

Procedure in Monitoring Investigation Information: Case Study of Information Management in Royal Malay- sian Police

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Abstract. Information monitoring is vital in information management because it enables the continuous maintenance of accountability and compliance. While the majority of information in police forces is typically associated with secrecy and non-disclosure, it has raised other concerns regarding investigation process accountability and police integrity. To avoid this, an investigation information monitoring framework (IIMF) is supposed to aid the monitoring team in carrying out their responsibilities and maintain the integrity. This study is monitoring the procedures of developing (input), utilizing (process) and the result of utilizing (output) investigation information. This paper discusses investigation information monitoring techniques used to identify anomalies in the investigation information, which will then be used to create the IIMF. The IIMF is expected to improve the efficiency of police investigative information management hence increasing police accountability through compliance.

Keywords: Information monitoring, investigation information, information audit, knowledge management.

1 Introduction

The outcome of an organization's performance and the autonomy of a nation can both be influenced by information, which is a fundamental aspect of civilization. When implemented correctly, the efficient management of information has the potential to convert it into a valuable resource (Lateef & Omotayo, 2019). For organisations to achieve optimal operational efficiency and effectiveness, it is imperative that they effectively utilise valuable information. In order to adhere to the principles of accountability and compliance, it is imperative to actively monitor and conduct audits on the generated information (Smallwood, 2019). The issue of information management does not solely stem from technological factors. This pertains to the interdependence between an organisation and its strategic approach in effectively managing information within the organisational context (Kabiru Dandago & Sani Rufai, 2012).

To ensure alignment with established standards, regulatory compliance, and desired outcomes, it is prudent to engage in information monitoring within an organisation. Efficient management and a favourable organisational perception can be attained by means of information monitoring and auditin (Buchanan & Gibb, 2008; Sharma et al., 2021). Although information monitoring is considered a beneficial management technique, it is not without its drawbacks. These include the absence of well-defined standards and procedures, as well as the challenge faced by organisations in determining what aspects to monitor and how to effectively implement them. This paper examines the techniques employed for monitoring investigation information in order to detect anomalies. The ultimate goal is to establish a framework for monitoring investigation information, referred to as the Investigation Information Monitoring Framework (IIMF).

2 Literature Review

The effectiveness of law enforcement agencies, specifically police departments, relies on their ability to appropriately organise information (Aden, 2018). During the initial stages of information management research, a diverse range of organisational functions were examined, encompassing the acquisition and consolidation of data from various sources, data processing, and the subsequent dissemination of information to the relevant individuals in a timely manner. (Sharma et al., 2021). Monitoring the information management process is of utmost importance in order to ensure adherence to regulations, thereby playing a significant role in the sustainability of the organisation.

The primary objective of information management is to enable individuals and organisations to efficiently and effectively access, process, and utilise information. (Detlor, 2010). Based on preliminary research, the concept of information management encompasses a wide array of organisational activities. These activities include the acquisition and integration of information from various sources, the organisation, structuring, and processing of the information, and ultimately, the optimal dissemination of information to appropriate individuals at the appropriate time. Information management encompasses the strategic processes employed by an organisation to effectively and efficiently plan, organise, utilise, regulate, disseminate, and dispose of its information. Additionally, it involves the establishment of mechanisms to ensure that the value of the information is duly recognised and effectively utilized (Lateef & Omotayo, 2019).

The effective utilisation, enhancement, and optimisation of information resources can yield significant advantages for the entire organisation, thereby contributing to the field of information management. The practise of efficient information management involves the systematic monitoring and auditing of recorded information in order to ensure adherence to operational regulations and standards.

2.1 Information Monitoring

Information monitoring can be defined as the process of reviewing and examining various aspects of information management, such as ensuring that information is properly captured and stored; ensuring that records are maintained; and reviewing and examining workflow processes to ensure they are consistent with and adhere to organisation policies and procedures (Smallwood, 2019). Monitoring information can be carried out internally or externally, and it should be carried out on a regular basis.

While information monitoring is a critical component of information management, police forces have historically maintained a culture of secrecy and non-disclosure (Aden, 2018; Muhammedally, 2014). This raises questions about both the police's accountability for conducting investigations and the public's impression of the police's integrity (Kok Hong & Hairani Abd Rahman, 2019). It is vital to maintain accurate records of police investigations to guarantee that investigations are conducted fairly and in compliance with established rules and standards. To ensure the quality of police investigation information, a monitoring framework that is able to evaluate compliance must be developed. Monitoring police investigation information also enables criticism and recommendations to be made to the investigation officer.

Several police departments in the United States have implemented the Early Intervention System (EIS), a framework that monitors information about police officers' duties. The system entails the systematic collection and analysis of information about the performance of police officers with the goal of identifying officers who are at risk of engaging in misconduct (Walker & Archbold, 2019). While police officers are conducting investigations, the system however, did not monitor the investigation information.

Information monitoring techniques enable police agencies to take pre-emptive measures in the event of concerns regarding the accuracy of police investigation information. The information monitoring framework is expected to increase the effectiveness of police investigation information management, hence enhancing the police's ability to ensure compliance while also increasing their accountability.

The compliance and effective monitoring structures must be addressed when implementing corporate information governance (Donaldson & Walker, 2004). To further improve, up-to-date information governance policies and enforcement efforts are required, as well as continuous and consistent monitoring of the program's operation (Smallwood, 2019). In achieving organisational goals, organisations require information management and monitoring (Lateef & Omotayo, 2019). To ensure that information management is successfully implemented in a particular organization's operation, information monitoring must be appreciated and applied throughout the operation's life cycle.

Quality of information needs to be analysed in terms of accuracy, currency, availability, relevance, reliability, timeliness, understandability and consistency. Poor information quality issues hinder business process performance and, consequently, expose enterprises to negative risks (Borek et al., 2013). In enforcement law organizations such as police, poor information quality in investigation papers might complicate the prosecution process or cause difficulty in proving the case during court proceedings.

While there is little research on information monitoring, this research exploring the area of information audit which have the same purpose as information monitoring. Lateef & Omotayo (2019) define information audit as the process of studying, discovering, monitoring, and evaluating something, which makes information audit one of the most critical tools for information management and risk management in organisations.

2.2 Information Audit Model

An information audit involves conducting a thorough examination of an organization's information assets, utilisation of information, patterns of information flow, and strategies for information management (Botha & Boon, 2003). The process of conducting an information audit involves assessing the management of information assets, analysing the flow of information, and examining the utilisation of information by members within an organisation (Griffiths, 2010). The term information audit encompasses a comprehensive examination of an organization's management of its information resources, with the purpose of evaluating the degree to which these resources contribute to the achievement of the organisation's objectives.

Frost & Choo (2017) discovered that few studies on information audit concentrated on applications and case studies, with few attempts made to establish information audit methods to the needs of specific environments. Because monitoring is the aim and process of information audit, the methodology of information audit, such as Henczel (2001) approach, can serve as a guidance for conducting information monitoring.

Henczel seven-staged model (2001) was developed as a result of analysing the methods of utilizing information required to achieve information audit objectives. This model guided the development of IIMF because its flexible framework can be modified to fit the different needs and constraints of an organisation.

2.3 Information Monitoring: Process and Procedure

Monitoring is the process of gathering information on inputs and outputs (Callistus & Clinton 2018) to track, review and regulate progress towards achieving performance goals (Charles, 2015). Monitoring provides detailed information on how work is progressing in relation to planned or expected targets and results at any given time (Kusek & Rist, 2004). Monitoring information is typically used to ensure compliance with procedures. Callistus & Clinton (2018) provide an overview of several essential questions to consider, as illustrated in Table 1.

To ensure that procedures are followed and adhered to, it is necessary to monitor recorded information concerning operating processes. Compliance monitoring requires analysing and inspecting numerous aspects of recorded information, including ensuring that records are made and stored appropriately, and that workflow operations adhere to operational norms and procedures. Compliance monitoring can be performed in-house or by a third-party entity, and it should be performed on a regular basis (Smallwood, 2019). Compliance monitoring can be accomplished by reviewing the recorded information for ongoing or completed operational processes.

As with the majority of organisations, law enforcement agencies such as police departments require effective information management. Effective information management is necessary for successful law enforcement and police (Chen et al., 2003). This

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involves a proactive strategy to managing information gathered during police investigations. By monitoring existing sources of investigation information, a proactive method might highlight uncertainties or vulnerabilities in the police investigation process (Miller, 2002).

Information monitoring is used to identify doubts, flaws, or an act of misbehaviour during or after the inquiry process. This way, the issue will be discovered as quickly and precisely as possible, allowing it to be addressed properly (Wantu et al., 2020).

TABLE 1. Critical Questions to Explain About Monitoring

Question	Answer
When is it done?	Continuously-throughout the life of the project/program
What is measured?	Efficiency-use of inputs, activities, outputs, assumptions
Who is involved?	Staff within the agency (internal staff)
Sources of Information	Internal documents, e.g. work logs, minutes of meetings
Who uses the results?	Managers and project/program staff
How are results used?	To make minor changes

(Source: Callistus & Clinton, 2018)

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2.3 Royal Malaysian Police

The police force is an institutional entity that serves as the primary enforcer of the law at a national scale. An efficient, transparent, and ethical police force play a crucial role in ensuring the overall well-being of the community. The completion of tasks necessitates the observance of integrity, thereby precluding any instances of misconduct or abuse of power. Police misconduct is a significant issue necessitating thorough investigation (Ivkovic, 2015). Walker & Archbold (2018) propose potential remedies for

police misconduct, including the implementation of internal mechanisms for monitoring information. Muhammedally (2014) recommends the disclosure of relevant investigative materials to external review agencies as a means of addressing the issue.

The Royal Malaysian Police (RMP) is a centralised agency that is entrusted with the responsibility of crime prevention and detection, as well as gathering intelligence to ensure the protection of Malaysia's legal framework, maintenance of peace, and preservation of national security. The official tasks of the RMP are outlined in Section 3(3) of the Police Act 1967. The Malaysian government and the wider community hold high aspirations for all members of the RMP. Consequently, it is imperative for RMP to provide a level of service that meets the expectations of both the local community and the broader national population (Saraih et al., 2021). Nevertheless, RMP often encounters unfavourable perceptions, particularly among the general public, regarding issues pertaining to its integrity (Kok Hong & Hairani Abd Rahman, 2019).

The Malaysian government has implemented various measures to address misconduct within the RMP, such as the introduction of the Government Transformation Programme, commonly referred to as the National Key Result Areas. The initiative, initiated in 2010, aims to restore public trust in the RMP and other enforcement agencies by establishing internal compliance units to ensure the appropriate conduct of enforcement officers. The department responsible for internal compliance within the organisation was known as the Integrity and Standard Compliance Department (JIPS) in the RMP.

The JIPS is a compliance department within the RMP that was officially established on July 25, 2014. Its primary objective is to enhance the enforcement of rules and ensure adherence to disciplinary measures (Ahmad et al., 2021). The primary objective of establishing this department is to restore and enhance the public's perception and trust in the RMP (Abu Kassim, 2014; Ayop et al., 2016). The responsibility for conducting investigations and resolving instances of police misconduct lies with the department. This duty is fulfilled by the organisation through the receipt of complaints or information related to police misconduct from multiple channels (Fouziah Amir, 2015). The organisation then proceeds to carry out investigations, establish legislation, and conduct case studies (Ayop et al., 2016).

Despite being a public agency, the RMP has not engaged in any research pertaining to information management. Consequently, the specific details regarding the police's approach to information monitoring remain ambiguous. Despite the fact that JIPS is responsible for monitoring RMP investigation information, the current monitoring procedures lack guidance from professional body standards or guidelines. If the monitoring of police investigation information is lacking, potential flaws within the investigation may remain undetected. Due to the lack of efficacy in the investigation and prosecution processes, the case was unable to be adequately defended in a court of law.

3 Methodology

The present study adopts a pragmatic philosophical framework, characterised by its focus on practical methodologies in investigating research subjects (Savin-Baden &

Major, 2013). Within a qualitative framework, researchers are driven by pragmatic philosophy to pursue practical and beneficial resolutions as indicators of their problem-solving competence (Patton, 2015). The selection of the pragmatic approach was motivated by its ability to circumvent philosophical debates and instead prioritise the utilisation of procedures that are suitable for addressing the research topic (Shirish, 2013).

The present study employs a qualitative methodology, focusing specifically on the aspects of human perception and cognition. The selection of the qualitative technique in this study was motivated by the aim to gather information regarding the experiences of the informant, investigate the establishment and implementation of procedures, and explore subfields that have not been previously examined. The collection of qualitative data for this study involved conducting interviews, analysing documents, and reviewing relevant literature. Qualitative data is necessary to gather information pertaining to current practises, methods for monitoring investigation data, internal and external review processes, the impact of monitoring on investigation data practises, and an examination of pertinent frameworks.

The flexibility inherent in pragmatic qualitative research enables the implementation of data triangulation, which involves gathering information from various sources (Shirish, 2013). The data sources of the study were triangulated through a process of comparing and verifying the consistency of information obtained from interviews and documents. The utilisation of this procedure enhances the validity of the data, as the pragmatic approach employed is not limited by specific research methods (Shirish, 2013). Triangulation methodologies necessitate researchers to exhibit creativity in the analysis of data obtained through diverse data collection methods. The utilisation of triangulation enhances the credibility of the study by incorporating various methodologies to gather data that can be employed to address the research question. This is achieved by establishing a correlation among all the collected data sources.

According to Patton (2015), the pragmatic interview approach involves the provision of clear and concise questions pertaining to real-life issues, with the aim of eliciting practical and valuable responses. The rationale behind the emphasis on pragmatic studies lies in their focus on generating practical solutions and facilitating actionable outcomes (Tashakkori & Teddlie, 2010). Interviews also play a crucial role in validating the initial hypothesis in this study by obtaining the informant's viewpoint on the researcher's concepts. Furthermore, deliberations were conducted in order to strengthen the responses to the research inquiries. This study involved conducting interviews with officers of the JIPS who held the rank of Inspector or higher and possessed over a decade of professional experience.

The scope of the document analysis includes scholarly investigations on various aspects of information management, such as information audit, monitoring and evaluation. It also encompasses the examination of frameworks and procedures related to information monitoring, as well as those pertaining to police investigation procedures. Additionally, the analysis covers internal and external review functions at both local and global levels, along with other guidelines or standards relevant to police investigations. Various sources were utilised, including books, journals, theses, conference papers, electronic journals, websites, organisational reports, organisational standards, guides, and other relevant documents. The focus of this study centres around the

examination of challenges, difficulties, current practises, and methodologies. The process of document analysis is an integral part of literature evaluation and is consistently performed throughout the entire duration of the investigation.

The data that was gathered was subsequently subjected to analysis. The data underwent analysis in two distinct stages: description and interpretation. The descriptive analysis technique integrates deductive and inductive reasoning to identify patterns, concepts, relationships, and meanings within the collected data. This process facilitates the development of knowledge pertaining to the issues under investigation and allows for a coherent interpretation (Mayring, 2014). The process of data interpretation is reliant on a thorough description of the data, as it serves to provide justification for the interpretations made (Kaplan & Maxwell, 2005). The descriptive and interpretative procedures were conducted in alignment with the contextual factors pertaining to the challenges, requirements, and limitations of the research, guided by the operational framework outlined in the methodology section. The results are elucidated and analysed through the utilisation of statements obtained from interviews with the participants.

4 Findings

The Investigation Officer (IO) is responsible for conducting investigations within the RMP organisation, under the guidance and instructions of the Senior Investigation Officer (SIO) or the Head of Division. As part of their duties, the IO is tasked with preparing an investigation paper (IP) to document the findings and progress of the investigation. The IO is responsible for submitting the initial submission to the SIO or the Head of Division, following the procedure that is relevant to the classification of the case. The involvement of the IP in the arrest should be directed to the Deputy Public Prosecutor (DPP) for the procedural aspects of the arrest. Each IP must be registered to an IP Warden, who is responsible for monitoring the incoming and outgoing movement of IPs.

The investigation information monitoring technique employed by JIPS can be categorised into three distinct phases: pre-monitoring, monitoring, and post-monitoring. This classification is based on an analysis of interviews conducted with JIPS officers. In the pre-monitoring phase, the monitoring team will establish specific targets in accordance with instructions provided by top management. These targets encompass the classification of cases, time range, and the quantity of IP to be monitored. The pertinent details regarding the target will be communicated to the team in monitoring.

The monitoring phase consists of two distinct phases, namely review and action. The information subject to review includes the IP cover, IP circulation, DPP instruction, and any other relevant documents that are required to be attached in accordance with IP classification. Any errors or uncertainties identified in IP during the review procedure will require intervention from the monitoring team. This intervention may involve suggesting measures for enhancement, conducting additional investigations by the monitoring team, or proposing disciplinary or legal actions to top management.

Upon completion of the monitoring phase, the team in monitoring is required to provide feedback on the comments or suggestions made by the monitoring team within a

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period of three months. Subsequently, the monitoring team will undertake a cross-examination to evaluate potential enhancements that may lead to the initiation of disciplinary measures or legal proceedings in the event that the monitored team fails to demonstrate any progress.

The investigation procedure for monitoring information in JIPS was determined to align with the methodology outlined in Henczel's (2001) study on information auditing. Figure 1 illustrates the investigative information monitoring technique employed by JIPS, which was derived from an analysis of interview transcripts with JIPS personnel conforming to the Henczel seven-staged information audit model.

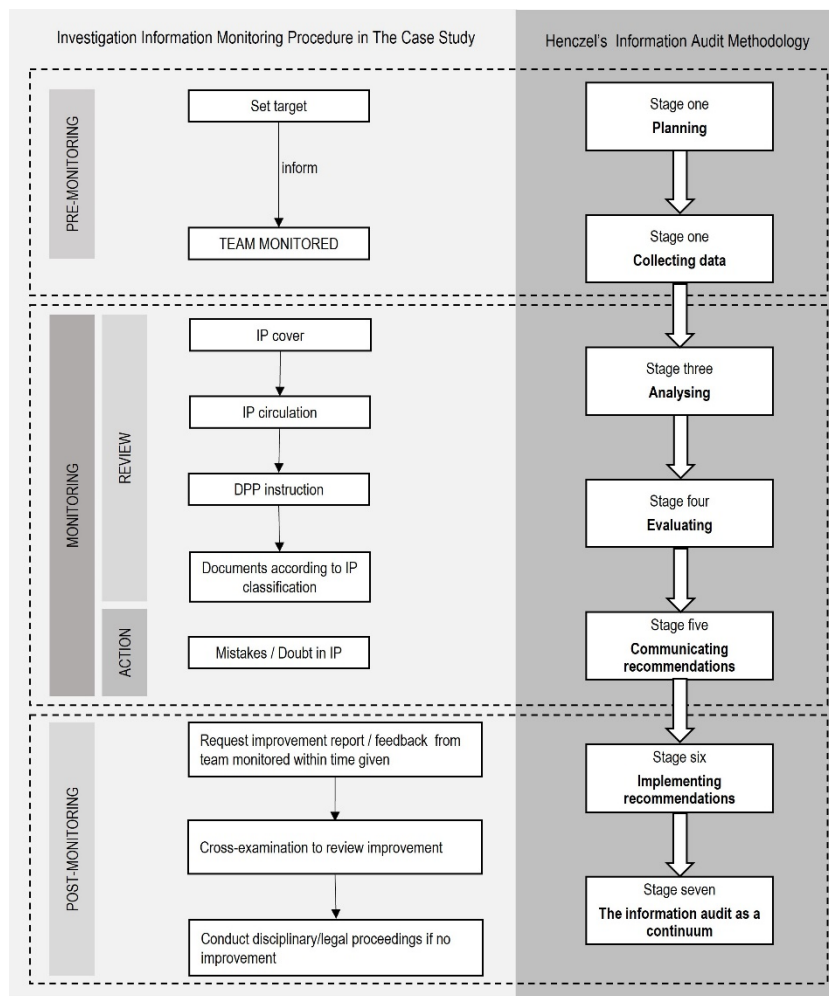


Figure 1: Investigation Information Monitoring Procedure in The Case Study that fit the Henczel's Information Audit Methodology (Source: Henczel, 2001)

5 Discussion

The consistent monitoring of information is of utmost importance in establishing accountability within an organization's strategic framework. The enhancement of success and efficiency in police investigations can be achieved through the establishment of an information monitoring framework dedicated to investigation information. The identification of deficiencies or inconsistencies in investigation information constitutes a primary obligation of the IIMF, in conjunction with its role in guaranteeing the investigation's adherence to principles of transparency and oversight. Instead of passively relying on public complaints to address issues with police investigation information, the implementation of the IIMF serves as a proactive approach to identify and address potential problems or uncertainties in such information. The implementation of this proactive approach is expected to enhance the perception of the police force among the general public, while also bolstering the transparency of police investigative data and the overall integrity of the police force.

6 Conclusion

This study aims to analyse the procedure for monitoring the investigation information and develop the Investigation Information Monitoring Framework (IIMF). The framework will serve as a guide for investigation officers, audit and monitoring teams, and external review agencies when conducting investigation information monitoring. The IIMF aims to support law enforcement agencies in implementing proactive strategies to detect inconsistencies and uncertainties within their investigative information. Furthermore, this research has the potential to enhance awareness regarding the critical significance and efficacy of information management.

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