
IMPLEMENTATION OF THE E-TICKET SYSTEM IN THE PROSECUTION OF TRAFFIC VIOLATIONS IN CIREBON CITY

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Abstract

This study aims to analyze the application of the E-Ticket system in prosecuting traffic violations in Cirebon City. E-Tilang is an electronic ticketing system implemented by the Indonesian National Police (Polri) in an effort to enforce traffic law and order. The research method used is a qualitative method with data collection techniques through observation, interviews, and documentation. The informants in this study were the Head and Members of the Cirebon City Police Traffic Unit. The results showed that E-Tilang in Cirebon City has not run optimally. Some of the obstacles faced are accountability such as limited human resources in the police who only have 22 members of Satlantas, lack of socialization to the public and the number of people unfamiliar with technology so that E-Tilang is considered complicated. In terms of centralization such as the lack of E-Tilang camera devices installed, and the inaccuracy of vehicle ownership data that has not been changed. The security of violator data is an important concern. E-Tilang camera devices are planned to be used in the future, along with the improvement of the mobile E-Tilang system.

Keywords: E-Ticket, traffic, Polres Cirebon City, E-Government

INTRODUCTION

The Indonesian National Police (*Polri*), which is directly responsible under the President (Gusman & Nazmi, 2023; Pribadi, 2023; Setyadi et al., 2021; Siregar et al., 2022; Suhartanto & Perwira, 2020). The National Police carries out the duties and functions of the police, the implementation of security and order, as well as law enforcement, protection, and community services to maintain internal security and create a sense of security in people's lives (Asba & Wahyu, 2023; Karim, 2023; Saharuddin et al., 2022; Suka et al., 2022; Supriyanto et al., 2021).

According to the 4th paragraph of the Preamble to the 1945 Constitution, one of the objectives of the establishment of the Republic of Indonesia was to improve public welfare. The needs of society are increasing as a result of advances in information and communication technology (Ahmed et al., 2021; Chien et al., 2021; Nguyen et al., 2020). With the existence of good public services that will reduce government operational costs to create quality public services at affordable costs, the Government of Indonesia issued Presidential Instruction Number 3 of 2003 concerning National Policy and Strategy for E-Government Development. The application of technology, information, and communication in administrative services is used by one of the State institutions, namely the National Police of the Republic of Indonesia. Polri seeks to develop technology-based public services through E-Tilang because, in the context of public administration that has government functions in the field of public services, advances in information technology are used by the police with the aim of creating and improving community services.

E-ticketing is a system of violations in traffic that uses modern technology by utilizing camera devices (CCTV) (Indarsih, 2021; Indarti & Zain, 2023; Nababan et al., 2023). The implementation of E-Tilang in Cirebon City is a new form in order to realize digitalization, one of which is in the field of traffic, the use of this technology is expected to facilitate the ticketing process for the better, therefore Article 272 of Law No.22 of 2009 stipulates that the

use of electronic devices in traffic law enforcement is the right action and can support the entire process of enforcing traffic violations. This includes the use of electronic devices as valid evidence to be brought to court, such as ticketing payment systems through BRI ATMs or the Briva feature.

The E-Tilang policy has been established on December 16, 2016 by the Indonesian National Police (Polri). E-LTE itself has been implemented in 262 cities and regencies in Indonesia, while on December 1, 2022 the implementation of E-Tilang has been implemented in Cirebon City and there are 6 ETLE CCTV Points including, Latpri Intersection (Jalan Cipto Mangunkusumo), Pilang Intersection (Jalan Slamet Riyadi), Gunung Sari Intersection (in front of the North West Police Station Jalan Tuparev), Karanggetas Street Intersection (Asia), Kejaksan Square Intersection, Perum Intersection (Jalan Rajawali Raya). The implementation of the Electronic Tilang system (E-Tilang) is regulated in Law Number 22 of 2009 concerning Road Traffic and Transportation. However, the E-Tilang system still faces various obstacles, such as the practice of forging vehicle numbers (Nopol) to the occurrence of errors in enforcement. Police Number Forgery (Nopol) is carried out to avoid sending Electronic Tilang letters that include the address of the vehicle owner based on police data. The phenomenon that occurs in the community is an attempt to remove license plates and forge license plates, so there are reports related to enforcement errors caused by vehicles that have not been reversed.

As for the previous research study, this research was conducted by Trianto (2019). Based on the research, the implementation of the E-Tilang system in Bantul Regency has not reached an optimal level of success due to low legal awareness and the reluctance of the Bantul community to technological advances.

Previous research conducted by Sitepu (2019) conducted by the South Jakarta Metro Police Traffic Police. Data collected by researchers shows that the implementation of E-Tilang has succeeded in preventing pungli in the South Jakarta Area.

Research conducted by Muhammad (2019) stated that the problem of this research is that the implementation of e-Tilang in Padang City still has obstacles, including various residents still do not understand e-Tilang which has been implemented in Padang City.

Based on previous research, there are differences in the focus of research that the authors would like to compared to previous studies. This study has the same theme about E-Tilang, but the author focuses more on "Implementation of E-Tilang System in Enforcement of Traffic Violations in Cirebon City" and examines all indicators that support and hinder its implementation. The discussion about E-Tilang is important for further study.

RESEARCH METHOD

This research is about "Application of E-TiLang System in Enforcement of Traffic Violations in Cirebon City" The method applied in this study is qualitative research method. To determine the Delegation of Authority in enforcing law number 22 of 2009 concerning Road Traffic and Transportation (Law LLAJ) which is adjusted to the problem formulation and research objectives, researchers use qualitative description methods. The data collected comes from interviews, field notes, personal documents, memo notes, and other official documents. Descriptive with a qualitative approach according to Kirk and Miler (1969) in Moleong (2002: 3) is a certain tradition in social science that fundamentally depends on human observation in its own area and relates to these people in their language and terminology. In qualitative research, the data produced is in the form of sentences, words, and images to explore how social reality occurs by describing variables that are in accordance with the problem and the unit studied in this case is the Delegation of Authority in enforcing law number 22 of 2009 concerning Road Traffic and Transportation (Law LLAJ). The informant retrieval technique uses Purposive Sampling with informants in this study, namely

the Head of the Cirebon City Police Traffic Unit and Members of the Cirebon City Police Task Force. The data collection techniques used are observation, interviews, and documentation. Data validity techniques use triangulation.

RESULT AND DISCUSSION

According to Indrajit (2006), the E-Tilang system is included in the concept of e-government, namely the use of information technology by the government to provide services to the community. There are several principles of e-government that need to be considered, including:

1. Trust and Security: E-government must have standards related to its data security system, especially other people's personal data, because in this case it is related to public security and trust. The E-LTE system must be designed by looking at aspects of trust and data security, so that citizens' personal data is guaranteed confidentiality.

The police have taken good steps with the implementation of E-Tilang, transparency and indirect involvement in the law enforcement process in traffic violations, it is hoped that public trust will increase and the National Police will become a professional institution without any fraud committed to the community. The limitations of existing devices need to be overcome by ensuring the security of citizen data stored in the E-Tilang system. The limitations of existing E-Tilang devices need to be optimized by providing clear information to the public about the mechanisms and procedures for implementing E-Tilang. The security of violators' data is very safe, but this E-Tilang cannot show the original data, for example, it does not reflect the ownership of vehicles that have changed their names. The E-Tilang system can ensure that violator data collected cannot be deleted or changed. This will increase public trust in the electronic ticketing system (E-Tilang) because the data collected can be accounted for and cannot be manipulated.

- a) E-Tilang aims to minimize officers' contact with violators to prevent abuse of authority.
 - b) E-Tilang prevents the manipulation of speeding ticket data and illegal levies because everything is done digitally without physical contact of officers and violators.
 - c) Access to violator data is only provided to authorized officers and is limited for ticketing purposes. Not all officers can access the data.
2. Transparency: Transparency, the provision of important and relevant information that is easily accessible for the common good. The E-Tilang system should provide transparent access to information to the public regarding the ticketing process and violation sanctions. With the implementation of the E-Tilang system, it aims to facilitate the process of enforcing traffic violations which were previously considered complex, complicated, and time-consuming due to the long trial process. In addition, the implementation of E-Tilang is expected to minimize the potential for abuse of authority and corruptive actions by law enforcement officials who are not responsible for violators. In addition, Bprika Yusa also mentioned that the E-Tilang payment mechanism is clearer and this is considered better than manual ticketing. However, there are obstacles related to facilities and infrastructure, such as the number of cameras that are still limited and not so adequate, so more ETLE camera devices are still needed to optimize the implementation of E-Tilang. Due to limited camera devices, the Cirebon City Police in addition to using E-Tilang cameras they also use the Tilang Mobile application (Tilang Lodaya) which is an application owned by police officers and devices on the mobile devices of members created by the West Java Regional Police. The downside of mobile E-Tilang is that it cannot catch all

types of violations, such as vehicles at high speed. Police officers can still crack down on traffic violations such as going against the flow, not using safety helmets, and parking carelessly. Traffic violations for motorists can be categorized if they cannot show a valid driver's license, vehicle number certificate, vehicle feasibility test certificate, or other mandatory documents in accordance with the provisions of laws and regulations in the field of road traffic. The existence of E-Tilang and Tilang Mobile can make it easier for officers to input violations and provide convenience and transparency to act on traffic violations.

- a) Payment of E-Tilang fines through banking services (tellers, ATMs, and M-Banking) facilitates transparency of ticket case data for the National Police, Supreme Court, and Prosecutor's Office.
 - b) People can check their ticket status online through the website or mobile application E-Tilang Lodaya without having to come to the police station.
 - c) There is a public complaint service if they find abuse of authority by E-Tilang officers.
 - d) Data on speeding tickets cases is transparent and accountable.
3. Privacy : Privacy is the freedom to refer to the personal rights that an individual has. The E-Tilang system needs to maintain the privacy of citizens' personal data from misuse. Privacy protection is very important to maintain the security of public data (violators) from malicious individuals so that they are not misused and accessed by unauthorized people. The coaching mechanism and minimizing the contact of officers with violators is the right step to maintain the integrity of the implementation of E-Tilang, so that the level of violations is expected to decrease, unless there are individuals who use beyond the knowledge of the police officer.
- a. Personal identity data of violators such as NIK, driver's license number, home address is only stored on police servers, not shared with third parties.
 - b. Violators simply enter a ticket number when making a fine payment, without the need to provide personal identity data.
 - c. E-Tilang has not been able to show the original data of vehicle ownership so that the owner's privacy is maintained.
 - d. Access to violator data is only for authorized officers, cannot be accessed by the public carelessly.
4. Accountability: Accountability is the state of being accountable for all activities to interested parties. There must be clarity regarding the responsibility of officers and authority in enforcing speeding tickets through E-Tilang. E-Tilang is one of the innovations that presents transparency and accountability for the public, the existence of E-Tilang is expected to eliminate bargaining between officers and traffic violators. E-Tilang is quite effective in providing fast, easy, and transparent services, especially in efforts to eliminate illegal pugutaan. However, it is possible that there are still many factors that make the implementation of E-Tilang considered ineffective such as the lack of socialization about E-Tilang to the public and there are still many people who are not familiar with technology so that people consider that E-Tilang is a complexity.
- a. All activities of E-Tilang officers are recorded digitally so that any abuse of authority can be tracked and investigated.
 - b. E-Tilang officers are required to report every ticket issued to the E-Tilang database system owned by the National Police Corps.
 - c. The performance of E-Tilang officers is monitored regularly to ensure professional and pungli-free ticketing enforcement.
 - d. Officers who commit violations have a coaching/sanctioning mechanism.

5. Centralization: Centralization is the unification of everything into a place that is considered as central, and in government centralization will be concerned with the authority of the central government. The E-Tilang system should be integrated between the police and the city government so that ticketing enforcement is more effective, local government support in validating violator data is needed. In an environment of local government support is an important factor in the success of E-Tilang. Support in the form of additional facilities and budgets can increase E-Tilang, but from the results of interviews with Bripka Yusa, it can be seen that local government support is not fully available. This E-Tilang will continue and be further refined, then in the future Static Tilang will be reused and this Mobile Tilang will also continue to run as it should.
 - a. Support from the prosecution in terms of data validation of violators of E-Tilang ticket results before proceeding to the court process.
 - b. Support from the court in deciding sanctions for violators based on evidence and data on E-Tilang results.
 - a. The static E-Tilang device belongs to the National Police Corps and its availability is still very limited.
 - c. Ticket data is stored centrally in the National Police Corps to prevent data manipulation.
 - d. The Cirebon City Police still uses mobile E-Tilang due to the limitations of static E-Tilang devices from the National Police Corps.
 - e. The E-Tilang Lodaya application used by the Cirebon City Police was made by the West Java Regional Police, not by each police station.
 - f. The development of E-Tilang innovation features is under the full control of the National Police Corps. Polda can only apply the system that is already available.
 - g. Reports on ticket results in each region must be sent to the National Police Corps periodically as a form of data centralization.

E-Tilang devices have been installed at 6 locations, namely Latpri Intersection (Jalan Cipto Mangunkusumo), Pilang Intersection (Jalan Slamet Riyadi), Gunung Sari Intersection (Front of North West Police Station Jalan Tuparev), Jalan Asia, Kejaksan Square Intersection (Jalan Kartini), Perum Intersection (Jalan Rajawali Raya). Although the device has been installed, it cannot be operated optimally by the Cirebon City Police Station due to human resource constraints (lack of member personnel) due to the high level of violations, the Cirebon City Police traffic police cannot backup all violations that occur because it only has 22 members. This E-Tilang device belongs to the National Police Corps and its availability is still very limited. Cirebon City Police still uses mobile E-Tilang. The effort made by the West Java Regional Police is to create the E-Tilang Lodaya mobile application. Although not optimal, this application can at least be used by officers to crack down on traffic violations and its use is not directly related to the community.

According to information obtained by the author from the Cirebon City Police Station, the use of the E-Tilang application is still very low. The following table shows data on the last 2 years of E-Tilang usage at the Cirebon City Police Station.

Table 1. 2022 Ticketing Data

No	Month	Ticketing	Reprimand	Sent to PN
1	January	360	359	316
2	February	591	380	436
3	March	555	886	415
4	April	507	435	803
5	May	191	496	245

6	June	675	3.728	683
7	July	481	969	299
8	August	586	563	471
9	September	393	1.040	611
10	October	206	5.022	431
11	November	0	850	0
12	December	0	647	0
	Total	4.545	15.375	4.710

Source: Satlantas Polres Cirebon Kota.

Based on data in 2022, there are fewer tickets than reprimands, and the files sent to the court do not show all violators.

Table 2. 2023 Ticketing Data

No	Month	Ticketing	Reprimand	Sent to PN
1	January	1	640	0
2	February	12	2.659	15
3	March	33	555	15
4	April	22	398	38
5	May	5	576	27
6	June	26	562	0
7	July	132	20.239	98
8	August	166	959	200
9	September	88	16.848	63
10	October	98	1.039	80
11	November	255	1.375	206
12	December	222	884	264
	Total	1.060	46.735	1.006

Sumber : Satlantas Polres Cirebon Kota.

Based on the two data above shows a comparison every year, the number of violations continues to increase from the previous year so that it has not decreased significantly, this shows that traffic violations in the city of Cirebon still often occur. Number of traffic violations over the past 2 years in Cirebon City. From 2022 to 2023, it shows that the number of traffic violations tends to decrease by different numbers. The number of speeding tickets and reprimands still fluctuates every year, but the ticket data for 2022 with 2023 has decreased because at that time it was still covid so that the level of enforcement was further increased to reprimands and prioritized using ETL and the results were not optimal because there was still a lot of inaccurate data. For strike data from 2022 with 2023 experiencing a very high increase. The ticket papers that have been brought to court show that many people know about the legal process, but there are still violators who have not done so. There needs to be awareness of traffic order in Cirebon City so that the number decreases every year. By using electronic ticketing (E-Tilang), the police hope that the public will pay more attention to traffic order.



Figure 1. E-ticketing Process Flow

Source : Satlantas Polres Cirebon Kota.

The mechanism of e-ticketing:

- 1) Police crack down on drivers who violate traffic;
- 2) Police use e-ticketing apps to collect ticket data. Violators must enter the correct data, including ID card numbers, vehicle police numbers, and especially mobile phone numbers, as subsequent processes require a valid mobile number.
- 3) After the data is entered, violators will receive an SMS informing the ticket payment number as well as the maximum amount of fines to be paid in accordance with the violated article.
- 4) Offenders do not need to appear at the hearing if they do not wish to attend because they can represent the officer. This means that violators will not have the opportunity to defend themselves at trial if they do not come. However, if they feel innocent, offenders will be required to come to court to defend themselves.
- 5) After the fine payment process is carried out, violators can take the seized evidence, such as driver's licenses, vehicle registrations, or vehicles by showing valid proof of payment.
- 6) Violators will receive a notification via SMS containing information related to the decision, the amount of fines to be paid, as well as the remaining funds from the maximum amount of fines previously paid.
- 7) The remaining funds from the paid fine can be taken at the bank by showing an SMS notification from the police or can be transferred to the violator's account.

Based on Law Number 22 of 2009 concerning Traffic and Road Force (LLAJ), the following are the types of traffic violations that can be dealt with by electronic ticketing: 1) Violating traffic signs; 2) Not wearing a seat belt; 3) Driving while using a smartphone; 4) Breaking the speed limit; 5) Using fake license plates or not installing license plates; 6) Drive out of current; 7) Running a red light; 8) Do not use SNI helmets; and 9) Piggyback more than three people.

In realizing the service of implementing the E-Tilang system in enforcing traffic violations in Cirebon City, the National Police Corps has certainly tried to improve services and implement them optimally in various regions, including in Cirebon City. However, there are inhibiting factors that hinder the implementation of the system, including:

- 1) Human resources, in this case, there are shortcomings on both sides. On the one hand, traffic violation enforcement officers have a limited number of members, and on the other hand, the community in Cirebon City is a developing community which has not been able to keep up with technological developments that are

developing faster such as knowledge about E-Tilang is very lacking where the community also does not understand the benefits of E-Tilang which facilitates the payment of fines.

- 2) The implementation of e-Tilang in Cirebon City has been running, but from the results of the data obtained in the past 2 years, E-Tilang is still low compared to manual ticketing, one of the factors is public knowledge about E-Tilang in Cirebon City.
- 3) Facilities and Infrastructure. The E-Tilang camera in the city of Cirebon is still very limited in availability, therefore the Cirebon City Police Satlantas in cracking down on using Tilang Mobile as the application is owned by members on their smartphones and this mobile ticketing application was created by the West Java Regional Police.

The supporting factors in implementing the E-LTE system in Cirebon City:

- 1) Leadership support to continue to motivate members of the Cirebon City Police Station and support from local governments such as prosecutors and courts in implementing and running E-Tilang in the Cirebon City Police Area.
- 2) The response of officers in carrying out orders, officers will always be ready to carry out the orders of the leader with discipline.
- 3) Community support for the ease of E-Tilang, in this case the people of Cirebon City who even though they claim not to understand, they can feel the ease of using E-Tilang.

CONCLUSION

The implementation of the E-Tilang system in Cirebon City has not been optimal because there are several obstacles such as limited human resources in the police which only has 22 members of Satlantas and cannot backup all traffic violations that occur due to the high level of violations, lack of static installed E-Tilang camera devices, data that has not reflected vehicle ownership accurately, lack of support from local governments such as the prosecutor's office and court in the implementation of E-Tilang in Cirebon City so that socialization to the community is still quite low, therefore there are still many people who are not familiar with technology, thus making people consider E-Tilang as a hassle. The Cirebon City Police currently uses the mobile E-Tilang application "E-Tilang Lodaya" created by the West Java Regional Police. Despite having limitations in catching certain types of violations, this application is still used by members of the Cirebon City Police Station. In addition, the security of violators' data is also an important concern. The existence of E-Tilang aims to minimize direct contact between officers and traffic violators, so it is expected to reduce the level of violations.

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