



## FACTORS AFFECTING DETACHMENT 88'S PERFORMANCE: INFORMATION TECHNOLOGY, RECRUITMENT AND TRAINING

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### ABSTRACT

Previous research or related research is very important in a research or scientific work. Previous research or related research strengthens the theory and phenomenon of the relationship or influence between variables. This article examines the factors that influence the performance of the Special Detachment 88, namely information technology, recruitment and training, dissertation research in human resource management. The purpose of writing this article is to make a hypothesis about the influence between variables to be used in further research. The results of this variable are: 1) Information Technology has an effect on the Performance of Detachment 88 2) Recruitment has an effect on the Performance of Detachment 88; and 3) Training has an effect on Densus 88 performance.

Keywords: *Detachment 88 Performance, Information Technology, Recruitment and Training*

### 1. INTRODUCTION

Detachment 88 is one of the special forces of the Indonesian National Police which was formed specifically to deal with terrorism. Based on the Chief of Police Decree No. 30/VI/2003 dated 20 June 2003 marked the formation of the special anti-terror Detachment 88 of the National Police. The Chief of Police's Skep is a follow-up to the issuance of Law no. 15 of 2003 concerning Criminal Acts of Terrorism or commonly referred to as the Anti-Terrorism Law, which emphasizes the authority of the National Police as the main element in eradicating criminal acts of terrorism. In this case it is one of the elite units the police tasked with overcoming terrorism in Indonesia. To be able to carry out their duties properly, Detachment 88 must have optimal performance. However, there are several things that can affect the performance of Densus 88, between information technology, Recruitment, and Training. First of all, information technology can affect the performance of Special Detachment 88 in overcoming terrorism. Therefore, Densus 88 needs to use more sophisticated and up-to-date information technology to support its performance. It was proven that with the latest technology information that is owned by Densus 88, will have a deep impact disclosure of a terrorist case. This information technology is applied in order to be able to manage information in real time, which is an important part because of the increasing level of complexity of management tasks, the impact of the globalization economy, and the importance of a faster response time (rifqi dharma, August 18th, 2021 in Williams and Sawyer 2003).

In this case, Special Detachment 88 needs to recruit prospective members have good abilities. Where Densus 88 also needs to improve quality recruitment by carrying out strict selection and considering skills in field. According to Nour Alroumi and Kholoud Alkayid, (2017) that effective recruitment and selection practices must be adapted to the needs and characteristics of the organization, and that continuous evaluation of the recruitment and selection practices carried

*Didi Rochyadi Mangkuprdaja, Hapzi Ali*

out is important to ensure the suitability and success of these practices in improving organizational performance..This will help Densus 88 to be able to deal with them more complex challenges and ensure optimal performance. In this case Detachment 88 also needs to improve supervision and evaluation of the performance of each member on an ongoing basis periodically to determine the extent to which treatment is effective and can provide positive impact on Densus 88's performance. Therefore, Densus 88 is also necessary expand the network Cooperation with foreign institutions or organizations that have the ability and experience in the field of recruitment. This will help Densus 88 gain new experience in overcoming terrorism. In this case, the three pillars of operational support, the recruitment of Densus 88 AT Polri personnel, can also come from the Police Academy, by obtaining prospective members which allows the recruiting party to choose or select prospective members according to the skills, knowledge and abilities required by the Polri. In Daniel Boduszek and Agata Debowska, (2019), Recruitment and selection practices in the police sector include factors that influence the effectiveness of these practices, described as:

- 1) Quality of psychological tests,
- 2) Affirmative action policies,
- 3) Strict selection criteria,

In addition, training is also a factor influencing the performance of Densus 88. In this case, Special Detachment 88 needs to create a special training program to improve the skills of its members where training and development have a positive impact on improving the quality of services and public safety. According to Leonard JF, Kbarek and Andarias Patiran, 2012. In terms of discipline, efficiency and work ethic, this training is considered a benchmark for Densus 88 AT which is very effective, especially when linked to the main roles and tasks of Densus 88 AT within the police. Therefore Densus 88 also needs to provide special training in the fields of psychology and communication to assist Densus 88 members in communicating with the public, Police officers initially received training at the Police Research Education Center (Pusdik) in Mega Menung Puncak District, West Java and at the National Anti-terror Education Center (Platina), Police Academy Complex in Semarang. Apart from internal Polri, the instructors are also instructors for the CIA, FBI, Australian National Service and other Western intelligence agencies. In addition to teaching various theories and methods, this training also has simulators and other tools. With targeted and quality training, it is expected that members of the Special Detachment 88 can be further developed and able to apply effectively in anti- terrorism.

In general, factors such as information technology, recruitment and training are important factors that can influence Densus 88 Troops' anti-terror activities in Indonesia. Therefore, Special Detachment 88 must pay attention to these factors and take appropriate steps to improve its performance. Based on empirical experience, many students and writers find it difficult to find supporting articles for their academic work such as previous research or important research. Relevant articles are needed to confirm the learned theory, to see the relationship or effect between variables and to form hypotheses. . This article discusses the factors of Information Technology, Recruitment and Training on the Performance of Detachment 88, a literature review study in the field of human resource management.

## **2.LITERATURE REVIEW**

### **2.1.Detachment 88 performance**

Densus 88's performance is an effort to strengthen the state's capacity to deal with threats of terrorism through arresting terrorist actors and preventing acts of terrorism (Journal of Social and Political Sciences, Vol. 22 No. 1, 2018). The Densus 88 performance dimensions or indicators are prevention, prosecution, cooperation, and success. This research uses secondary data and online surveys to the public. The results of the research show that Detachment 88 is successful in dealing with terrorism, but still needs to increase transparency and accountability in carrying out its duties (Performance Analysis of Detachment 88 in Handling Terrorism in Indonesia" by Rizal Prasetya



and Abdul Aziz (2020). Densus 88's performance is an effort to prevent and deal with acts of terrorism in Indonesia through operations to arrest terrorist actors and prevent terrorism by increasing coordination with intelligence agencies and other related institutions. (Journal of Global and Strategic Studies Media, Vol. 2 No. 1, 2018). The dimensions or performance indicators of Densus 88 are the role of Special Detachment 88 in dealing with terrorism in Indonesia and its performance is based on the dimensions of prevention, prosecution, cooperation and success.

This study uses secondary data and communication with sources regarding the results research, informed that Special Detachment 88 has an important role in handling terrorism in Indonesia and succeeded in preventing acts of terrorism and arresting perpetrators terrorists, but still need to increase cooperation with intelligence agencies and institutions other related. ("The Role of Densus 88 in Dealing with Terrorism in Indonesia" by Ilham Nur Anshori (2021)). Densus 88's performance is its ability to prevent and deal with acts of terrorism in Indonesia by carrying out operations to arrest terrorists and develop strategies to prevent terrorism. (Journal of Political, Legal and Economic Research, Vol. 7 No. 1, 2020). The Densus 88 performance dimensions or indicators are prevention, prosecution, cooperation, and success. This study used secondary data and communication with sources related to the results of the research showing that Detachment 88 was successful in preventing acts of terrorism and arresting terrorist perpetrators, but it still needs to improve cooperation with intelligence agencies and improve the quality of supervision so that human rights violations do not occur. ("Performance Evaluation of Detachment 88 in Dealing with Terrorism in Indonesia" by Saiful Amri and I Nyoman Nurjaya (2019)). The performance of Detachment 88 has been studied by many previous researchers including (Aminuddin Afandhi and Aminudin Basir (2019)), (Syahril Akbar and Abdul Haris (2017)), and (Budi Hernawan and Ahmad Sudirman Sudir (2018)), (Safril Rizal and Sigit Priyanto (2020)).

## 2.2. Information Technology

Information technology is the technologies, policies and practices that protect the information security of an organization's environment, including computer systems, networks, applications and data. The purpose is to ensure that only authorized individuals access information in a permitted manner and to protect information from potentially harmful threats. (Information Technical Report, (2004)). Information Technology dimensions or indicators are hardware security, software security, network security, and information security. This article also discusses some of the security challenges faced by organizations in using information technology such as cyber security threats and data loss (Khan, MS, & Ahmad, A. (2019)). Information Technology is a systematic approach to identify, prevent, and respond to threats to information systems, including the use of technology and security policies. The goal is to protect information from unwanted loss, alteration or disclosure, as well as to ensure the integrity, confidentiality and availability of data (International Journal of Network Security & Its Applications" (2012)). Information Technology dimensions or indicators are security in technology information and provides an overview of the literature on several dimensions of security such as network security, software security, database system security, and physical security. Information Technology has been studied by many previous researchers including Laudon, KC, & Laudon, JP (2018), Baskerville, RL, & Smithson, S. (2018) and Turban, E., Leidner, D., McLean, E., & Wetherbe, J. (2019)

## 2.3. Recruitment

Recruitment is the process of recruiting the right candidates for certain positions in an organization. This process includes the search, selection and placement of new employees who are expected to meet the needs of the organization in achieving its business goals.

Yongsun Paik and Edwin A. Locke, (2019). Recruitment dimensions or indicators are recruitment sources, selection processes, selection objectivity, recruitment success, and recruitment impact,

*Didi Rochyadi Mangkuprdaja, Hapzi Ali*

Yongsun Paik and Edwin A. Locke, (2019). Recruitment is the process of finding the right candidate to fill a vacant position in an organization. Ruchi Sinha and Varun Gupta, (2021). Recruitment dimensions or indicators cover various aspects related to the employee recruitment process. This dimension can include things like recruitment resources, selection methods, candidate assessment, and evaluation of recruitment performance Ruchi Sinha and Varun Gupta, (2021).

Recruitment is the process of finding, attracting and recruiting qualified prospective employees to meet organizational needs. This process involves identifying positions that are vacant or will be vacant in the future, and then attracting and assessing potential candidates to fill those positions. Louise Wong and Jyoti Kotecha, (2022). Recruitment dimensions or indicators are factors or criteria used to assess the success of the recruitment process in attracting and recruiting quality employees. Recruitment indicators can include qualitative and quantitative aspects of the recruitment process, Louise Wong and Jyoti Kotecha, (2022). Recruitment has been studied by many previous researchers, including Diah Kusuma Pratiwi. (2018), Rizqon Halim, M. (2018), Hidayat, Y., & Zulfikar, A. (2020) and Muhammad Asif Khan and Imran Nazir, (2022).

#### **2.4. Training**

Training is about understanding the security risks that exist, and helping them build the skills needed to manage those risks effectively. (Fischhoff, B., & Fischhoff, I. (2017). Training measures or indicators are technical training. Includes training on the use of hardware and software used for information security risk management. Technical training also includes training related to network security and security. information systems, as well as non-technical training, including training in interpersonal skills, such as communication and negotiation. This training is essential to help security personnel interact effectively with team members and clients. (Fischhoff, B., & Fischhoff, I. (2017). Training is an understanding of developing interpersonal skills, such as communication, negotiation, and management. (Matusitz and Breen (2019), Training dimensions or indicators are basic training. Includes training on basic aspects of security, including types of security threats, prevention and control techniques, as well as tactics used in emergency situations and skills training technical: Includes training on the use of the latest technologies used in security, including surveillance cameras, security software, and other supporting equipment (Matusitz and Breen (2019).

### **3. RESEARCH METHOD**

The method of writing scientific articles is a qualitative method and library research. Examine the theory and the relationship or influence between variables from books and journals both offline in the library and online sourced from Mendeley, Scholar Google and other online media. In qualitative research, literature review must be used consistently with methodological assumptions. This means that it must be used inductively so that it does not direct the questions posed by the researcher. One of the main reasons to conduct qualitative research, namely that the research is exploratory in nature, (Ali & Limakrisna, 2013).

### **4. RESULTS AND DISCUSSION**

Based on relevant theoretical studies and previous research, the discussion of this literature review article in the concentration of Human Resource Management is:

#### **4.1. The Effect of Information Technology on the Performance of Special Detachment 88**

Information Technology affects the Performance of Detachment 88, where Information Technology dimensions or indicators have a very relevant relationship where First, information technology can assist Detachment 88 in terms of communication and coordination between members. With an integrated instant messaging application and communication system, Special Detachment 88 can quickly and easily communicate between members, thereby speeding up the



process of action in dealing with terrorism situations. Second, information technology can assist Detachment 88 in tracking and monitoring terrorist activity. With a sophisticated monitoring system, Densus 88 can monitor terrorist activity and collect the information needed to take appropriate action. Third, information technology can also assist Densus 88 in terms of strategy development and action planning. With a sophisticated data analysis system, Special Detachment 88 can analyze the data and information obtained to develop more effective strategies and action plans. so that it influences the dimensions or performance indicators of Detachment 88, according to (Bhagyaveni, NK, & Reddy, BK (2020). security in information technology and provides a literature review on several security dimensions such as network security, software security, database system security, and physical security.

To improve the performance of Special Detachment 88 by paying attention to Information Technology, what Detachment 88 must do is 1) Increase the use of information technology in the process of eradicating terrorism. Information technology that can be used includes management information systems, geographic information systems, and data analysis software. 2) Establishing cooperation with information technology education and training institutions to improve the ability of members of Detachment 88 to use information technology. 3) Develop and maintain an information security system used by Detachment 88 to protect confidential data and information from cyber attacks and leaks. Information Technology affects the Performance of Detachment 88, if Information Technology is perceived well by Detachment 88 then this will improve the quality of Detachment 88 Performance, Setiawan, A. (2019). Information technology affects Densus 88 performance, this is in line with research conducted by: Laudon, KC, & Laudon, JP (2018), Baskerville, RL, & Smithson, S. (2018) and Turban, E., Leidner, D. , McLean, E., & Wetherbe, J. (2019).

#### **4.2.The Effect of Recruitment on Densus 88 Performance**

Recruitment affects the performance of Detachment 88, where the dimensions or indicators of recruitment include factors such as educational qualifications, physical and mental abilities, work experience, and foreign language skills. In addition, a rigorous and thorough selection process is also an important indicator in the recruitment of Densus 88 members, therefore it influences the dimensions or performance indicators of Detachment 88 where targeted and selective recruitment can affect the quality and performance of Detachment 88 members in terms of handling terrorism, Labeling the West Papua National Army-Free Papua Organization a terrorist outfit complicates future conflict resolution efforts ( 2021). To improve the performance of Detachment 88 by paying attention to recruitment, what management must do is 1) Determine clear and specific recruitment criteria, including educational qualifications, work experience, physical and mental abilities, and foreign language skills, 2) Carry out a rigorous selection process and scrutinizing to ensure that only the best and qualified candidates are accepted as members of Detachment 88, 3) Conduct continuous training and skills development to improve the performance and quality of members of Detachment 88. 4) Increase the motivation and morale of members of Detachment 88 by giving awards and incentives that are fair and in accordance with their performance, where according to Dwi, S. (2020), By taking these steps, Detachment 88 management can improve member performance and ensure that only members who are qualified and able to carry out their duties properly become part of Detachment 88. Recruitment affects the performance of Detachment 88, if recruitment is perceived well by Detachment 88 then this will improve the quality of Detachment 88 performance, Anggraeni, RD, & Yudiyanto, Y. (2019). Recruitment affects the performance of Detachment 88, this is in line with research conducted by: Diah Kusuma Pratiwi. (2018), Haryanto, A., & Saleh, AA (2018), Mahdiana, F. (2019) and Muhammad Asif Khan and Imran Nazir, (2022).

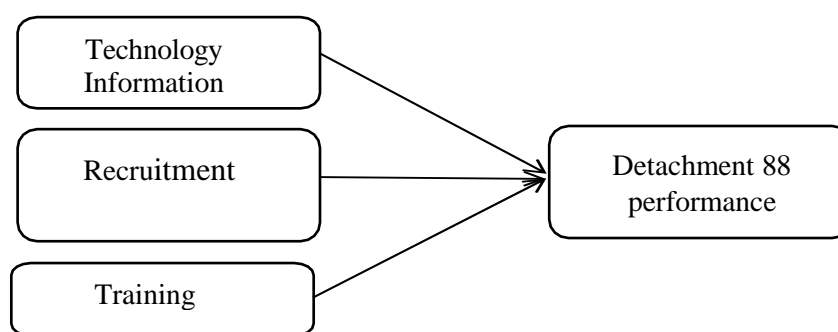
Didi Rochyadi Mangkuprdaja, Hapzi Ali

### 4.3. The Effect of Training on Densus 88 Performance

Training affects the performance of Special Detachment 88, where technical training dimensions or indicators include training in the use of hardware and software used in information security risk management. Technical training also includes training on network security and information system security and non-technical training. This includes training in interpersonal skills, such as communication and negotiation. This training is essential to help security personnel interact effectively with team members and clients. (Fischhoff, B., & Fischhoff, I. (2017). Training affects the dimensions or performance indicators of Detachment 88 such as the skills, knowledge and attitudes needed to carry out security duties. In research conducted by Purnama and Sari in 2020, training was identified as a factor that has a significant influence on the performance of Densus 88 members. Therefore, proper and periodic training can help improve the performance of Densus 88 in carrying out their duties and improve their ability to use existing information technology. Purnama, A. & Sari, W. (2020). To improve Densus 88 performance by paying attention to training, methods and technology according to the needs of Detachment 88 members, for example online training or hands-on practical training in the field and 4) Monitor and evaluate the results of the training that has been conducted to determine its effectiveness in improving the performance of Detachment 88 members. according to LAN (2022), that Determine training programs that suit the needs and tasks carried out by members of Detachment 88, such as training in the use of information technology and training in handling terrorism cases. Training affects the performance of Detachment 88, if the training is perceived well by Detachment 88 then this will improve the quality of Detachment 88 performance, Leonard JF Kbarek and Andarias Patiran, (2012). Training affects Densus 88 performance, this is in line with research conducted by: Journal of Technical Education and Training (2018), Journal of Cybersecurity Education, Research and Practice (2018) and Journal of Leadership and Management Development (2017).

### 4.4. Conceptual Framework

Based on the formulation of the problem, theoretical studies, relevant previous research and discussion of the influence between variables, the framework for thinking of this article is processed as below.



**Figure 1** Conceptual Framework

Based on the conceptual framework picture above, Information Technology, Recruitment and Training affect the Performance of Special Detachment 88. Apart from these three exogenous variables that affect the Performance of Special Detachment 88, there are many other variables that influence it, including:

- Government policy: Novian Takasili, (2015).
- Professionalism: Regards, MN (2018).
- Organizational Commitment: Regards, MN (2018).
- Performance Revitalization: Firmansyah, A., & Rohman, I. (2019).
- Changes in Tactics and Strategy : LAN, (2022).
- Community Culture: Andra Fahreza, (2020).



## 5. CONCLUSION

Based on the theory, relevant articles and discussion, hypotheses can be formulated for further research:

1. Information Technology affects Densus 88 Performance.
2. Recruitment affects Densus 88 performance.
3. Training affects Densus 88 performance.

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