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Digital Police Service Innovation and Inclusion: Unpacking the Relative Advantage Complexity Tension in Indonesia's Polri Super App

(Title of Article The research's primary topic is reflected in the article title, which is clear, precise, and informative. The title must not contain unusual acronyms and should not be more than 15 to 20 words.)

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Abstract

Digital transformation is reshaping police public services, yet the integration of technology does not necessarily ensure inclusive access for all citizens. This study examines the implementation of the Polri Super App at the Kedungcangkring Police Resort as a digital public service innovation through Rogers' Diffusion of Innovations framework.

*(The Abstract should provide a concise and self-contained overview of the study. Maximum 200–250 words. **Background/Problem** should briefly establish the research context and identify the specific problem or gap addressed. **Objective** should clearly state what the study seeks to*

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examine, explain, or understand. ***Method*** *should identify the research design, data sources/sample, and principal analytical approach.* ***Main Findings*** *should report the most significant findings directly related to the research objective, avoiding unsupported generalizations.* ***Novelty/Contribution*** *should state clearly what the study adds to existing knowledge, theory, or practice.* ***Conclusion/Implication*** *should close with the central conclusion and its most relevant theoretical, practical, or policy implication. The Abstract should present these elements as one coherent narrative, without citations, tables, figures, or references.).*

Keywords: Digital Transformation; Digital Public Service; Polri Super App; Diffusion of Innovations; Indonesia. *(Keywords are limited to five words, convey the key ideas, and do not reiterate the full title).*

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INTRODUCTION

Digital transformation has become an important driver of public sector reform, reshaping how governments organize administrative processes, interact with citizens, and deliver public services. Recent scholarship emphasizes that digital transformation is not simply the replacement of conventional procedures with digital technologies; rather, it involves substantial changes in organizational processes, institutional arrangements, service delivery, and citizen government relationships (Mergel et al., 2019; Scupola & Mergel, 2022). In this context, digital government is increasingly understood as a broader transformation of public sector practices in which technological innovation must be accompanied by organizational capacity, institutional adaptation, and citizen oriented service design (Kraus et al., 2021; Palmié et al., 2025) .

(The Introduction should present a clear and logically connected argument. Maximum 1,000–1,200 words. ***Research Context*** *should establish the broader phenomenon and explain why the topic matters in the relevant field, supported by recent and authoritative literature.* ***Problem Statement*** *should identify the specific empirical or practical problem that motivates the study.* ***Previous Research*** *should briefly synthesize relevant findings, emphasizing patterns, debates, and unresolved issues rather than listing studies individually.* ***Research Gap*** *should clearly state what remains insufficiently understood, particularly in theoretical, empirical, methodological, or contextual terms.* ***Research Questions****/Objectives should then state precisely what the study seeks to examine, explain, or understand. Finally,* ***Novelty and Contribution*** *should clarify what the study adds to existing knowledge, theory, methodology, or practice and why that contribution matters. The Introduction should move naturally from the broader context to the specific research problem, gap, purpose, and contribution, with recent references from the last 5–10 years prioritized wherever appropriate).*

LITERATURE REVIEW

Digital Public Service Innovation

Digital public service innovation refers to the use of digital technologies to redesign how public organizations create and deliver services to citizens. It goes beyond simply converting conventional procedures into online formats; it involves changes in service processes, organizational practices, and patterns of interaction between government and citizens (Mergel et al., 2019).

Digital Transformation in Police Services

Digital transformation has increasingly influenced policing by changing how police organizations manage information, communicate with citizens, and provide public services. Digital technologies can support more accessible, efficient, and transparent interactions between police institutions and communities. Studies of police innovation indicate that the diffusion of new practices is influenced by organizational structures, institutional environments, professional practices, and the capacity of police organizations to adapt to change (Gayadeen & Phillips, 2014; Bullock et al., 2022).

Research Gap and Analytical Framework

Previous studies have examined digital government, public sector innovation, and police innovation, but three issues remain insufficiently addressed. First, research on digital public services often emphasizes adoption or technological implementation without sufficiently examining the interaction between innovation characteristics and users' different capabilities. Second, studies of police innovation have demonstrated the importance of organizational and

institutional contexts, yet empirical evidence concerning integrated digital police service platforms at the local level in Indonesia remains limited (Gayadeen & Phillips, 2014; Bullock et al., 2022).

*(This section should **critically synthesize relevant literature**, rather than merely describe previous studies. **Maximum 1,000 words**. Conceptual Foundation should define and position the key concepts based on current scholarly debates . **Theoretical Framework** should explain the theory, its core dimensions, and its relevance to the research problem, including how the theory guides the analysis. **Research Gap** should identify what remains theoretically, empirically, methodologically, or contextually unexplored in previous research. **Analytical/Conceptual Framework** should then integrate the main concepts and explain the relationships or analytical dimensions examined in the study, supported by recent and relevant literature, preferably published within the last 5–10 years. The section should conclude by clearly positioning the present study's **theoretical contribution and novelty** in relation to the identified gap.*

RESEARCH METHODS

Research Design

This study employed a qualitative descriptive design to examine the implementation of the Polri Super App as a digital public service innovation at the Kedungcangkring Police Resort. A qualitative approach was considered appropriate because the study focuses on understanding the meaning, characteristics, and implementation context of an innovation rather than statistically estimating its causal effects. The study was structured as a document based qualitative inquiry, drawing on scientific literature, official regulations, policy documents, and available institutional information concerning the Polri Super App. Document analysis is particularly useful for examining public sector practices because documents provide contextual evidence of policies, institutional arrangements, and service implementation (Bowen, 2009). The analysis was guided by Rogers' Diffusion of Innovations (DOI) framework, particularly the five attributes of relative advantage, compatibility, complexity, trialability, and observability (Rogers, 2003).

Research Setting

The study focused on the Kedungcangkring Police Resort (Polres Kedungcangkring), East Java, Indonesia, as a local implementation context for the nationally developed Polri Super App. The 2023 institutional records presented in the study provide contextual evidence of the use of these service.

Data Sources

The study relied on secondary documentary data. The sources consisted of three main categories: (1) peer reviewed academic literature concerning public service innovation, digital government, police innovation, and DOI theory; (2) official regulations and policy documents relevant to police digital services; and (3) institutional information and service use records concerning the Polri Super App.

Informant Selection

Because the present study uses documentary rather than interview based qualitative research, no human informants were recruited.

Data Collection

Data were collected through systematic identification, selection, and review of relevant documents. Academic publications were examined to establish the theoretical and empirical context of digital public service innovation and police technology adoption.

Data Analysis

The data were analyzed inductively and thematically. First, relevant information was extracted from the selected documents and organized according to the research questions. Second, recurring evidence and meanings were identified and grouped into the five DOI attributes.

Trustworthiness and Ethics

Trustworthiness was strengthened through source triangulation, whereby information from academic literature, regulations, policy documents, and institutional records was compared to identify consistency and potential discrepancies.

*(This section should provide a transparent and sufficiently detailed account of how the study was conducted. **Maximum 800 words**. **Research Design** should identify the methodological approach and explain why it is appropriate to the research objectives. **Research Setting/Context** should describe the study location, institutional or social context, and relevant period. **Population/Sample or Data Sources** should specify the participants, documents, datasets, or other sources examined. **Sampling/Data Selection** should explain the sampling strategy, selection criteria, and sample size or volume of data. **Data Collection** should briefly describe the procedures, instruments, and sources used to obtain the evidence. **Data Analysis** should explain how the data were processed, coded, compared, or statistically examined to answer the research questions. **Validity/Reliability/Trustworthiness** should demonstrate methodological rigor through appropriate procedures such as triangulation, audit trails, reflexivity, credibility, dependability, or confirmability, depending on the research approach.**Research Ethics** should state how informed consent, confidentiality, anonymity, data protection, ethical approval, or other relevant ethical requirements were addressed. The description should be sufficiently clear for readers to understand and assess the credibility and reproducibility of the research process).*

RESULTS AND DISCUSSION

The Polri Super App as a Digital Public Service Innovation

The implementation at the Kedungcangkring Police Resort provides an empirical illustration of this transformation. The 2023 records show reported use across seven service features, with a combined 989 recorded users. SKCK recorded the highest figure (250), followed by SIM (220) and STNK (213). These three services account for the largest share of recorded use, while E Survey, SP2HP, DUMAS, and TILANG recorded lower levels of use.

Table 1. Reported Use of Polri Super App at Kedungcangkring Police Resort, 2023

No.	Service feature	Reported users	Share (%)
1	E Survey	100	10.1
2	SP2HP	50	5.1
3	DUMAS	67	6.8
4	SIM	220	22.2
5	STNK	213	21.5
6	TILANG	89	9.0
7	SKCK	250	25.3

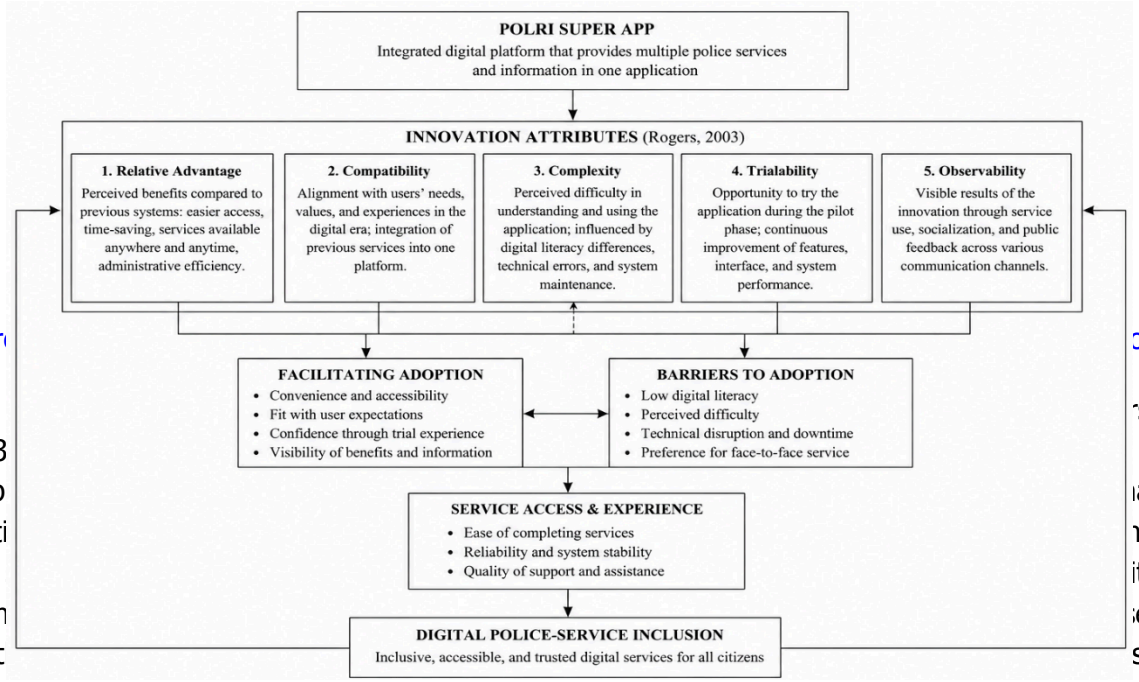
Total	**989**	**100.0**

Source: Kedungcangkring Police Department; percentages calculated from the reported figures.

The distribution suggests that citizens engage most strongly with the platform when its digital functions are directly connected to concrete and recurring administrative needs, particularly SKCK, SIM, and STNK services. Conversely, the lower figures for SP2HP, DUMAS, and E Survey should not automatically be interpreted as evidence of weak technological acceptance, since these services address more specific circumstances and may naturally generate fewer transactions. The available records therefore indicate differentiated patterns of service use rather than overall adoption, satisfaction, or service effectiveness. They also do not establish whether the same individual accessed more than one service.

Importantly, however, integration should not be equated automatically with inclusion. Bringing multiple services into one platform may increase convenience for digitally confident users while creating difficulties for citizens with lower digital literacy or limited familiarity with online services. This tension provides the basis for interpreting the empirical findings through (Rogers, 2003)Diffusion of Innovations (DOI) framework. As illustrated in Figure 1, the five innovation attributes relative advantage, compatibility, complexity, trialability, and observability do not operate in isolation. Rather, they collectively shape how a digital innovation is experienced, accepted, and accessed by different groups of citizens.

Figure 1. The Dynamic Relationship Between Innovation Attributes and Digital Police Service Inclusion



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differences in digital literacy, preferences for face to face assistance, and temporary technical disruptions may constrain access for some citizens.

Diffusion of Innovation Attributes in the Polri Super App

(Rogers, 2003) Diffusion of Innovations (DOI) theory provides the analytical basis for interpreting the implementation of the Polri Super App. Rather than treating the five attributes as a simple checklist, this study considers how relative advantage, compatibility, complexity, trialability, and observability interact in the local implementation context.

Table 2. Analytical Interpretation of the Polri Super App Based on Rogers' DOI Theory

DOI attribute	Evidence from the Kedungcangkring case	Interpretation
Relative advantage	Multiple police services are accessible through one application; users can initiate services without always visiting a police office	Integration provides potential gains in convenience, accessibility, and administrative efficiency
Compatibility	The application responds to smartphone based service expectations and integrates previously separate service channels	The innovation is broadly consistent with contemporary patterns of digital interaction

Source: Authors' analysis based on the Kedungcangkring Police Department data and Rogers (2003).

Relative Advantage: From Multiple Channels to One Service Environment

Relative advantage refers to the degree to which an innovation is perceived as better than the practice it replaces (Rogers, 2003). In the Kedungcangkring case, the strongest advantage of the Polri Super App lies in service integration. Citizens can access several police related services through one application instead of navigating separate applications or relying exclusively on physical visits.

This finding is consistent with the broader literature on digital transformation, which emphasizes that the value of digital government lies in redesigning service processes rather than merely placing existing procedures online (Mergel et al., 2019). The Super App can therefore be understood as an attempt to reduce institutional fragmentation from the citizen's perspective.

Theoretically, this distinction is important. Perceived relative advantage is a condition that may facilitate adoption, not evidence of effectiveness by itself. Rogers' framework focuses on how an innovation is perceived, while public value research asks whether those perceptions are ultimately translated into meaningful outcomes (Panagiotopoulos et al., 2019).

Compatibility: Digital Service and Everyday Citizen Expectations

Compatibility concerns the extent to which an innovation is consistent with existing values, experiences, needs, and practices (Rogers, 2003). The Polri Super App demonstrates compatibility by responding to the increasingly common expectation that public services should be accessible through smartphones.

Complexity: The Human Side of Digital Transformation

Complexity is perhaps the most important counterpoint to the advantages offered by the Polri Super App. (Rogers, 2003) argues that innovations perceived as difficult to understand or use are generally less readily adopted. The evidence provided in the Kedungcangkring case indicates differences in users' ability to adapt to digital services. Younger users who are familiar with smartphones may encounter fewer difficulties, whereas some older users continue to prefer direct interaction with police personnel.

Trialability: Learning Before Scaling

Trialability refers to the extent to which an innovation can be experimented with before full adoption (Rogers, 2003). The case material reports that the Polri Super App underwent

an approximately one year trial and optimization process before broader implementation, with adjustments to the interface, service features, and system performance.

Observability: Making Innovation Visible and Meaningful

Observability concerns the extent to which the results of an innovation are visible to others (Rogers, 2003). In the Kedungcangkring case, observability is supported through public dissemination via social media, radio, and direct outreach. These activities are important because citizens cannot adopt an innovation that they do not understand or recognize as relevant.

Discussion: Digital Integration Does Not Automatically Mean Inclusive Innovation

Taken together, the findings suggest that the Polri Super App exhibits the five characteristics identified by Rogers, but not with equal strength or without tension. Relative advantage and compatibility are particularly visible in the integration of multiple police services and the alignment of the application with smartphone based patterns of interaction. Trialability and observability are supported by iterative development and dissemination activities. Complexity, however, remains an important constraint because users differ in digital capability and because technical interruptions can affect access.

Table 3. Synthesis of Findings and Theoretical Implications

Finding	DOI interpretation	Broader implication
Seven services are available through one platform	Relative advantage	Integration can reduce fragmented access to public services
SIM, STNK, and SKCK show the highest reported use	Relative advantage/compatibility	Citizens appear to engage strongly with services linked to concrete administrative needs

Source: Authors' analysis based on the Kedungcangkring Police Department data and Rogers (2003).

The central theoretical insight is therefore that the five DOI attributes should not be interpreted independently. An innovation may be advantageous and compatible while still being complex for particular groups. This finding is especially relevant for public sector digitalization because the ultimate objective is not adoption for its own sake, but improved public service.

Theoretical and Practical Implications

Theoretically, this study extends the application of Rogers' DOI framework to digital police services by demonstrating that innovation attributes may operate in a mutually reinforcing but sometimes contradictory manner.

Practically, the findings suggest that Polri should evaluate the Polri Super App not only through the number of available features or users but also through successful service completion, system reliability, accessibility for digitally vulnerable groups, user satisfaction, and responsiveness to feedback.

(The evidence also suggests that public trust should be treated as a consequence that requires empirical measurement rather than an automatic outcome of digitalization. This section should develop a clear and coherent argument from evidence to interpretation. ***Maximum 1,500–2,000 words****.* ***Results*** *should present the main findings objectively and*

systematically in direct response to the research questions, using tables or figures only where they clarify the evidence. ***Discussion*** *should interpret what the findings mean rather than repeat them, relating each major finding to previous studies and explaining areas of convergence, divergence, or new insight.* ***Theoretical Contribution*** *should explain how the findings confirm, extend, refine, or challenge the theoretical framework.* ***Practical/Policy Implications*** *should translate the findings into relevant implications for organizations, policymakers, practitioners, or other stakeholders. The discussion should move naturally from* ***finding → interpretation → comparison with literature → theoretical meaning → practical implication****, while maintaining a balanced and evidence-based argument).*

CONCLUSION

This study concludes that the Polri Super App represents a meaningful form of digital public service innovation at the Kedungcangkring Police Resort in 2023. The findings show that relative advantage, compatibility, trialability, and observability support the diffusion of the innovation, while complexity remains a significant constraint arising from differences in digital capability, preferences for face to face assistance, and occasional technical disruption. The central novelty of this study is the identification of a "relative advantage complexity tension": the same digital integration that increases convenience and reduces fragmented access can simultaneously create new barriers for citizens who are less digitally prepared.The study therefore argues that successful digital transformation in policing should not be measured solely by technological integration, feature availability, or recorded usage, but by its capacity to translate innovation into accessible, reliable, responsive, and human centered services. In practical terms, the Polri Super App should be developed alongside digital assistance, reliable technical infrastructure, continuous user feedback, and alternative service channels so that digitalization expands rather than narrows citizens' access to police services.

(The Conclusion should provide a concise and integrated closure to the study without introducing new evidence or arguments. ***Maximum 300 words. Answer to Research Objectives/Questions*** *should directly state what the study has established in relation to its stated objectives or research questions.* ***Main Findings*** *should synthesize only the most important findings, rather than repeat the Results.* ***Novelty and Contribution*** *should clearly emphasize what the study adds to existing knowledge, particularly any new relationship, interpretation, conceptual insight, or contextual evidence generated by the research.* ***Theoretical Contribution*** *should briefly state how the findings extend, refine, or challenge the framework used, while* ***Practical/Policy Implications*** *should indicate the most relevant consequences for practice or policy. The Conclusion should end with a clear statement of the study's significance and should not introduce new data, references, or claims beyond the evidence presented in the article).*

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(The reference list should prioritize ***recent, peer-reviewed scholarly literature****, preferably published within the* ***last 10 years****, while allowing seminal or primary sources when they are*

essential to the theoretical foundation. ***Minimum 15–25 scholarly references.*** *At least* ***70% of references should be peer-reviewed journal articles****, and all references must be directly relevant to the arguments and evidence presented in the article.* ***Reference Management*** *must use* ***Mendeley or Zotero*** *and follow* ***APA 7th Edition*** *consistently.* ***DOI and Verification****: each reference with an available DOI must include the DOI in a traceable format (https://doi.org/xxxxx), and authors are responsible for ensuring that bibliographic information and DOI links are accurate.* ***Formatting****: the reference list must use* ***single spacing (1.0)****, with consistent formatting throughout and the reference style prescribed by the journal.*

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