

Effectiveness of Implementing E-Tickets in the Central Jakarta Police Traffic Police Unit

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Abstract

The increasing pattern of community growth in DKI Jakarta has resulted in the number of vehicles also increasing. So the government has created administrative sanctions in the form of an e-ticket program designed since 2019 to reduce the number of traffic violations. The method used in this research uses a qualitative descriptive approach, where this research was produced through observation, interviews and documentation. To reduce violations, the police are holding outreach to the public with the aim of implementing e-tickets, which can also help the duties of police officers and can make the public have more confidence in the police who are transparent and accountable. So that it is easy for the public to access all information related to violations. The implementation of e-tickets is also useful for taking action against traffic violators fairly. The main target of implementing e-tickets is to discipline the public, as well as to reduce the number of traffic accidents. Apart from that, with this e-ticket implementation program, it is hoped that the public will be more disciplined and orderly in traffic.

Abstrak

Pola pertumbuhan masyarakat di DKI Jakarta yang semakin tinggi mengakibatkan jumlah kendaraan juga ikut meningkat. Sehingga pemerintah membentuk sanksi secara administrasi berupa program e-tilang yang dirancang sejak 2019 untuk mengurangi angka pelanggaran lalu lintas. metode yang digunakan dalam penelitian ini menggunakan metode pendekatan deskriptif kualitatif, dimana penelitian ini dihasilkan melalui observasi, wawancara, dan dokumentasi. untuk mengurangi pelanggaran pihak kepolisian mengadakan sosialisasi ke masyarakat dengan tujuan dari penerapan e-tilang ini juga dapat membantu tugas anggota kepolisian serta bisa membuat masyarakat lebih percaya kepada pihak kepolisian yang bersifat transparan dan akuntabel. Sehingga masyarakat mudah untuk mengakses segala informasi terkait pelanggaran. Penerapan e-tilang juga berguna untuk menindak para pelanggar lalu lintas secara adil. Target utama dari penerapan e-tilang ini adalah untuk mendisiplinkan masyarakat, serta untuk menurunkan angka kecelakaan dalam berlalu lintas. selain itu, dengan adanya program penerapan e-tilang ini diharapkan masyarakat lebih disiplin dan tertib dalam berlalu lintas.

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1. INTRODUCTION

The population growth pattern is increasing rapidly day by day, this can be seen from the large number of public transportation and private vehicles. Where there are no restrictions on production quantities, and the lifestyle of the people in DKI Jakarta mostly uses private vehicles rather than public transportation. People think that using public transportation is considered less efficient because it will be crowded with users during peak hours, such as going to and from work. Therefore, they prefer to travel by private vehicle. This of course has pros and cons in society because if the government pays more attention to public transportation to make it more comfortable for people to use,

Table 1. Data Table for Number of Vehicles in 2021-2022

Transportation type	Development of the Number of Constraints by Type (Unit)	
	2021	2022

Passenger car	3,544,491	3,766,059
Bus Car	36,339	37,180
Truck	713,059	748,395
Motorcycle	16,711,638	17,304,447
Amount	25,263,077	26,370,535

Accessed on: <https://jakarta.bps.go.id/indicator/17/786/1/besar-kendaraan-bermotor-menurut-Jenis-unit-di-province-dki-jakarta.html>

The table above shows that the increasing number of private vehicles causes traffic jams and also causes traffic violations such as drivers who do not pay attention to traffic signs and they tend to pass traffic lights which can result in accidents. If an accident occurs, it will cause material loss, even death. Therefore, drivers must be more alert when driving and obey all applicable traffic regulations. Meanwhile, to reduce traffic violations, the government as the highest power holder issues laws and regulations relating to traffic and road transportation. Based on Law no. 22 of 2009 explains that all drivers must obey traffic regulations, When driving, drivers are required to carry a STNK (Vehicle Registration Certificate), SIM (Driving License), use an SNI (Indonesian National Standard) helmet to avoid unknown things, use a seat belt for four-wheeled drivers, comply with maximum speed limit for driving, completeness of driving attributes such as headlights, brake lights, turn signals, standard horn, rearview mirror and standard exhaust which have been regulated by the government, as well as not forgetting traffic sign regulations. (Lutfina, 2019) Complete driving attributes such as headlights, brake lights, turn signals, standard horn, rear view mirror and standard exhaust which have been regulated by the government, and don't forget the traffic sign regulations. (Lutfina, 2019) Complete driving attributes such as headlights, brake lights, turn signals, standard horn, rear view mirror and standard exhaust which have been regulated by the government, and don't forget the traffic sign regulations. (Lutfina, 2019)

Although has arranged, Still Lots violation Which done by driver Which No responsible answer. Violation the including driver Which No wearing belt safety, Which recorded by camera automatic violators. Then para driver bicycle motorcycle Which Still off guard Because No use helmet break through Then cross as well as drove with direction opposite (perboden). Naturally If see problem this because lack of awareness coming from society That Alone Which No capable guard his safety, so that as a result number violation And accident Can Keep going increase.

Therefore, to deter drivers from committing traffic violations, the government has created administrative sanctions by creating e-tickets. As technology advances, the government is currently making a new innovation by utilizing technology in the form of the Electronic Ticketing (E-Tilang) program to make it easier for police officers to minimize the level of traffic violations. Based on Muzanah, 2018, this technology must also be supported by human resources. Apart from that, the existence of e-tickets will encourage the police to behave honestly in carrying out their duties to maintain traffic order, because there are still widespread irregularities in manual ticketing, such as illegal levies (extortion) carried out by the police to increase personal gain. This is a very negative act and can create a bad image of the police among the public. (Chusminah et al, 2018)

Therefore, the existence of e-tickets will be able to minimize traffic violations and violations committed by police officers. The e-ticket program itself has been implemented since 2019, through a long process and modifications have been made to perfect this program. So the Electronic Traffic Law Enforcement (ETLE) emerged which is currently in effect. Based on the KEP letter, the implementation of ETLE online ticketing was carried out on the 67th anniversary of the National Police Traffic Corps on September 22 2022. National Police Chief General Listyo Sigit Prabowo hopes that through the development of information technology in the world of traffic, the police can become better at carrying out their duties and become more trusted by the public. But in reality, the implementation is still not running smoothly because there are still many pros and cons occurring among the community. Therefore, it is necessary to have self-awareness

to obey all existing regulations so that there are no more violations that will harm yourself and others.

The process mechanism for the e-ticket itself is done by recording it on a ticket sheet or what is usually called a blank, then transferring it to the e-ticket application so that you can proceed to the next process. Slightly different from e-ticketing, the ETL mechanism is carried out automatically using cameras that have been provided at certain points. This of course makes it very easy to take action against traffic violations. There are 2 types of ETL, namely, ETL Mobile and ETL Static. The Traffic Police Unit (SATLANTAS) at the Central Jakarta Police uses ETL mobile, where the camera is located in a police vehicle to make it easier to take action against traffic violations.

The Central Jakarta area which implements Static ETL is found on 12 cameras at 10 points, namely: (<https://indonesia.go.id/jasa/kependunia/social/tilang-elektronik-e-tilang>)

1. Senayan Ratu Plaza Roundabout MRT JPO, with check point camera type (one)
2. JPO MRT Polda Semanggi Hotel Sultan, with check point camera type (one)
3. JPO in front of the Ministry of Tourism, with check point camera type (one)
4. MRT JPO near Kemenpan-RB, with check point camera type (one)
5. Fly Over Sudirman to Thamrin, check point and speed radar type (one)
6. Fly Over Thamrin to Sudirman, with check point and speed radar (one)
7. Horse Statue Roundabout intersection with ANPR camera type (two)
8. Sarinah Bawaslu intersection, ANPR camera type (one)
9. Simpang Sarinah Starbucks, check point camera type and speed radar (two)
10. JPO Plaza Gajah Mada, check point camera type and ANPR (one)

It can be seen from the many efforts that have been made by the police to reduce existing violations. We as a society should contribute to maintaining driving safety. This will of course produce a positive impact.

Thus, based on the large number of traffic violations that exist, this makes the topic of this problem even more interesting to study. Moreover, the central Jakarta area is a densely populated area and has office areas in the city center. This means that several roads are always jammed during rush hour for workers in Jakarta.

This research aims to see the effectiveness of implementing e-tickets at the Central Jakarta Police. It is hoped that the results of this research will be able to answer all the problems that exist in the field, whether the existence of e-tickets has been effective among the community or not.

2. RESEARCH METHOD

The research method used in this research was a qualitative descriptive approach. The data collected was not numerical data, but information from interview scripts, observations, personal documents, researchers' notes or records, and other official documents. The aim of taking a qualitative approach was that researchers can describe and explain the empirical reality behind the phenomena that occur related to the implementation of e-ticketing at the Central Jakarta Police. In this research, researchers combined empirical reality with applicable theory. Examples of data collection methods used by researchers include:

1. Sutrisno Hadi (1986) in Sugiono (2012: 145) stated that observation is a complex process, a process consisting of various biological and psychological processes. Observation or observation is a very important research technique. The purpose of using this method is to record matters, developments, behavior, etc. regarding the implementation of e-ticketing carried out by the Central Jakarta Police Traffic Unit Section.
2. According to Sugiono (2016:231) an interview is a meeting held between 2 people to exchange information through questions and answers so that a meaning can be obtained on a particular topic. An interview is a conversation with a specific purpose. Interviews were conducted by asking semi-structured questions. The results of the interviews are a source of data that will be used to answer the problems in this research. This question was asked to the Staff at the Traffic Police Section of the Central Jakarta Police.

3. According to Sugiyono (2016:240) documentation is a record of an event that has passed, whether in the form of pictures, writing or someone's monumental works. Documentation is a method of collecting archival data, documents, books, laws and regulations and other reference sources that support this research.

3. RESEARCH RESULTS AND DISCUSSION

From the results of the effectiveness of the Central Jakarta Police in the use of the e-ticket application in paying fines for traffic violations, the author examines using several effective foundations which Stees writes have 5 achievements in measuring the effectiveness of a program, namely: productivity, adaptation, community satisfaction, profit Implementation of E-tickets, and public awareness.

1. Productivity

According to Handoko (2011:210), productivity is the relationship between input and output from a production system. Productivity in this case can be seen from the effectiveness of a program, the e-ticket application has been operating for more than two years and still requires several updates to change the system that regulates the production of e-ticket forms for violators who are sometimes still found to be fake e-tickets (Rakhmadani, 2017). The use of e-tickets is an effective option in achieving the target of imposing fines on traffic rule violators. e-tickets no longer use paper to take action against all violators recorded by officers, thereby reducing the cost of paper and chemical waste as evidence of violations.

Interview with First Inspector Bayu Novieanto Bamin Tilang Traffic Unit, Central Jakarta Police, on Monday, July 10 2023 at the Central Jakarta Police, he stated that the e-ticket system was implemented to enforce traffic control. According to him, this implementation has been quite effective and productive in the administrative management of traffic violators to pay fines through banks, namely BRI Bank. The e-ticket system is also carried out using the E-TLE device which consists of ANMR cameras (automatic vehicle number plate tracking cameras), check point cameras (cameras that monitor violators not wearing seat belts) and speed radar (cameras that detect the speed of vehicles passing past speed limit) CCTV installed at several points in the Central Jakarta area. The device is directly connected and controlled directly by police officers in the back office. Drivers who pass through CCTV-installed areas who violate traffic are immediately tracked and processed by the relevant parties and then a ticket will be sent to the vehicle address according to the tracked number plate. According to AIPTU Bayu, this system still needs improvements, such as a special application to enter data on violators because there are still problems found in each officer's cellphone network or human error. Drivers who pass through CCTV-installed areas who violate traffic are immediately tracked and processed by the relevant parties and then a ticket will be sent to the vehicle address according to the tracked number plate. According to AIPTU Bayu, this system still needs improvements, such as a special application to enter data on violators because there are still problems found in each officer's cellphone network or human error. Drivers who pass through CCTV-installed areas who violate traffic are immediately tracked and processed by the relevant parties and then a ticket will be sent to the vehicle address according to the tracked number plate. According to AIPTU Bayu, this system still needs improvements, such as a special application to enter data on violators because there are still problems found in each officer's cellphone network or human error.

2. Adaptation

Adaptation is an adjustment to new things to the social environment. Aiptu Bayu said that work adaptation in implementing the e-ticket system in the community takes approximately 2 years in the Central Jakarta Police area. This e-ticket system requires human resources (HR) and socialization about this system within the Police Traffic Unit and to the community, where there are many pros and cons. Human resources or officers who carry out this task must have good targets regarding technology, as well as understand the SOP for implementing the e-ticket application as a system for prosecuting traffic violations.

This system has problems in its implementation flow, namely opening the application network where the application system uses a dual band network, namely 3G/4G. If the signal service is bad, it is usually caused by weather so the system will be disrupted. E-ticket violators are required to pay immediately when they receive a summons from the Traffic Police, but many violators have difficult economic conditions. The conventional e-ticket system provides a grace period of approximately 2 weeks to pay the fine at trial. However, the just-in-time e-ticket system means that violators must complete the fine payment which can be seen through the existing application.

3. Community satisfaction

Community Satisfaction is a measurement result that the community receives directly from services. The e-ticket system can achieve a trusted system from the authorities to overcome the problem of violating traffic regulations. All traffic violations will be recorded by the input or output system to minimize missed violation data. If there is something out of sync regarding the existing data, it can definitely be tracked more easily.

The results of the interview by Aiptu Bayu, the community was very enthusiastic and made it easier for the public to obtain all information related to solutions that could be categorized as a result of traffic violations and the penalties for these actions, in order to minimize extortion. This e-ticket does not discriminate between violators. Which has been regulated by a system determined by the police. So there is no longer any bargaining between the police and the person who has been ticketed, even though the person who has been ticketed is, for example, an important official.

4. Benefits of implementation

Benefits Implementation is a form of maintaining public accountability and facilitating evaluation. The advantage of this e-ticket program is to reduce violations. However, according to the results of the interview with Mr. Bayu, he said that the implementation of e-ticketing itself is still said to be ineffective because e-ticketing still relies on human resources, such as its own members, especially the traffic police on the road. If you look at the field comparison of the number of police officers and violators, you can clearly see that the number of police officers is fewer than vehicle drivers. So that police officers, especially those on the roads, have not been able to optimally guard points prone to violations committed by the public. The second problem is that the vehicle intensity is greater than the available road facilities. So, on average, road users do not comply with existing regulations, for example, going in the opposite direction and using lanes that are not supposed to be used, such as bicycle lanes and bus way lanes.

The main target of this e-ticket is also to discipline the public. Especially road users to be more competent in traffic so that traffic accidents do not occur, and at least reduce the number of traffic accidents. Thus, the problems above can be used as material for evaluation by police officers to further improve services so that society can change for the better.

5. Citizen's awareness

According to Soekanto, there are four indicators of public awareness, each of which represents one level to the next level and shows the next increase and shows a certain level of awareness, both the lowest and highest, including: knowledge, understanding, attitudes and behavior (function). The understanding of human problems is how to manage human attention and commitment. (Hidayat, et al, 2022)Therefore, public awareness and attention is needed to comply with all existing regulations in order to minimize traffic violations.

The e-ticket application was implemented at the Central Jakarta Police starting in 2019. The purpose of implementing this e-ticket is to open up transparency and accountability among the community so that the implementation of e-ticketing can run effectively in the administration in managing traffic ticket case data, as well as Minimize extortion that requires fees that do not match existing fines. E-tickets also make it easier for people to pay ticket payments through banking services (ATM, teller, e-banking) and make it easier to manage

traffic violation/ticket case data for both the Indonesian Supreme Court and the National Police. Although there are still pros and cons among the public.

Based on databox, it is explained that the majority of the public, 68.5%, agreed with this policy, but 21.9% of the public disagreed with electronic ticketing efforts. Then, those who don't know are 9.6.

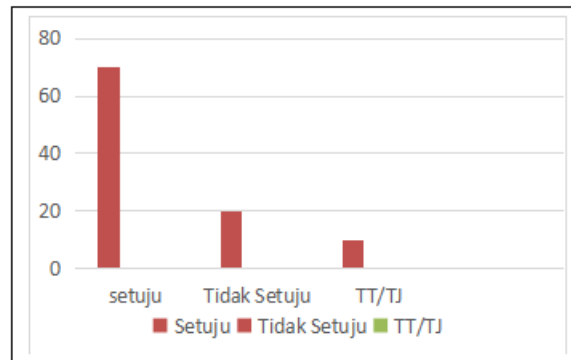


Figure 1. Citizens' Understanding of E-Ticket

Source: <https://databoks.katadata.co.id/datapublish/2022/11/29/survei-mayoritas-warga-ri-dukung-politik-tilang-elektronik>

As for the results of observations made by researchers, there is data on traffic violations that occurred in the Central Jakarta area in 2021-2022, presented in the following table



Figure 2. Data on Number of Violations in 2021-2022

Source: Central Jakarta Police, 2023

The graph of data on violators above explains that the number of violators continues to increase every year. Based on the results of an interview with Mr. Aiptu Bayu, he explained that because the volume of vehicle users is still very large, it is not comparable to the road facilities that are available, which causes congestion and is prone to accidents resulting from these traffic violations. Another factor that causes violators to continue to increase every year is also due to sanctions that are less strict, in the sense that for example if there are 10 violations then the offender's license should be revoked. Because so far, if they violate them, they are only asked to pay a fine, and even if they are sentenced in court, the fine is not too big. Unless they pay the maximum fine which requires going through BRI bank,

The solution provided by the Central Jakarta Police Traffic Unit is to conduct outreach to the community, especially the younger generation, for example school children. The various programs owned by the police themselves include: children's friendly police (polsanak), little police (polcil), police go to school, police go to campus. The purpose of this program is that it is hoped that the public will be more disciplined and orderly in traffic, because if you only

rely on repressive action, namely just a ticket, it is considered very difficult, therefore the police also provide insight so that the public better understands the importance of orderly traffic.

Thus, from the results of the interview above, it can be concluded that the implementation of e-ticketing carried out by the Traffic Police at the Central Jakarta Police is said to be still not effective. Due to lack of awareness from the public and other factors such as obstacles faced by police officers. This is because there are no serious sanctions to deter people. Therefore, the police also continue to strive to improve services and also provide solutions to every problem in the field so that they can minimize violations and reduce the number of traffic accidents.

4. CONCLUSION

Based on research on the effectiveness of the implementation of electronic ticketing (E ticketing) in traffic police units conducted by the Central Jakarta Police, it can be concluded that it was still not effective. This was because people preferred to use private vehicles rather than public transportation, resulting in the number of vehicles continuing to increase every year. So the government created administrative sanctions in the form of implementing e-tickets. Efforts made by the police include conducting community outreach to increase public awareness so that the implementation of e-tickets can run effectively.

The implementation of e-ticketing can help the duties of police officers and can make the public have more trust in the police because they are transparent and accountable. This makes it easier for the public to access all information related to violations and prevent illegal levies (extortion). The application of e-tickets is also useful for taking action against traffic violators fairly by not discriminating against the public, even though those affected by the violation are, for example, important officials.

The main target of implementing e-tickets is to discipline the public, as well as to reduce the number of traffic accidents. Apart from that, with this e-ticket implementation program, it is hoped that the public will be more disciplined and orderly in traffic. So that the number of violations which continues to increase can decrease, but without heavy sanctions this may be difficult to realize. So that the police continue to strive to improve services and conduct outreach, which is expected to minimize violations and reduce the number of traffic accidents.

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