Bawaslu's Strategy in Increasing Community Participation: Preventive Efforts in Supervision and Prevention of Violations in the 2024 Regional Election in Surabaya

Faizal Rusdi Bachtiar [1], Amelia Kartika Oktaviani [2*], Muhammad Hanif Baihaqi [3], Hasan Ismail [4]

[1,2,3,4] Program Studi Administrasi Publik, Universitas 17 Agustus 1945 Surabaya

[*] ameliakartika913@gmail.com

ARTICLE INFO

ABSTRACT

This study aims to analyze the strategy of the Surabaya City Election Supervisory Agency (Bawaslu) in increasing public participation as a preventive effort in supervising the 2024 Pilkada. Bawaslu uses a collaborative governance approach that involves non-government actors in decision-making and utilizes digital technology through the Sigaplapor platform to facilitate reporting of election violations. The use of social media and training for volunteer supervisors are also part of this strategy. The results of the study show that public participation through a collaborative approach and digital technology has succeeded in strengthening election supervision. However, there are still challenges in the form of limited digital literacy and resistance from certain political actors. This policy requires increasing digital literacy, strengthening cooperation with law enforcement, and increasing digital security to ensure the sustainability of inclusive, transparent, and accountable election supervision.

1. INTRODUCTION

Elections are the most important foundation of the Indonesian democratic system. Therefore, it is important for all parties to ensure that the elections are conducted fairly, free from fraud, and transparently. (Santri et al., 2023). The key to achieving this goal lies in a strong and effective election monitoring strategy. The election monitoring strategy must be able to oversee the entire election process, from candidate registration to vote counting, to ensure that the election process is conducted in accordance with democratic rules and principles. The role of Bawaslu as an independent body tasked with monitoring and overseeing the conduct of elections is very important in the election monitoring strategy. The main task of Bawaslu is to monitor the continuity of elections to ensure that there are no violations or deviations in the election process. The role of Bawaslu as an election supervisor clearly requires the support and participation of the community. The hope is that the elections will be conducted fairly (open, free, secret, honest, and just) and democratically (Gea, 2023); (Toni & Gultom, 2023).

Based on Perbawaslu (Regulation of the Election Supervisory Agency) on Participatory Supervision (Number 2 of 2023), (Article 102 letter d) and Article (104 letter f) of Law No. 7/2017 on Elections, the City Bawaslu is obligated to enhance and develop public participation in election

supervision in its area in preventing election violations and disputes. Theoretically, the process of increasing public participation for the enhancement of oversight and prevention of electoral violations, Bawaslu Kota Surabaya plays a role in facilitating the community, which can take the form of forums or social media, to undertake preventive measures in overseeing the local elections. This is demonstrated by the creation of a community oversight forum on social media in the form of Instagram. On this social media platform, the Bawaslu includes a link for the public to report fraud, injustice, and violations during the 2024 Pilkada administration process. The forum facility program provided by Bawaslu Kota Surabaya has been running for 6 (six) years until now, 2024 (Village et al., 2023); (Ranbilal et al., 2024).

Election supervision is the process of monitoring and evaluating various aspects of the general election to ensure that the election is conducted freely, fairly, transparently, and democratically. This supervision aims to maintain the integrity of the election process, prevent violations, and ensure that the election results reflect the will of the people (Cerdas et al., 2024); (Ahmad Mukhlasin, 2020). There are several types of election supervision identified by Sisk. Internal supervision is carried out by election organizing bodies, such as the KPU and Bawaslu in Indonesia, to ensure that the entire election process follows the established regulations. External oversight is conducted by parties outside the election organizers, such as civil society organizations, political parties, independent monitors, or the mass media, to maintain transparency and accountability and to prevent potential fraud. (Ningrum et al., 2024).

In addition, there is also international oversight conducted by international institutions or organizations, such as the UN or the EU, especially in countries that are just beginning the process of democracy or have a history of problematic elections. Another type is participatory observation, where civil society and ordinary citizens actively engage in monitoring the electoral process, such as election observer volunteers who oversee campaign violations or vote-buying. Lastly, there is technical oversight that focuses on technical aspects, including the use of election technology and logistical security, to ensure that election equipment functions properly and is not susceptible to manipulation. Cooperation between these various types of oversight is necessary to ensure that elections proceed in accordance with democratic values and uphold the quality of elections in the city of Surabaya.

Election supervision, including regional elections, is an effort to ensure that all stages of the election administration proceed in accordance with the laws and regulations. According to Law Number 7 of 2017 on Elections, Bawaslu has the authority to oversee all stages of the election, identify potential violations, and take preventive measures to avoid violations. The supervision carried out by Bawaslu covers various aspects, such as voter list verification, campaign monitoring, and election day observation. Prevention is all efforts to prevent electoral and voting violations and electoral and voting process disputes through oversight tasks by election supervisors or by involving

community participation and media publication (Pratama, 2019); (Mei et al., 2021). Forms of preventing electoral violations and disputes include Vulnerability Identification, education, Cooperation, Community Participation, appeals, Publication, and Other Activities. Preventing fraud is a proactive strategy aimed at proactively mitigating or eliminating the possibility of electoral fraud. According to the deterrence theory, the greater the likelihood of someone being prosecuted or punished, the less likely that person is to break the law. Therefore, the Election Supervisory Board (Bawaslu) undertakes preventive measures through public education and intensive field monitoring.

2. METHODS

In writing the article based on the above guidelines, the author uses qualitative research methods. This research method is based on the philosophy of post-positivism, which is used to explore scientific conditions, where the researcher themselves become the tool, and the data collection and qualitative analysis techniques emphasize meaning. (Nasution et al., 2024). Data collection techniques use triangulation. Various data collection techniques are combined/used together with field visits, in-depth interviews, and qualitative data analysis techniques based on inductive facts, hypotheses, and theories. (Puspita & Arfa, 2023).

The object targeted in the writing of this research article is the Bawaslu, Surabaya City. This research adopts a qualitative method with a descriptive approach, where the authors conducted in-depth interviews with Bawaslu staff and analyzed documents related to the supervision of the 2024 Pilkada. Data analysis was conducted inductively by integrating field data and the theory of Collaborative Governance to understand Bawaslu's supervision strategies. The target population of this research is the Surabaya City Bawaslu, focusing on strategies to enhance community participation in preventive monitoring of the regional elections. The analysis process adopts SWOT analysis to assess strengths, weaknesses, opportunities, and threats to observe the increase in community participation in the General Elections in Surabaya (Muhammad et al., 2023); (Putri et al., 2022); (Husaini & Aliyatunnisa, 2024).

3. RESULTS AND DISCUSSION

The first election was held in Indonesia in 1955, and various efforts have been made to ensure that elections are conducted based on quality and integrity. Regulatory-wise, the principles of election administration are guaranteed based on honesty, confidentiality, impartiality, and transparency. This shows that the state, as the holder of the highest sovereignty, has from the beginning very much desired that its citizens can exercise their political rights in a conducive atmosphere. The importance of elections that are integral and honest is essentially encapsulated in the definition of democratic elections, which at least require two things. These are free and fair elections. However, the very dynamic development of democracy has caused many political parties to be dissatisfied with both of those democratic standards.From the explanation above, the

government has made improvements in terms of supervision, always prioritizing public participation in election oversight. In the implementation of the Surabaya City Bawaslu's strategy to increase public participation in monitoring the 2024 regional elections, Bawaslu has adopted several methods, including forming non-ASN or local community Poll Supervisory Committees (Panwascam) as election monitors. However, there are procedures for registration and several selection processes for these Panwascam. Therefore, the Surabaya City Bawaslu provides a website to increase public participation in election supervision. Interaction regarding this policy has become the main focus in efforts to reduce the potential for electoral violations.

Bawaslu has implemented various outreach programs aimed at raising public awareness about the importance of active involvement in election supervision. One of the strategies used is direct education through awareness campaigns in various communities, social media, as well as collaboration with educational institutions and civil society organizations. With this outreach, Bawaslu hopes that the public will not only be voters but also participate in overseeing the conduct of the regional elections and report potential violations that occur.In addition, Bawaslu also provides training and assistance to election monitoring volunteers, with the aim of strengthening oversight from the grassroots level. The active involvement of the community is considered part of a preventive measure capable of preventing fraud or violations during the Pilkada process. Through the socialization of this policy, Bawaslu aims to create a more transparent, fair, and violation-free Pilkada environment, while also enhancing the quality of democracy in Surabaya. This article analyzes the effectiveness of these strategies and provides recommendations for the development of future electoral oversight policies (Bawaslu et al., 2023); (Strategis et al., 2022); (Fadhilah, 2024).

This active community participation reflects the implementation of collaboration spearheaded by Bawaslu and supported by non-governmental actors. The use of social media and online forums has become an effective means of encouraging public participation because it allows for direct involvement without the need to attend formal meetings.In addition, the preventive measures taken by Bawaslu in providing online complaint channels reflect one of the principles of violation prevention, which states that the greater the likelihood of a violation being detected and punished, the less likely it is to occur. This collaboration has overall succeeded in strengthening the role of Bawaslu as the body overseeing elections while also encouraging active participation from the public in efforts to prevent violations during the 2024 regional elections. One significant innovation is the use of election violation technology through the Sigaplapor website. The Sigaplapor website is a tool developed by Bawaslu to facilitate the public in reporting suspected election violations. This platform is an innovation that supports transparency and accountability in monitoring the electoral process. Through Sigaplapor, the public can not only report violations easily but also monitor the progress of the reports they submit.

Figure 1.Launching Sigap Lapor

Sigap lapor has several main features, namely first, this online reporting allows the public to submit reports directly through this platform by filling in the required data, including the chronology of events and supporting evidence. Second, the transparency of the reporting process allows the public to monitor the progress of each submitted report, from the verification stage to the final decision made by Bawaslu. Third, the security of the reporter's data on the Sigaplapor website guarantees the confidentiality of the reporter's identity, so the public does not need to worry about threats or intimidation. With the existence of the Sigaplapor website, public participation in monitoring the regional elections is further strengthened, as the monitoring process becomes more inclusive and accessible to all members of the community with internet-connected devices. In addition, this platform also facilitates transparency and accountability, where every violation report is recorded and can be viewed.

The challenges faced in the implementation of Sigaplapor include the limited digital literacy among certain segments of society, which Bawaslu addressed through socialization and technical assistance. In addition, Bawaslu also strengthened cooperation with stakeholders who can coordinate in the socialization of the SiGapLapor website (Mei et al., 2021), to ensure that every reported violation can be processed promptly. Although there are challenges in terms of law enforcement and the speed of case handling, the preventive measures taken by Bawaslu focus on transparency, accountability, and broader community involvement in creating clean and fair regional elections. The use of the "sigaplapor" website is quite easy because the primary purpose of creating "sigaplapor" is to facilitate users (the public) in making reports on the website. Here is how to make a report through

the Sigaplapor website.
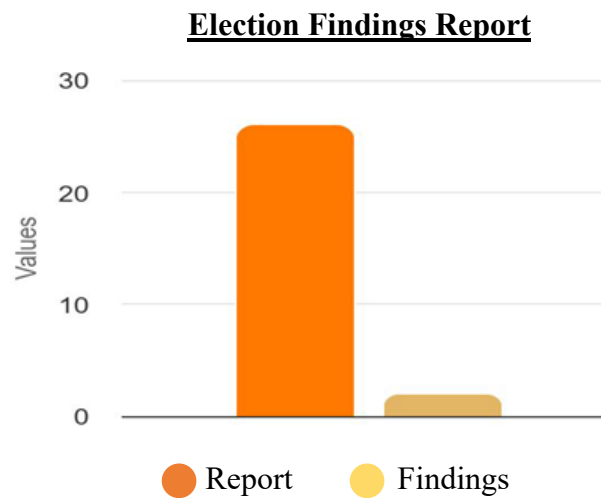
Election Findings Report

Figure 2. Election Findings Report

From the data above, it can be seen that there were 28 reports received and 2 violations found, which were submitted by the public directly to the website provided by Bawaslu Kota Surabaya. Community participation is very important in the process of monitoring and preventing elections, especially to enhance the transparency and accountability of the election.

Comparison of Election Violation Data

To evaluate the effectiveness of Bawaslu's strategy, it is necessary to compare the data on election violations in Surabaya City during several previous election periods. Below is a comparison between the violation data from the 2019 Pilkada and the preliminary data that has been collected for the 2024 Pilkada.

Table 1. Type of Violation

No	Type of Violation	Number of Cases 2019	Number of Cases 2024
1.	Administrative Violation	4.653	69
2.	Violation of the code of ethics	106	479
3.	Criminal Offense	539	39
4.	Not a Violation	437	324
5.	Other Legal Violations	634	125

With the decrease in these cases, it indicates that the call for increased public participation in election oversight has been progressing as desired.With the policy to increase public participation in monitoring the 2024 regional elections. SWOT analysis is a situational analysis method that focuses on the need to systematically identify various factors in developing strategies for companies, organizations, and institutions. The strategic decision-making process is always linked to the

development of missions, strategic goals, and objectives. An analysis of the strategic factors of companies, organizations, and institutions based on the current situation needs to be conducted.

SWOT is a policy analysis based on strengths (what strengths can be relied upon as assets), weaknesses (considering what can be considered weaknesses), and priorities (opportunities) to address those weaknesses. It is not only about challenges and threats (treatment), but also all possibilities that can be obtained to overcome weaknesses and provide strength, which are difficult both positively and negatively, to be utilized as motivation in improving organizational performance in achieving goals effectively and efficiently. (Sagala: 2013 in (Mukhlasin & Hidayat Pasaribu, 2020)

Table 2. SWOT

Eksternal / Internal	O = Opportunity	T = Treats
S = Stregness	SO = (max-max) That is, a strategy that is capable of maximizing (S) and (O)	ST = (max-min) which is a strategy that can maximize (S) and minimize (T)
W = Weakness	WO = (mini-max) which is a strategy that reduces W to be able to maximize utilization. (O)	WT = (mini-mini) reduce internal weaknesses of W and reduce external T

The information obtained from the SWOT analysis can be utilized as feedback to clarify the formulation of the mission, as a basis for formulating reasonable objectives, and as a reference for formulating strategies and planning activities to be carried out. Management experts argue that as part of strategic planning, in addition to vision and mission, the next activity is to conduct an analysis of the internal and external environment. This is followed by the phase of formulating objectives, material targets, and developing strategies, programs, and activities to be achieved.The goal to be achieved through this observation is to identify the strengths and weaknesses within the organization and understand the opportunities and challenges from outside the organization so that the organization can adapt in the future according to the competencies and skills relevant to its objectives. What we want to achieve and what we can expect. In addition, the information obtained from this observation can help the organization take long-term actions. (Mukhlasin & Hidayat Pasaribu, 2020).
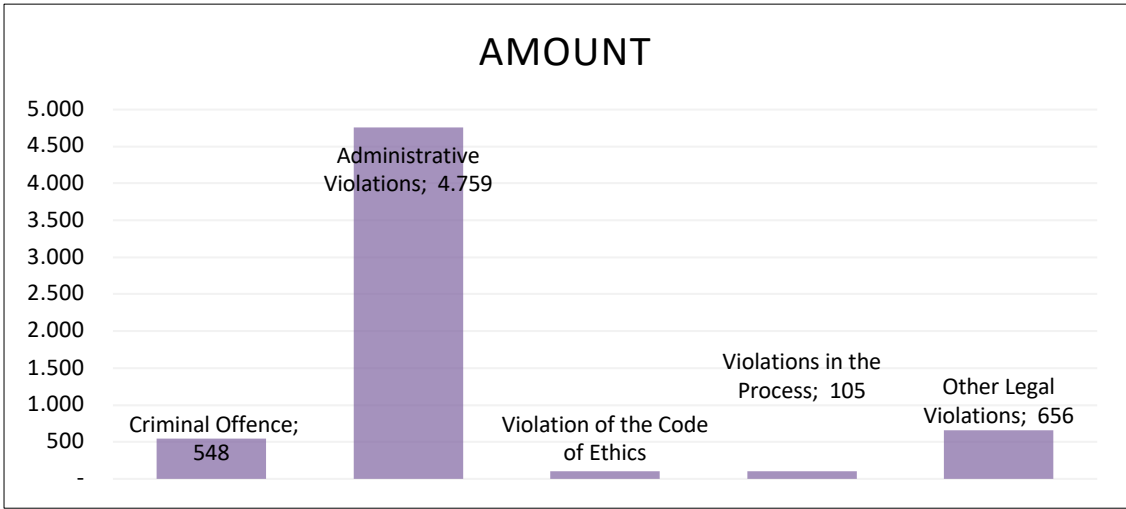
Figure 3. Amount Violation

In this study, the author conducted a SWOT analysis based on data obtained from the collaboration policy between Bawaslu and the community in conducting election supervision.

Table 3.SWOT Factor

FACTOR	POSITIF	NEGATIF
Internal	Strenghts	Weaknesses
	Multisector collaboration with a Collaborative Governance approach The use of digital technology such as social media and Sigaplapor. A consistent participatory monitoring program for 6 years.	Limited access to technology in several areas. Variations in community participation levels due to a lack of digital literacy or socialization.
Eksternal	Opportunities	Threats
	The increasing awareness of the importance of transparency and accountability in elections The development of technology that can expand surveillance and early detection of violations.	Resistance from political actors who have an interest in hindering transparency. Potential for cyber attacks or data manipulation on online platforms like Sigaplapor

Based on the results of the SWOT analysis, Bawaslu's policy to increase public participation in monitoring the 2024 regional elections has several significant strengths. Multisectoral collaboration through the Collaborative Governance approach has involved various actors such as civil society, non-governmental organizations, and the private sector, making election oversight more inclusive and efficient. Additionally, the use of digital technology such as social media and the Sigaplapor platform strengthens participatory oversight by making it easier for the public to report violations online. The consistency of the participatory oversight program, which has been running for six years, also serves as a strength supporting the sustainability of this initiative.

However, this policy faces several weaknesses, particularly related to limited access to technology in some areas, which makes it difficult for communities with low internet access and digital literacy to actively participate. The varying levels of participation in society, caused by a lack of socialization or trust in the monitoring platform, also pose a challenge in the implementation of this policy. On the other hand, the existing opportunities are quite significant, such as the increasing public awareness of the importance of transparency and accountability in elections, which can encourage active participation.

Technological advancements also offer opportunities for Bawaslu to expand digital monitoring features and detect violations more effectively (Kariem et al., 2024).However, this policy is not free from external threats, including resistance from political actors that could potentially hinder transparency efforts. Additionally, the potential for cyberattacks or data manipulation on digital platforms like Sigaplapor could undermine public trust in the integrity of election supervision. Overall, Bawaslu's policies have a strong foundation, but they need to address internal weaknesses and external threats to maximize the opportunities available in increasing public participation in the supervision of the 2024 regional elections.

4. CONCLUSION

The strategy that can be implemented by the Surabaya City Election Supervisory Board (Bawaslu) to increase public participation in monitoring the 2024 regional elections is very important to maintain the transparency and accountability of the electoral process. By utilizing a collaborative governance approach, Bawaslu not only involves government institutions but also the private sector, non-governmental organizations, and the community in election supervision. Digital platforms like Sigaplapor provide convenience for the public to report alleged violations quickly and transparently, while also facilitating information openness regarding the handling process of the reports. The success of this approach is evident from the increasing public awareness to actively participate in oversight, although there are still challenges in terms of technology access and resistance from certain political actors that could potentially hinder the transparency process.To strengthen the implementation of participatory oversight strategies, Bawaslu needs to be more active in educating the public about digital literacy, especially for those with limited access to technology.

More intensive training and socialization can help the community understand how to report violations through platforms like Sigaplapor, especially in rural areas or regions with limited internet access. In addition, Bawaslu must also strengthen cooperation with law enforcement agencies to expedite the follow-up process on received violation reports, so that the public can see the tangible impact of their participation. Digital security must also be a top priority, considering the potential threat of cyberattacks that could compromise the integrity of report data. Therefore, Bawaslu needs to strengthen its digital infrastructure to prevent data manipulation and protect the identity of the reporters. In addition, outreach efforts need to be expanded by involving more local communities,

civil organizations, and educational institutions to raise broader awareness of the importance of inclusive and transparent election monitoring. Lastly, the Election Supervisory Board (Bawaslu) must continue to conduct regular evaluations of this oversight policy, adjust strategies according to social and political changes, and identify opportunities for improvement for the future.

5. REFERENCES

Afnira, E. (2024). Optimalisasi Media Sosial sebagai Sarana Publikasi Pengawasan Pemilu 2024: Kasus Bawaslu Kota Tanjungpinang Optimizing Social Media as a Means of Oversight of the 2024 Election: The Tanjungpinang City Bawaslu Case. 3(March 2023), 47–60. https://doi.org/10.20885/cantrik.vol3.iss1.art4

Ahmad Mukhlasin, M. H. (2020). Analisis SWOT Dalam Membuat Keputusan dan Mengambil Kebijakan yang Tepat. Journal Research and Education Studies, 1(1), 33–43.

Bawaslu, S., Jawa, P., Dalam, T., & Sosial, M. M. (2023). Journal Politique. 3(1), 68–84.

Cerdas, P., Voters, I., Kadek, N., Dewi, S., & Darmaastawan, K. (2024). Peran Media Cetak dalam Meningkatkan Kesadaran Politik Pemula Untuk Menjadi Pemilih Cerdas. Abdimas Galuh, 6, 901–909.

Fadhilah, O. S. (2024). The Role of the General Election Supervisory Body (Bawaslu) in Overcoming and Acting on General Election Violations: A Review of Law and Practice [Peran Badan Pengawas Pemilihan Umum (Bawaslu) Dalam Mengatasi dan Menindak Pelanggaran Pemilihan Umum: Tinjauan Hukum dan Praktik]. 06(1), 53–64.

Gea, A. (2023). Realization of Good Governance Through Medan One Data Program as a Form of Regional Autonomous Implementation of Medan City Government. 22(2), 1–14.

Husaini, M. R., & Aliyatunnisa, N. (2024). Peran Badan Pengawasan Pemilu Dalam Penanggulangan Pelanggaran Pemilihan Umum di Era Digital (Preventif) dalam pengawasan Pemilu. 1(3).

Kariem, M. Q., Studi, P., Pemerintahan, I., Indo, U., & Mandiri, G. (2024). Transformasi Bawaslu dalam Mewujudkan Supremasi Pemilihan Umum 9(3)

Koto, A., Simbolon, P., & Saragih, Y. H. J. (2024). Kinerja Pegawai Bawaslu Kota Pematang Siantar6(2), 261–270.

Mei, N., Rahmiz, F., & Yasin, H. M. (2021). AL-ISHLAH: Jurnal Ilmiah Hukum Tugas dan Wewenang Badan Pengawas Pemilihan Umum dalam Mengatasi Sengketa Pemilu Presiden dan Wakil Presiden. 24(1), 163–187.

Muhammad, B. Z., Daerah, P. R., Dasar, U., & Republik, N. (2023). Efektivitas Badan Pengawas Pemilu (Bawaslu) (2), 443–467.

Mukhlasin, A., & Hidayat Pasaribu, M. (2020). Analisis Swot dalam Membuat Keputusan dan Mengambil Kebijakan Yang Tepat. Invention: Journal Research and Education Studies, 1(1), 33–44. https://doi.org/10.51178/invention.v1i1.19

Nasution, A. I., Azaria, D. P., Alfarissa, T., & Rafi, F. (2024). Peningkatan Peran Bawaslu

Republik Indonesia dalam Mengawasu Kampanye di Media Sosial Pada Pemilu Serentak 2024. 8(7).

Ningrum, K. W., Aisah, N., Islam, U., & Walisongo, N. (2024). Peran Masyarakat Desa Sumberejo pada Penyelenggaraan Pilkada Serentak Tahun 2024 The Role of Sumberejo Village Community in Organizing Simultaneous Regional Elections In 2024. 2(4), 269–276.

Pratama, R. A. (2019). Upaya Bawaslu Kota Samarinda dalam Legislatif Serta Pemilu Presiden. EJournal Ilmu Pemerintahaan, 7(3), 1311–1324.

Puspita, P. S., & Arfa. (2023). Analisis terhadap kedudukan badan pengawas pemilihan umum dalam sistem ketatanegaraan indonesia. Limbagi: Journal of Constitutional Law, 3(1), 1–21.

Putri, A., Ismi, N., Malik, I., Negara, I. A., (2022). Peran Badan Pengawas Pemilihan Umum dalam Pada Pemilihan Kepala Daerah Kota Makassar 2020. 3.

Ranbilal, R., Seran, G. G., & Hernawan, D. (2024). Strategi Bawaslu dalam Pencegahan Pelanggaran Karimah Tauhid, 3, 4484–4496.

Santri, S. H., Studi, P., Hukum, I., Hukum, F., & Riau, U. I. (2023). Analisis peran badan pengawas pemilu dalam penegakan hukum pemilu. 13(Juni), 42–47.

Strategis, P., Dalam, B., Sdm, M., Jambi, M., & Hapis, M. (2022). J urnal Legisia Jurnal Legisia. 12.

Toni, G., & Gultom, M. M. (2023). Ensiklopedia Education Review. 5(1), 6–12.

Turyadi, I., Manajemen, P., & Ghifari, U. Al. (2023). Analysis of Supervision Effectiveness of The City Election Supervisory Board (Bawaslu) in The Pandemic Era. Jurnal Kewarganegaraan, 7(1), 857–862.

Village, S., District, C., & Cultivation, C. (2023). Open Access Indonesia Journal of Social Sciences. 7(1), 1357–1365.