

## CHAPTER V

### CONCLUSION

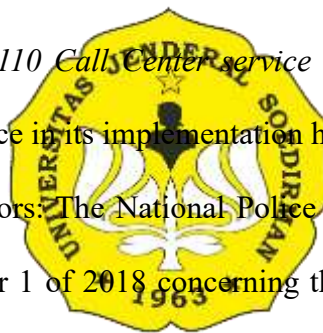
#### A. Conclusions

Based on the description of the discussion, the conclusions that can be drawn are as follows:

1. The role of the Call Center 110 service at the Banyumas City Resort Police in providing protection for children constitutes a manifestation of the modernization of Police services that integrates the principal duties of the National Police through the utilization of technology, and has conformed to the applicable legal provisions. The Banyumas City Resort Police carries out its duties and authority by fulfilling the operational standards of the Call Center 110 service by forwarding public reports and/or complaints to the Integrated Police Service Center (*Sentra Pelayanan Kepolisian Terpadu/SPKT*) of the Banyumas City Resort Police in accordance with the location of the reporter, and the Integrated Police Service Center (*Sentra Pelayanan Kepolisian Terpadu/SPKT*) subsequently forwards them to the nearest Sector Police, in this case the Kemranjen Sector Police. Examined from the perspective of criminal policy, the role of Call Center 110 is aligned with criminal policy as an integral part of social policy, encompassing social policy, social welfare policy, and social protection policy, through both penal pathways (repressive) and non-penal pathways

(preventive, such as quick response to prevent the dissemination of pornographic content and the psychological recovery of victims). The implementation of this service ensures the right of children to protection from psychological violence and digital exploitation as mandated by the Child Protection Law, with 24-hour toll-free access that dismantles financial, geographical, and psychological barriers. Call Center 110 is not only optimal in combating crimes against children, but also realizes the primary objective of criminal policy, namely the protection of society in order to achieve social welfare.

2. The role of the *110 Call Center service* in the Protection of Children Victims of Violence in its implementation has several obstacles, namely in its own legal factors. The National Police Regulation of the Republic of Indonesia Number 1 of 2018 concerning the 110 Police service does not contain regulations related to the maximum time limit from receiving the call to the local Police verification process, this can be misinterpreted as the handling of reports and/or complaints becomes longer so that it can break public expectations of the police's quick response, and obstacles Law enforcement factors: it must be ensured that all operators on duty in its implementation are in accordance with Police Regulation Number 1 of 2018 and the existence of supervision and control can be better monitoring of the implementation of *Call Center 110 Services*.



## B. Suggestions

1. It is necessary to improve the regulations in Police Regulation Number 1 of 2018 concerning Police 110 Services related to the maximum estimated distance of handling time so as to clarify the performance of the police to be more optimal and in accordance with the principle *of* quick response.
2. Systematic supervision and control of the performance of Call Center 110 service operators is needed in order to carry out their duties in accordance with the procedures and rules that have been stated in Police Regulation Number 1 of 2018.

