (MoU) with related agencies in using the I-24/7 application to build a sustainable system by providing information and data to each other;
2) Increased regional and international forum activities which require intensive role and involvement of the Indonesian NCB-INTERPOL Set;
3) The existence of a coordination forum between law enforcement/police representing ASEAN countries in Indonesia (ASEANAPOL);
4) World IT developments are increasingly rapid.

b. Constraint

1) Down system in the I-24/7 application which causes delays in data input which must be followed up immediately;
2) Hackers or hackers in the I-24/7 network system database;
3) Viruses on the I-24/7 network system, to forward information to other work units, media is needed to copy data, with the large data capacity Bagkominter uses media such as USB, CD or DVD to copy data, sometimes the media carries viruses that can infect malware. I-24/7 application;
4) Limited VPN-based computers for I-24/7 network system operators.

C. Expected Conditions

1. Human Resources

a. Quantity

The position of Head of Infodata Subdivision is filled with the appropriate number of DSPs.

b. Quality

1) Increasing insight and knowledge regarding Police science and general science can certainly provide effective results in the use of the I-24/7 application in preventing the spread of Radical Ideology and Intolerance;
2) Bag Kominter personnel have vocational language education qualifications. The

importance in carrying out duties as executor of information exchange through the INTERPOL system, where all languages of instruction are in the 5 official INTERPOL languages, namely: English, French, Spanish, Arabic and Mandarin;

3) Bag Kominter personnel have certification in operating the INTERPOL network system. This will greatly influence the implementation of database collection and processing from and to other INTERPOL member countries.

2. Budget

The fulfillment of the budget for I-24/7 system network operations, which was previously only 7% of the existing budget, is expected to reach 100% in order to support optimization of the performance of the Kominter Bag.

3. Infrastructure

a. The new NCB INTERPOL Indonesia database server has been updated, because the current server is out of date from 2019. This is expected to have a big impact on the performance of the Cominter Bag in using the I-24/7 application, which can be accessed without problems;

b. The installation of a laptop based on a VPN (Virtual Private Network) network which provides a virtual network that is private, confidential and has a high level of security so that I-24/7 applications can connect to the internet in a safe and secure manner. It is hoped that if there is an urgent incident outside working hours that requires receiving information, such as an INTERPOL fugitive with a crime in the form of radicalism entering Indonesian jurisdiction, it can be followed up quickly;

c. The SLI (international direct line) telephone is functioning again at Bagkominter. This is used to receive and provide information quickly directly and also confirmed by the telephone number listed on the NCB INTERPOL Indonesia profile set.

4. **Method**

a. Can be implemented properly with Standard Operating Procedures (SOP) regarding handling hits or alerts on the INTERPOL I-24/7 application which integrates with the Border Control Management (BCM) system in collaboration with immigration.

b. Understand and comply with the regulations for inputting data according to what is stated in IRDP or INTERPOL's rules on processing data to minimize errors in inputting data.

D. Problem Solving Strategy

1. Short Term Strategy (0 – 6 Months)

a. Increasing personnel capacity in optimizing the use of the I-24/7 network system by Bagkominter to tackle transnational crime:

1) Make an official memorandum regarding proposing additional personnel to the Head of the National Police's Divhubinter Mining Division so that it can meet human resource needs, additional personnel, especially those who have undergraduate general education competencies and language skills in order to add managerial concepts in every implementation of the task of operating the I-24/7 network system.

2) Propose and propose Assessment Center tools to fill the position of Head of Infodata Subdivision to measure the required competencies.

3) Improving the quality of human resources through a series of education and training to increase personnel competency in terms of knowledge, ability and behavior, by;
   a) Prepare training methods and materials for I-24/7 network system operators, both in the form of training staff capabilities, staff work mechanisms, analysis, and database usage skills;
   b) Regularly develop members' abilities in using IT systems, both in departments implemented by Polri and non-Polri at home and abroad;
   c) Collaborate with universities regarding the provision of special scholarships for police officers with flexible hours;
   d) Training to improve foreign language skills, both English and other languages, so that they can communicate well when coordinating with other INTERPOL members;
   e) Training on graphic design including: infographic learning, Adobe Illustrator Learning, Adobe InDesign and Adobe Premier Learning for creating various report products and demands downloading in various formats on the INTERPOL application. This training in the use of modern graphic design can help Bag Kominter personnel utilize INTERPOL's communication and information network system technology to be more effective and efficient, thereby supporting speed and accuracy in carrying out data input and reporting processes in dealing with transnational crime supported by competent human resources. in the field.

b. Increase the availability of facilities and infrastructure as well as an adequate budget
   1) In order to improve facilities and infrastructure to support the performance of the Kominter Department, make efforts by submitting an application to the Kadivhubinter through the Kabagrenmin Divhubinter Polri which is included in the submission of the next year's work plan as well as submitting a request to the Divtik to provide a database server network;
   2) Fulfilling the need for communication technology devices so that the process of combating transnational crime can be optimal. Such as procurement of monitoring system equipment, personal computers, internet networks;
   3) Recommend to the National Police Chief cq. Assarpras to replace servers owned by Bagkominter which have been out of date since 2009;
   4) Increase the budget to support the implementation of the use of the I-24/7 application. Try to submit a proposal to the Kadivhubinter Polri through the head of the Renmin division which will then be stated in the draft DIPA work plan for the following year, namely: increasing the budget allocated to support the operational activities of the I-24/7 application .

c. Providing access to the VPN-based I-24/7 network system and every computer at Bagkominter and operators' laptops to accelerate data input and output in tackling transnational crime:
   1) Organizing a working meeting on the use of the I-24/7 network system which applies to IRDP (INTERPOL Rules data process);
   2) Carry out coordination and communication with the National Police's Tik Div to collect data on IP addresses and e-mail@polri.go.id users in using the application system used by Bagkominter personnel when using the I-24/7 network;
   3) Manage access (access control), through an authentication mechanism using a password on each computer device owned by Bagkominter;

4) Program a Firewall, a program which is a device placed between the internet and the internal network, the aim of which is to prevent unauthorized access from entering or leaving;
5) Program VPN (Virtual Private Network) for each operator's personal laptop which allows operators to send and receive data via the internet while maintaining data privacy and confidentiality;
6) Routine back-up, for backup when various types of archives regarding transnational crimes are needed.

2. Medium Term Strategy (6 – 1 year).
a. Create a paperless office concept where dispositions can be quickly followed up and save paper usage, which is named CMS (Contain Management System).
1) Organizing a working meeting on the use of the CMS system.
2) Providing user training to operators, drafters and Kasatker in the International Relations Division.
b. Building an INTERPOL I-24/7 network with Ministries/Agencies and law enforcement agencies
1) Propose to the National Police Chief to sign an MoU with institutional ministries and law enforcement agencies to integrate with the I-24/7 system in order to realize a common perception in accordance with the respective task authorities;
2) Hold coordination meetings regarding SOPs for using the I-24/7 network system with institutional agencies outside the National Police agency;
3) Socialization/workshop for Operator (User) training for personnel appointed as operators in each institution and law enforcement agency;
4) Register users with ICPO INTERPOL Lyon to gain access to use the I-24/7 network system with limited access in accordance with the duties of each institution and law enforcement agency;
5) Carrying out a Coaching Clinic (Audit Trail User) for every operator in institutions and law enforcement agencies.
c. Empower regional units and National Police Headquarters work units to develop an I-24/7 network system to tackle transnational crime
1) Providing a connecting application where in the application there are various features such as a transnational crime database, reporting the existence of notices, requests for issuing notices, extradition, and the latest modus operandi;
2) Hold a coordination meeting to develop an application to connect the I-24/7 network to regional police throughout Indonesia in the context of tackling transnational crime;
3) Create a training manual;
4) Training of I-24/7 network system operators for National Police members in regional units to be able to operate all applications and tools contained in the application in reporting or searching for data related to transnational crime.
3. Long Term Strategy (1 – 2 years).
a. Increasing the development and upgrading of the INTERPOL I-24/7 network server with Ministries/law enforcement agencies in checking International Fugitive Data/Notices and other information.
1) Create a development plan for an ideal server upgrade for the INTERPOL I-24/7

Network and a security system at Divhubinter that can maximize access by all Regional Police and law enforcement agencies;

2) Organizing an integrity pact in developing and upgrading the I-24/7 network server where commitments and access limits are provided;
3) Preparing work planning in the form of preparatory meetings, preparing TOR/KAK, RAB, Technical Specifications and Procurement Documents;
4) Carry out activities and supervise development work on upgrading INTERPOL's server and network systems.

b. Increase coordination and cooperation with stakeholders to participate in tackling transnational crime by using the I-24/7 network system
1) Implement the use of e-Checkit. Together with relevant travel agents, hotels and airlines, carry out outreach and Coaching Clinics using an application used by airlines, hotels and travel transportation agents. With this application, if someone makes an online order by entering the passport number and identity, it will be read whether the person is included in the INTERPOL crime database and prevention will be quickly carried out for the person concerned from entering the territory of the Republic of Indonesia;
2) Bagkominter in policies for overcoming transnational crime with stakeholders can pay attention to and consider various global policies, including playing an active role in various e-commerce forums that discuss overcoming transnational crime, such as the many complaints about online fraud involving people between countries.

c. Carry out monitoring and control efforts on application system performance
1) Carry out supervision activities to directly observe the objective conditions of the implementation of the use of the I-24/7 network system by operators in regional units in dealing with transnational crime in the realization of the Police in the 4.0 era;
2) Assigning Bagkominter brigadiers as monitoring and evaluation teams for the I-24/7 network system in order to provide assistance with technical problems experienced by operators in regional units (Polda);
3) Increasing the moral integrity and professionalism of members by providing leadership examples for personnel in carrying out their duties so as to create a culture of good and moral personnel;
4) Carrying out corrective action against various acts of abuse of authority and violations in the use of the I-24/7 network system carried out by operators in carrying out their duties;
5) Carrying out an assessment of the success/effectiveness of the performance of the I-24/7 network system operator by looking at graphs in the I-24/7 database and email in reducing the number of transnational crimes.

3. Conclusion

1. The number of personnel at Bagkominter is still limited, seen by the insufficient number of DSPs and the position of Head of Infodata Subdivision that has not been filled, while the I-24/7 network system operator is directly in this subsection. Apart from that, the limited competence of personnel is seen from the aspects of knowledge (knowledge), skills (skills)

and behavior (attitude). Therefore, systematic and conceptual steps are taken in developing the capabilities of these personnel, such as recruiting personnel through a talent and ability search process because in carrying out tasks related to information technology it really must be implemented optimally, proposing and submitting Assessment Center tools to fill the position of Head of Infodata Subdivision, also improving the quality of human resources through a series of education and training to increase personnel competency in terms of knowledge, ability and behavior;

2. The operational budget for the I-24/7 network system is still inadequate compared to the very high workload and mobility associated with the unbalanced dynamic volume of transnational crime incidents. Therefore, it is proposed to provide special budget support to finance activities for using the I-24/7 network system by Bagkominter to tackle transnational crime. To increase the budget, try to submit a proposal to the Kadivhubinter Polri through the head of the renmin division which will then be outlined in the draft DIPA work plan for the following year, namely: increasing the budget allocated to support the operational activities of the I-24/7 application;
3. The facilities and infrastructure available are still inadequate. The condition of limited facilities does not really support efforts to keep up with the rapid development of information and communication technology. As a result, the operational capabilities of the I-24/7 network system cannot be optimal, and the equipment is technologically far behind, such as replacing servers which should have been replaced since 2009. Therefore, cooperation within and outside the country is needed, such as cooperation with ASEANAPOL members, Ministries/ Institutions and law enforcement agencies with good mutual cooperation relationships make it possible to upgrade servers to fulfill the computerization and digitalization systems of Bagkominter Sarpras;
4. Methods for dealing with transnational crime are still less than optimal. Therefore, efforts need to be made to increase supervision by empowering the role and participation of ministries and law enforcement agencies in accordance with the respective duties and authorities. Apart from that, trying to build a liaison application with regional units by conducting outreach and coaching clinics regarding transnational crime and how to handle reports to regional units (Polda).

Recommendations

1. InterPOL Indonesia's NCB Session through the Head of Renmin Divhubinter Polri provides opportunities for personnel to take part in training and seminars organized by INTERPOL. The Head of Kominter Division provides support and motivation to Kominter department personnel who will continue their general education. Kabagrenmin submits a budget to Asrena which is acknowledged by the Kadivhubinter Polri in submitting the budget and submits a request for additional facilities and infrastructure to the Solog Polri;
2. Kabagkominter submits a proposal to Kabagrenmin Divhubinter Polri which is outlined in the draft DIPA work plan for the following year, namely: increasing the budget allocated to support operational activities of the I-24/7 application;
3. In improving facilities and infrastructure to support the performance of the Communication Department, make efforts by submitting an application to Kadivhubinter through Kabagrenmin which is included in the submission of the following year's work plan and also submitting a request to Divtik to provide a database server network;
4. Heads of Ministries/Institutions, heads of functions at headquarters level and Regional

Police Chiefs participate in supervision and control in the implementation of the I-24/7 application system to tackle transnational crime in the context of realizing a modern police force in the 4.0 era.

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