Application of Information Technology in Identifying HOAX Information Circulating on Social Media Related to the COVID-19 Pandemic by the Sawahlunto Police Cyber Patrol Team

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Abstract. The COVID-19 pandemic in the era of Industry 4.0 has fueled the spread of misinformation and disinformation on social media. Unregulated discussions and the 24-hour news cycle have facilitated HOAXes, often aimed at inciting public unrest. This phenomenon has led to a lack of trust in the validity of Covid-19 information, contributing to the rise in cases. Consequently, the government cannot address this issue alone and requires support from law enforcement. This study examines the problem from a police science perspective, proposing digital policing (e-policing) as a solution to identify and address circulating HOAXes. The Indonesian National Police's Priority Program (PRESISI) outlines an innovative approach by introducing the Polisinyo Urang Sawahlunto (PUAS) application. This research uses a qualitative approach to analyse the relevant findings, including interviews, observations, and literature reviews. The results show that: 1) The spread of HOAX information via social media within the Sawahlunto Police's jurisdiction is still widespread; 2) The PUAS application's HOAX checker feature can identify HOAXes related to COVID-19, helping the police gather valid information to share with the public; 3) However, when analysed through management theory, the application's implementation still lacks fulfilment of the Man, Money, Method, and Machines components. As a result, PUAS has not yet been fully implemented and requires further development.

Keywords: HOAX; Application; E-Policing; COVID-19.

INTRODUCTION

The presence of social media makes it easier for us to get information than print media such as newspapers and magazines. However, the convenience we get has a profound impact. Social media is a fertile place for HOAXes to grow. HOAXes or fake news are no longer words we are used to hearing. HOAX is false news that harms others because the information can judge someone unilaterally without knowing the truth. Reporting from the Wikipedia site, fake news or HOAX is information that is not true but is made as if it were true.

As of August 8, 2020, Kominfo stated that there have been 1,028 HOAXes spread across various social media platforms related to disinformation about the Coronavirus (COVID-19) in Indonesia. If the public believes all these scams, it won't be good. If we do not prevent the spread of HOAXes as early as possible, it can dangerously impact Indonesian society. Due to the confusion between true and false information, society will be more likely to be divided. We can see that the real impact is people's reluctance to comply with health protocols issued by the government, leading to many victims becoming infected with COVID-19.

Judging from the development of COVID-19 cases updated on December 12, 2020, from www.covid.go.id, the cumulative positive cases of COVID-19 nationally amounted to 664,930 cases, with 541,811 confirmed recoveries followed by 19,880 confirmed deaths due to COVID-19; this puts Indonesia in 19th place in terms of the

number of positive cases of COVID-19 in the country.

In line with the data above, 55% of the 90,967 respondents studied by the government argued that they did not want to implement health protocols because there were no strict sanctions from the government for violators of health protocols. But even more concerning is that 21% of the 90,967 respondents studied by the government reasoned that they followed other people not to implement health protocols; this shows that groups who do not believe COVID-19 exists are dangerous. The above is a benchmark of how the government and experts cannot invite people to re-use their common sense in thinking.

In responding to various groups that have begun to spread issues and HOAXes related to their disbelief in COVID-19, which has an impact on the increasing number of positive cases of COVID-19 in Indonesia, the government cannot work alone without the help of law enforcement officials of course. Responding to the spread of HOAX information like this, action is needed from law enforcement officials, especially the police, to prevent preventive and repressive actions. If not handled effectively by the provisions of the legislation, it can lead to widespread social conflict and can result in discrimination, violence and even casualties [1].

However, in dealing with this problem, the police will be overwhelmed if they continue to make law enforcement efforts against all the perpetrators of HOAX information dissemination in cyberspace; due to the high cost of the case, it is also difficult to verify and test the validity of the data from information. It has been found that whistleblowers who spread HOAX information have mushroomed on various social media sites (such as Facebook, Instagram, Twitter, and other social networking sites).

In the current study, researchers applied police science perspectives to thoroughly explore theories related to these problems, mainly focusing on scientific approaches that support the police's primary function of preventing cybercrime. Concentration and proficiency in utilising police technology are needed in investigating crimes because technology as a basic science and knowledge is also growing rapidly, supported by computerised systems and information technology [2]. In carrying out the function of preservation of law and order, police science requires technological knowledge of monitoring regulation in addition to transportation and police communication.

Consequently, policing efforts are needed in the digital era based on online systems (e-policing) to identify HOAX information in circulation. This step is appropriate because, in addition to enforcing the law, authorities must educate the community and actively invite them to use the internet responsibly and by rules and regulations. But to foster that sense, the National Police must be able to take innovative steps and make breakthroughs to penetrate space, distance, and time by inviting the public to participate actively in reducing and even reducing the circulation of HOAX information on social media.

One of the innovative steps to answer the above problems is contained in the Roadmap of the Priority Program of the Chief of Police (Gen. Listyo Sigit Prabowo, M. Si.), PRESISI. The Fit and Proper Test script for the Kapolri candidate test at Commission 3 explains that two programs are related to solving the above problems. The first is improving the quality of Polri's public services in the transformation of Public Services, and because this is digital/ online based, the Modern Policing Technology Change program in the Police 4.0 Era is suitable for supporting the answer to the problem above.

One of the breakthroughs made by the regional ranks is the Polisinyo Urang Sawahlunto (PUAS) application program implemented by the Sawahlunto Police Cyber Patrol Team. The team, led directly by the Sawahlunto Police Chief, is a supporting component in social media management and is used to process and identify attacks on negative opinions related to COVID-19 and HOAX information in the community, which can lead to widespread social conflict.

This paper focuses on the city of Sawahlunto as its research site because, unlike other cities in West Sumatra, Sawahlunto has a distinctly heterogeneous population. Researchers conducted the study in Sawahlunto City not only for sociocultural methodological reasons but also because the West Sumatra Police Criminal Investigation Unit reported in 2020 that more HOAX information was identified on social media in Sawahlunto City than in other cities. In the previous year, Satreskrim Polres Sawahlunto succeeded in disclosing seven crimes in the Cyber field, under which Dit Reskrimsus Polda Sumbar disclosed two cybercrimes that occurred.

Adopting this application is one of the keys to the success of the POLRI program, primarily related to hate speech and identifying HOAX information related to negative comments on social media and the spread of COVID-19. This application allows community members to report HOAX news they receive, enabling the police to investigate the sources of misinformation and provide immediate clarification of information circulating on social media. In this case, Sawahlunto Police prefer a gentle approach to the repression and persuasion process rather than repressive and forceful actions, which tend to be carried out only when the situation is no longer under control.

Research Problem

1) What is the description of HOAX information spread through social media circulating within the jurisdiction of the Sawahlunto Police Department?

2) How does the PUAS application identify HOAX information about the COVID-19 pandemic on social media conducted by the Sawahlunto Police Department's Cyber Patrol team?

3) What factors influence the PUAS application in identifying HOAX information circulating on social media within the jurisdiction of the Sawahlunto Police Department?

Theoretical Basis

Information Technology. Based on the author [3], it is an information technology medium, system and method for acquiring, transmitting, processing, interpreting, storing, organising, and using infrastructure (hardware, software, utilities) data meaningfully. Authors [4] show the same thing. Information technology is defined as the science of computer information, and development speed is breakneck. Authors [5] also argue that information technology processes data. Processing involves processing, retrieving, editing, storing, and operating data in a certain way to produce quality information that is relevant, accurate, and fast.

HOAX. HOAX means rumour, scam, fake news, fake news or gossip. Fake news is information whose content does not correspond to the truth (hidden material). Rumour is not an acronym but an English word with its meaning. On the other hand, Wikipedia defines HOAX as fake news, where the author tries to trick the reader/listener into believing something even though they know it is fake.

COVID-19. Coronavirus or Severe Acute Respiratory Syndrome Coronavirus 2 (SARS-CoV-2) is a virus that attacks the respiratory tract. People commonly refer to diseases caused by viral infections as COVID-19. The coronavirus can cause mild respiratory problems, severe lung infections, and even death. This virus is a new form of coronavirus that infects humans.

Post Truth Concept. Author [6] says that opinions respond to three main elements: beliefs, attitudes, and cognitions; this builds trust because people believe and hold the truth the opinion (leader) has told them. On the other hand, attitude refers to the emotions one experiences in the information disseminated by the media, precisely curiosity and passivity. Conversely, cognition refers to how one makes sense of comments, perceives the meaning of opinions, and acquires updated knowledge. The targeted agenda incorporates all three elements and contrasts them with the post-truth model. Opinions must come out of the truth.

However, post-truth changes the truth of facts by manipulating and distorting facts and creating new facts in addition to opinion-based facts. As a result, people's behaviour changes and follows the information framework designed for the creator's benefit. So, people's beliefs change with the emergence of new perceptions. As a result, there is a behaviour change.

The Death of Expertise Concept. Professionals experience mortality when they fail due to mistrust of institutions and excessive cognitive bias, especially on open internet connections where users can disseminate information in just a few seconds. The faster it spreads, the more information that does not correspond to the truth (tip). Because people trust easily, almost everyone's daily consumption is complete and tends to align with the consumer's point of view, leading to self-composition. As a result, experts lose the competition with search engines (Internet) [7].

Cognitive Bias Concept. Cognitive biases are systematic errors in thinking that occur when people process and interpret information in the world around them and influence their decisions and judgments. The human brain is powerful but has limitations. Cognitive biases are often the result of your brain's attempt to simplify information processing. Biases usually serve as rules

of thumb that help you make sense of the world and reach decisions with relative speed [8].

Civil Disobedience Concept. Civil disobedience became popular in an essay by American scholar and philosopher Henry David Thoreau. Mahatma Gandhi, an independent Indian leader, was one of the people influenced by Thoreau's writings. The principles of Satyagraha (truth and patience) and Ahimsa (non-violent resistance) were Gandhi's teachings, which were heavily influenced by the concept of civil disobedience. Martin Luther King, Jr., a member of the civil rights movement, was also influenced by the idea of civil disobedience [9].

Government disobedience can be seen in two ways: first, through peaceful means, and second, by resisting the use of force; this happens because the government sacrifices or ignores the people's interests, leading to a crisis in their relationship with the government [10].

Uses and Gratifications Theory. Herbert Blumer and Elihu Katz first proposed this theory [11]. This use and gratification theory was introduced in 1974. Blumer and Katz's theory emphasises that users actively participate in media selection and use. Media users are active players in communication, striving to find the right media sources to meet their needs. In other words, the theory of use and reward presupposes that users can choose alternatives that meet their needs.

The use and gratification theory emphasises the human approach to vehicle visualisation; this means the public has autonomy and the right to deal with the media. Blumer and Katz believe the public can use their media in many ways. Conversely, he argues that there are many reasons for the public's media use.

Cyber and Public Relations Theory. The stages in the theory of cyber public relations refer to those conveyed by authors [12], consisting of fact-finding, Planning, Communication and Evaluation. However, this research focuses gradually on the first step, Fact Finding, because this also aims to identify HOAX information on social media. There are also several indicators in it, including Staring, Chaining, Browsing, Differentiating, Monitoring, Extracting, and the last is Verifying. These indicators clearly show a fact.

Man, Money, Method, Material, Machine. Author [13] defines management as planning, organising, mobilising, and managing, which is carried out to set and achieve agreed-upon goals using people and other resources. Human resources and other resources are called management resources. 5M is a term used to describe the key production elements necessary for an organisation to function optimally. In English, it is called the 5M Model. The contents of the 5M model are as follows. Man refers to humans as labour.

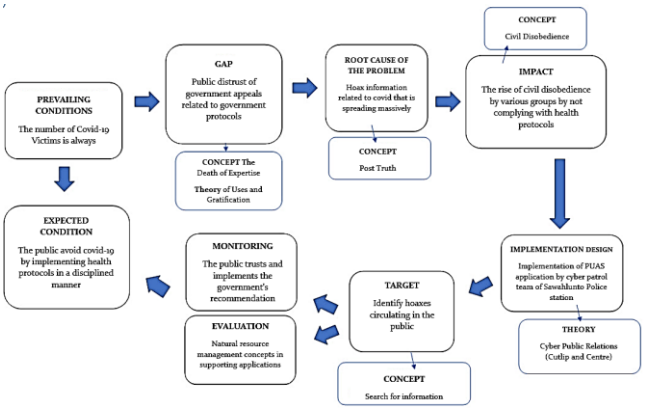

Figure 1 – Conceptual Framework

METHODS

The study was conducted through a qualitative approach, as described by the researcher. The research method used in this research is a case study. Researchers conduct field observations so that researchers can talk and observe directly with the people they observe.

Primary data in this study are researcher observations regarding the description of the Polisinyo Urang Sawahlunto application in identifying HOAX information circulating on social media related to the COVID-19 pandemic. Secondary data is a type of data obtained from other parties, obtained indirectly from the research subject. Secondary data in this study are several laws in Indonesia, books and journals on information technology, overcoming HOAX information on social media, the COVID-19 pandemic, cyber patrols, and some information from the internet.

This research used observation, interview, documentation, and literature study techniques. The researchers also used descriptive analysis techniques to create this report. The technical analysis stage includes data collection, reduction and simplification, visualisation, analysis, and conclusion drawing.

RESULTS AND DISCUSSION

Analysis of the spread of HOAX information through social media in the jurisdiction of Sawahlunto Police. The rise of HOAX information related to the COVID-19 virus circulating among the people of Sawahlunto shows a trend that continues to cause unrest among each other; this happens because people no longer care about the truth and quality of information but rather listen to what they think is true. The authors' [14] research supports this, concluding that users' search for new details varies but is driven by their beliefs and what they perceive to be accurate. The public's attitude supports this phenomenon by trusting information from artists, figures, or influencers that cannot be proven true while disregarding government recommendations that competent parties have tested.

In addition, people's urge to consume information in line with their beliefs is linked to how the algorithm directs internet users [15]. Organisations now integrate algorithms into their routines, decision-making, and more. Recommendation algorithms provide internet users with personalised information based on their previous searches, interests, and browsing patterns. When a user searches for a word, the algorithm collects it and displays it on every platform the user opens; this intensifies the misdirection of information consumption and makes people emotionally write and spread fake news [15].

Attitudes towards desired information consumption and guidance by algorithms are considered causes and current issues. These points can be a possible cause of why people in Sawahlunto City do not implement the government's recommendation to keep applying health protocols in their activities.

In addition to the above points, the spread of HOAX information is because people in Sawahlunto still lack digital literacy/do not get valid information/still easily accept information that is not necessarily the truth (accept information "raw") and then cause unrest in the community, until the impact of civil disobedience by the community.

COVID-related HOAX information circulating massively on social media. Post-truth is a condition where facts are less influential in shaping public opinion than emotions and personal beliefs [16]. The word post-truth became popular in two of the most influential political moments in Europe and the United States, namely the exit of the United Kingdom from the European Union (Brexit) and the election of Donald Trump as president of Uncle Sam's country. In a situation where Brexit and Trump's election were driven by emotional sentiment because HOAX information was more influential than facts, post-truth conditions occupied the top position of popularity.

The research findings show that the post-truth phenomenon also occurred massively on social media in the jurisdiction of Sawahlunto Police regarding the COVID-19 pandemic. Many HOAXes are related to the spread of COVID-19 cases. The impact is that people in Sawahlunto easily fall into post-truth because they tend to choose and provide information that aligns with their beliefs. This tendency makes it easy for them to be trapped in a single truth due to closed opportunities to receive information from others. Social media algorithms also support this through the bubble filter effect that isolates users by presenting information that aligns with their beliefs through digital footprints [17].

According to researchers, of course, the existence of this post-truth era requires a critical thinking process from the people of Sawahlunto to evaluate the information accessed through various digital media. The proliferation of fake news (HOAXes) seems to be an endless chain [18]. The flood of information confuses social media users about which messages are valid in actual reality. As a result, many users, intentionally or unintentionally, spread HOAXes that go viral, undermining the central government's credibility in pandemic-related policymaking. Therefore, people must develop critical information processing skills when using social media to avoid spreading invalid information. The public must continue to develop the ability to sort out information or messages based on credible sources and also be able to compare the same information with that from different sources and types of media to broaden perspectives and foster a culture of verifying information before disseminating it. To avoid the widespread circulation of such information [16].

Fulfilment of Social Media User Needs. Each individual is responsible for choosing media to meet their information needs so they know their needs and how to meet them. So, information needs satisfaction is a way of fulfilling the required information, which is the ability of something to provide satisfaction [19]. The purpose of the satis-

faction obtained is the amount of satisfaction obtained by the individual to fulfil specific needs after using the media. This theoretical approach is more directed towards attention to the use of media content to get satisfaction (gratification) of one's needs, which in this theory is an active user intentionally using the media to meet his needs [20].

The uses and gratifications approach questions what people do with the media, namely, using the media to satisfy their needs. This theory is a broader tendency on the part of the media to provide satisfaction to users. This model shifts the focus from communicator goals to communicator goals. This model also determines the function of mass communication in serving users [20]. Uses and Gratifications show that the main issue is not how the media changes the attitudes and behaviour of the audience but how the press meets the personal and social needs of the audience. Hence, the weight is on active audiences, who deliberately use the media to achieve specific goals [21].

The concept of use is an essential and central part of this thinking. Knowledge of media use and its causes will help us understand and predict the outcome of a mass communication process. The need is only one of the factors that lead to media use. Individual character, expectations and perceptions of the media, and the level of media access will also influence individuals' decisions to use or not use mass media content [22].

The relationship between the user and the outcome, taking into account the content of the media. The characteristics of the media content determine a large part of the outcome. In this case, media use is only considered an intermediary factor, and the process results are called effects. Use and gratification will only be deemed to play an intermediary role, strengthening or weakening the effects of media content. The theory of uses and gratifications applies to users' motives in utilising Internet media as a new communication medium to meet the needs of information, entertainment and personal identity. Uses and gratification are based on assumptions, among others:

1) The use of media ultimately aims to achieve a goal. Audiences use mass media to fulfil specific needs that develop with the social environment.

2) Audiences choose the type and content of mass media to fulfil their needs. So, audiences are involved in mass communication and can influence the media to meet their needs more quickly than the media can control them.

3) Besides the mass media as a source of information, various other sources can satisfy the audience's needs. Therefore, the mass media must compete more with other sources.

4) The audience knows the need and can fulfil it if desired; they also know the reasons for using and choosing mass media.

The research findings show that for the island of Sumatra, data is obtained for 22.1% regarding the contribution of internet penetration in the 2019-2020 period and for West Sumatra, it is 2.5% (2019) and 2.6% (2020). When comparing the 2018 penetration, it is clear that the province of North Sumatra primarily contributed to the penetration, but its contribution has decreased. Meanwhile, Lampung and South Sumatra provinces are the sources of penetration contribution growth in Sumatra in 2019. However, the slowing growth of penetration contribution with declining internet penetration contribution in North and West Sumatra is not positively related to the decline in internet users (Million) there. In these two provinces, 2019 internet users continued to increase from 2018. North Sumatra has 11.7 million (2019), up from 10.9 million (2018), and West Sumatra has 5.0 million (2019), up from 4.5 million (2018).

The data conclude that people in the province of Sumatra, including the Sawahlunto region, use various social media to satisfy their needs for information, communication, socialising, etc.

Public Distrust of Government Appeals Regarding the Implementation of Health Protocols. There has been a death of experts in the health sector, and doctors and experts' statements are not trusted. Outside of COVID-19, the spread of HOAX news about coronavirus is confusing, and some people underestimate COVID-19. The development of HOAX news or information fosters unclear myths, which is detrimental and hampers handling the COVID-19 pandemic due to the tendency not to read and conclude the info received quickly. People easily believe in information that is repeated or the same and lack evaluation of the credibility of the news. There is a public distrust of the government's appeal regarding implementing the Health Protocol. Therefore, it is essential to use digital literacy to socialise the risks of online activities; this is an effort to fact-check

and understand the emergence of various HOAXes related to the pandemic. Given the vast amount of information circulating online during the COVID-19 pandemic, individuals must read every piece of information on social media carefully and wisely when choosing and sorting news.

Internet usage has been very high during the pandemic, so the flow of information is also relatively high. Socialising digital literacy in the community is one of the absolute efforts. This effort is mainly to use the internet critically and with full social awareness before disseminating information. Related to this, from the research findings and interview results in the previous chapter and when associated with the concept of the death of expertise that in Sawahlunto, there is much misinformation related to Covid, the community is too accepting of invalid information so that many people do not comply with the Prokes. Many of the people of Sawahlunto openly expressed their understanding with several artists who thought COVID was a conspiracy; this encourages people to neglect their health by not washing their hands after activities, wearing masks, etc. They do not implement the government's appeal regarding the implementation of the Health Protocol because the weak digital literacy of the people in Sawahlunto influences them.

Civil disobedience by the community by not complying with the implementation of the Health Protocol. The Indonesian government has made concrete handling efforts to stop the spread of this COVID-19 case. One of them is imposing several regulations on the community to minimise transmission and prevent the spread of COVID-19. Some of the rules carried out by the government include the implementation of large-scale social restrictions (PSBB), as stated in Government Regulation (PP) No 21 of 2020, concerning PSBB on March 31, 2020. The PP explains that PSBB is a government strategy to prevent the spread of the coronavirus. With the implementation of PSBB, several community activities have also been limited. Restricted activities include school activities (via online), work (Work from Home policy), religion, social, tourism, transportation and other activities held in public places that are limited to the capacity of users of these public areas.

Related to this policy, the community's response to government policies to tackle the spread of COVID-19 states that the behaviour of the Indonesian people, generally, is not ready to face this outbreak. An indication that the behaviour of the Indonesian people is not prepared to face the COVID-19 outbreak is marked by a show of non-compliance.

Physical distancing policies have limited humans' fundamental needs and natural inclination for intensive social interaction. The community's response to the PSBB policy seems different. Some people voluntarily comply with government instructions (obedience to authority). They limit their activities and only stay at home. However, some individuals disregard government regulations regarding Large-Scale Social Restrictions (PSBB) and fail to comply with health protocols, such as hand washing, mask-wearing, and physical distancing. They continue to carry out several activities that pose a risk of contracting and transmitting the COVID-19 virus.

People's disobedience to these government regulations will be destructive for themselves but also bad for their families and the community around them. Disobedience regarding the Prokes policy during the pandemic also manifests the community's reluctance to make behavioural changes by direct orders conveyed by certain authorities.

Systematic errors in thinking that affect decisions (cognitive bias). The HOAX in the COVID-19 era is closely related to cognitive bias. Cognitive bias is an error that occurs systematically when a person thinks, affecting the decisions and judgments made. This happens for several reasons, one of which is the memory of disappointment, which can lead to biased thinking and decision-making. Cognitive biases often result from the human brain's attempt to simplify information processing [23].

This cognitive bias is divided into several types and is suitable for spreading HOAX news in Indonesia. The first bias is the optimism bias. Optimism bias is a cognitive bias that makes people believe in denying adverse events they will experience [24]. This optimism is also called unrealistic optimism or comparative optimism. This concept can describe why Indonesians refuse to be afraid of doing activities during a pandemic; they are too sure that corona is not so dangerous, and Indonesians believe that God will protect Indonesia.

The second type of bias is emotional bias, a distortion of cognition and decision-making caused by emotional factors. In this bias, people tend to

believe in things that give them some positive emotional impact. It is also often associated with goods or objects where the object has a positive effect. The fact that unhappiness causes mental illness is a denial that is carried out [25]. From the explanation, it can be seen that the people of Sawahlunto do not want to accept the adverse facts from social media, such as the dangerous coronavirus. Still, they look for things that make people happy, such as vacations and trips to farther places.

The Sawahlunto Police Cyber Patrol Team uses the PUAS application to identify HOAX information circulating on social media related to the COVID-19 pandemic

Cyber Public Information Management Strategy. The development of more damaging information and the increasingly massive HOAX news circulating on social media has caused tremendous panic in the community. This panic certainly comes from news in the media, such as the city of Wuhan, where COVID-19 was first discovered, like a dead city or Zombieland. Then, the media spotlight on handling bodies in Ecuador that were not treated properly due to lack of coffins. Then, in the United States, many bodies were not buried due to a lack of officers and so on. The picture (COVID-19), which tends to be negative, has caused the public to panic. In addition to panic in the community, the pandemic has also caused several countries' government authorities to experience a tremendous crisis. It impacts health sectors such as economic, social, and political [26].

As for now, no country has had the most appropriate experience in dealing with the COVID-19 pandemic. People assume that a government can control and then use this assumption to compare it with other countries. The conditions of each country in terms of the epidemiological aspects of COVID-19 are the same. This perception is the most prominent colour in handling COVID-19 experienced by many countries worldwide. Often, the experience of an individual or group that is considered successful in handling matters is regarded as the most correct. Under these conditions, information management is the key to handling COVID-19 for the community and the government.

Accurate and reliable information helps people understand and realise how to handle COVID-19. Proper management of Cyber Public Information aims to prevent people from panicking. It is applied to each local government to organise the most appropriate strategy for the conditions of their respective regions [27].

Related to the above, several stages exist in using the Internet or information media [28].

The first step is conducting fact-finding. Researchers can use several strategies or models to search for information in this stage, divided into eight phases. First is the starting stage, which is the starting point of the information search. At this stage, the social media user community gets initial information about the information to be sought [29]. This stage is also the initial literacy stage for social media users who get information from such sites as WhatsApp, Facebook, Twitter, etc.

Second, the chaining stage is an information search activity that involves finding sources from other media and comparing various information social media users use [30].

Third is the browsing stage, an advanced search of information about literacy obtained in the previous stage [31]. Social media users can use search engines such as Google, Yahoo and others to find sources of information.

Fourth is the differentiating stage, which is the selection of information sources based on quality media that the public can trust. The quality in question is to identify sources of information that emphasise the chosen subject to further retrieve the desired information [32].

Fifth is the monitoring stage, which involves monitoring various social/information media and observing developments on topics of interest to the public [33].

Sixth, the extracting stage. This stage requires the expertise of social media/information users to extract information from various sources. Media users will seek information from all sources that are considered valid and reliable [34].

Seventh is the verifying stage. At this stage, information seekers check or review their obtained information. Social media/information users ensure they get the information they want. This stage also assesses the information they have obtained [32].

Eighth, the ending stage, the final stage of information search, coincides with the end of an activity. At this stage, whether social media/information content quality is satisfactory, reliable, valid, or otherwise [34].

Furthermore, the second stage is planning. In implementing the Cyber Public Information Management, Sawahlunto Police has an information technology-based application based on the Android system. The application is called "Polisinyo Urang Sawahlunto (PUAS), which aims to identify HOAX information circulating on social media and developing in the jurisdiction of Sawahlunto Police. The research findings show that this application helps the operations of Bhabinkamtibmas personnel update HOAX information related to COVID-19 and becomes material for counselling the community. The PUAS application is manned by the Cyber Patrol Team of Sawahlunto Police and then coordinates with the Head of Binmas Sub-District, Public Relations Section and the Head of the Jajaran Police.

In the third stage of communication, the application helps Bhabinkamtibmas personnel conduct health protocol counselling in villages in Sawahlunto Regency. Through this application, Bhabinkamtibmas personnel do not need to search and analyse information. Still, it has been provided in the PUAS application, including false and correct information from existing references. In addition, Bhabinkamtibmas personnel can update any false or accurate information to communicate valid and reliable news to the community.

In addition, the Public Relations of Sawahlunto Police also plays a role in countering social media using official and fake accounts. Police Chiefs also carry out appeals regarding HOAX information updates in their respective jurisdictions. In the last stage, namely the evaluation of the material of these activities, every two weeks, a survey is carried out directly to the community by Bhabinkamtibmas personnel, Public Relations, and the Heads of Police to find out that the community already knows the information that has been appealed to, and see changes in behaviour for the community in following the appeal of the health protocol in question.

As explained above, implementing the PUAS application program has fulfilled the elements of cyber public management theory. However, if you look deeper, many still have not been implemented, so it is only a formality. This application is not as sophisticated as expected because it uses manual methods.

PUAS application system. The PUAS application system has a database with a capacity of 5 GB and features on the website and the Android system. This application has a panic button service feature and is developing again with the HOAX checker feature initiated by IPTU Johannes Bregas. The HOAX checker feature can manually display information analysis by cyber patrol team members. This application has no clustering algorithm feature and can quickly and automatically identify HOAX information. This application is helpful as a computer-based to analyse data on social media. The identification process through the PUAS application is to open a popular Facebook group in Sawahlunto, perform a search method with OSINT, search for comparison news references, log in to the application, log in as a member and input HOAX information along with its analysis.

Factors influencing the PUAS application in identifying HOAX information circulating on social media. The PUAS application must align with management principles, particularly George Terry's management theory, in handling cyber public information [35]. These elements include:

1) Money is used as capital to finance all company activities. Due to cost limitations, this PUAS application is not yet included in the Work Plan (Renja). If an adequate budget supports this application, the application will be effective in preventing HOAX information.

2) Machines are operational and non-operational as facilities/tools supporting company activities. The Sawahlunto Police cyber patrol team has several infrastructure facilities, such as four Asus Zenbook-branded laptops, Indihome Wi-Fi with a capacity of 200 Mbps, and one plasma TV unit for monitoring results. However, the current infrastructure is still considered inadequate. There is a need for personal computers, CCTV, additional laptops, qualified internet capacity, TV, and a server as a database for storing data and information owned by the Cyber Patrol Team.

3) Method as a guide to the implementation of company activities. The identification process through the PUAS application is relatively straightforward: log in to the application, log in as a member and input HOAX information along with its analysis. However, the facts in the field, according to the results of interviews with the Sawah Lunto Police Chief, that many of his members still cannot analyse and identify HOAX information on social media, so this should be used as material for analysis and evaluation.

The team will stop maintaining the application after June, as they want to eliminate maintenance costs and allow members to manage the database directly from the website. Users only used this application for six months in 2020. Police leaders also felt that this application did not have the expected features, so they did not continue with it.

CONCLUSIONS

The following conclusions arise from the findings and discussion:

1) The spread of HOAX information through social media in the jurisdiction of Sawahlunto Police is still quite massive. There is still a lot of HOAX information related to the handling of COVID-19; this is because people in Sawahlunto still lack digital literacy / do not get valid information / still easily accept information that is not necessarily the truth (accepting "raw" information) and then result in unrest in the community. The impact of civil disobedience by the community, in addition, is that the people of Sawahlunto are more concerned with personal feelings than the truth of the information that has been tested, so they feel that the information received and their personal beliefs are correct.

2) Implementing the PUAS application to identify HOAX information aligns with the principles outlined in cyber public management theory. Although the details may sometimes appear formalistic, all aspects have been planned and executed by the Cyber Patrol members. The application, however, comes across as "old-fashioned technology," which has prevented it from achieving the intended goals for both the police department and the public. On the operational level, direct field interviews with the Bhabinkamtibmas reveal that the PUAS application's features assist in updating HOAX information related to COVID-19, which serves as material for public outreach. Additionally, Bhabinkamtibmas officers no longer need to search for or analyse existing information, as false and accurate information is readily provided within the app based on verified references; this has sparked public interest, as community members often inquire about the truthfulness of new information. However, according to Bhabinkamtibmas, the biggest obstacles for PUAS are the technological literacy gap and limited infrastructure in rural communities, which restricts their access to the app and its information.

When examined through management theory, the implementation of the PUAS application has yet to meet all the necessary components: Man, Money, Method, and Machines. The human element is crucial in implementing PUAS and other technologies. On the police side, only two officers and one supervisor are assigned to manage PUAS, and their field duties often conflict. From the community perspective, interviews with Bhabinkamtibmas reveal that many rural residents lack technological literacy and the infrastructure needed to access this information. Money is key to running PUAS optimally. According to the Sawahlunto Police's Criminal Investigation Unit Head, PUAS operates on funds redirected from individual unit budgets, which are insufficient for complete optimisation. The method is still lacking as PUAS does not yet have a formalised SOP. The Head of Criminal Investigation states that no legal basis or clear SOP governs PUAS operations, as it is primarily an officer initiative to streamline public services. Cyber Patrol team interviews also indicate a lack of clear metrics for filtering HOAX information, making the criteria subjective, particularly in cases involving criticism of the government. For Machines, the Criminal Investigation Unit Head reports that laptops, internet, and a monitoring TV are insufficient to optimise PUAS fully; additional resources, such as CCTV and a dedicated server, are needed for the Cyber Patrol team to implement PUAS effectively. Overall, these factors indicate that the PUAS application has yet to be fully implemented or meet the expectations of both internal police and public stakeholders.

Based on the above conclusions, several recommendations are proposed to maximise the effectiveness of the PUAS application:

1) Regarding the ongoing spread of HOAXes, the Sawahlunto Police Department should consistently provide education and socialisation to the public on emerging information and issues through the Sawahlunto Police Public Relations, Bhabinkamtibmas officers, and other stakeholders (such as local government) by utilising information technology-based media.

2) Developers can further enhance the PUAS application into a more advanced system by utilising Artificial Intelligence systems and potentially applying Machine/Deep Learning methods. Additionally, increasing storage capacity and enhancing analysis methods would improve the operational efficiency of the PUAS application.

To optimise this application, continuous socialisation and training for Sawahlunto personnel on various technology-based police services are essential, ensuring effective and efficient service delivery to the community. Furthermore, information technology innovation funding must be fully supported by leadership and incorporated into the agency's Work Plan (DIPA budget) to ensure these initiatives achieve their full potential.

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