

Comparison of E- Policing In the Implementation of Electronic Traffic Law Enforcement and Manual Ticket in Traffic Compliance in the Jurisdiction of Metro Jaya Regional Police

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Abstract

The Chief of Indonesian National Police ordered specifically in the traffic police to carry out Sympathetic Operations and law enforcement for traffic violators with electronic ticket or Electronic Traffic Law Enforcement (ETLE) and mobile ETLE as well as carry out educational steps, except in the case of traffic accidents and so on to prevent illegal levies. This study aims to examine the comparison of e-policing in the implementation of ETLE with manual ticket in traffic compliance in the jurisdiction of Metro Jaya Regional Police. The qualitative approach is used in this research. The population is the Metro Jaya Regional Police traffic police and road users. The results of this study indicate an increase in the number of traffic violations that are not recorded by ETLE if manual ticket is stopped due to a lack of public awareness in traffic compliance.

Keywords: Electronic Traffic Law Enforcement, Manual Tickets, Traffic Compliance

Introduction

Traffic violations often occur in big cities, one of which is in Jakarta. The chief of Indonesian National Police specifically ordered the traffic police to carry out Sympathetic Operations (an annual operation carried out in sympathetic ways to raise the awareness of road users) and law enforcement against traffic violators with Electronic Traffic Law Enforcement (ETLE) and mobile ETLE and to carry out educational measures except in the event of a traffic accident and so on (Kominfo 2021). The role of traffic police is to help the community, provides education to traffic violators. According to Djamin (2011), police officers must pay attention to various factors which include objectives, tasks, resources, structure, culture, management, and environment. In this regard, manual ticketing has been discontinued in order to reduce interaction amongst traffic violators, which may result in illegal levies (Nurhuda 2023). In this case, police officers that commit illegal levies violate the professional code of ethics for the Indonesian National Police (Polri), thereby diminishing the Police's image in the eyes of public.

According to Sutanto (2006) the presence of the police in society is a must. The idea is that police presence in the community has become an integral component of their daily duties. The main tasks of the Indonesian National Police have been clearly regulated in Article 13 of Law Number 2 of 2002 concerning the Indonesian National Police, namely maintaining security and public order; enforce the law; and provide protection, and service to the community (Setyadi 2020). Currently, public compliance with traffic regulations is still low (Susilo, Joewono, and Vandebona 2015), likewise the existence of ETLE or mobile ETLE is not evenly distributed throughout Indonesia considering the vast territory of Indonesia and the high cost of the ETLE equipment. In metropolitan areas and other big cities, law enforcement has been carried out against traffic violators using manual ticketing, ETLE and mobile ETLE, while small towns and remote areas carried out in the form of manual ticketing. The National Police of the Republic of Indonesia have a lot of concerns about this, despite the fact that there are laws and regulations in place to punish those who break traffic laws, such as Law No. 22 of 2009 Regarding Road Traffic and Transportation and Government Regulation No. 80 of 2012 Regarding Procedures for Roadside Vehicle Inspections and the Punishment of Traffic and Road Transport Violations. In this instance, the barriers to using ETLE or Mobile ETLE include the following: the use of an out-of-town license plate, the absence of a vehicle number or the use of a fake vehicle number, the inability to determine whether the offender already has a driving license or not, the completeness of the vehicle documents, and technical violations of motor vehicles, such as the use of noisy exhaust.

According to Collier D.A. (1994) or known as Collier's Theory, service quality management as a study of how marketing and operations together through technology and people are able to implement, create and deliver a package that is beneficial to customers and their relation to their services. In this regard, improving the quality of services for the Indonesian National Police needs to be analogous to improving services in business institutions because the essence of the duties of the Indonesian National Police is to sell police services to the public, therefore the quality of these services need to be seen as management on how the marketing and operational division together through ETLE or mobile ETLE technology and humans (leaders of the Indonesian National Police) are able to plan, create and deliver a package that could benefit customers (the public) in relation to services to them so as to create security, safety, order and smooth running traffic. Lack of traffic compliance in road users could cause disturbances to security, safety and order such as traffic accidents which could result in human casualties and/or loss of property, obstructions and congestion on the roads (Sari and Saleh 2022).

Currently, the Traffic Directorate of Metro Jaya Regional Police has maximized the use of ETLE for traffic violators (Liputan 6 2022). This was the follow up on the instructions from the Chief of Indonesian National Police to Traffic Corps so that there are no manual ticketing and focus on ETLE. This was stated in the Chief of Indonesian National Police's Telegram Letter Number ST/2264/X/HUM.3.4.5./2022, October 18, 2022. On this point, Metro Jaya Regional Police stopped manual tickets for road users who violated traffic starting October 25, 2022 so that all road users who violate are prosecuted electronically.

According to Vold et al. (2002) Theory of Deterrence put forward by Cesare Beccaria, Individuals committing crimes are entirely a reflection of free will. Individuals before committing a crime have gone through a number of considerations and choices, therefore they deserve to be held accountable for what they have done. In this theory, punishment must be able to provide a deterrent effect. The deterrent effect that is created must have a direct impact on the perpetrators themselves (special deterrence) and on other potential offenders (general deterrence). To create a deterrent effect, the perpetrators of violations must have several

principles of punishment, namely there must be certainty; must burden (severity); and must immediately (celerity). The punishments imposed on violators take two forms. First, is substantive punishment, which is formulated by material law. Second, is the punishment related to the procedure that must be passed by the offender (Procedural Punishment). The second form of punishment has a lot to do with police work. To create a deterrent effect from law enforcement, the police must guarantee legal certainty. The police do not apply the principle of cherry-picking, as much as possible all violators must be punished. The principle of burdening must also be experienced by all offenders, no one is served more. Time, effort and hassle are forms of burden that must be experienced by violators. The third principle, which is promptness, demands that the police act immediately when there is a violation, not waiting or stalling for time. Mertokusumo (2007) highlight that sanctions are nothing but reactions, results or consequences of violating social norms.

Methods

The approach used in this research was qualitative approach (Moleong 2018). Data sources and research data collection techniques were adjusted to the nature of the problem and research objectives. This qualitative research has selected the data sources through purposive sampling based on an emic approach by obtaining data that was not 'as it should be', not based on researcher's opinion, but should be based on how situation and phenomena occur as they were, what was experienced and felt, and the thoughts of data source. The selection and collection of data source was purposive, based on the consideration that participants as data source were people who best understand and master (knowledgeable and better understanding) of the phenomena being studied, observed and understood by the author.

The exploration of data sources for this research was followed by a purposive sampling technique in order to obtain even more in-depth data from people who were considered able to provide an explanation for the phenomena that occurred. Data collection techniques was carried out by means of observation, interviews, and review of documents (documentation) which produce data in text form for analysis.

For data collection techniques through observation, it was carried out when researchers go directly to the field to observe the behavior and activities of individuals at the research location. In this observation, the researcher records or taking notes, either in a structured or semi-structured way (by asking a number of questions) the activities at the research location.

The focus of this study was comparing between e-policing on the implementation of ETLE and a manual ticket in traffic compliance in the jurisdiction of Metro Jaya Regional Police and the operational steps of the Traffic Directorate of Metro Jaya Regional Police in creating a culture of traffic compliance.

Result and Discussion

Security, safety, and order in traffic are the responsibility of the entire community and the government, including the Indonesian National Police, even during the Annual Session of the People's Consultative Assembly of the Republic of Indonesia and the People's Representative Council in the 77th Anniversary of the Independence of the Republic of Indonesia, the President of the Republic of Indonesia said that there are five big agendas of the nation that must not stop, one of which is social, political, legal protection, and the economy for the people must be strengthened. Security, social order, and political stability are the main

points. The feeling of security and justice must be guaranteed by the state, especially by the judiciary and law enforcers.

Metro Jaya Regional Police is the executor of the duties of the Indonesian National Police in the Special Capital Region of Jakarta Province and its supporting areas such as Bekasi City, Bekasi Regency, Depok City, Tangerang Regency and South Tangerang City. Metro Jaya Regional Police is the only Regional Police in Indonesia that has A+ (special A) status due to its position of maintaining security and order in the capital city of the Republic of Indonesia. As a matter of fact, Jakarta is the largest city in Indonesia. The population of Jakarta in 2022 is around 33.900.000 with an area of 661,5 km², not to mention the number of residents of the City or its supporting Regencies that are included in the Metro Jaya Regional Police area. According to Sub-Directorate of Law Enforcement of the Directorate of Traffic of Metro Jaya Regional Police, the ETLEs situated in 29 check points and 28 traffic light. Based on the data, it shows that ETLE is still very minimal in supervising road users in the Metro Jaya Regional Police area considering the size of the area and the very large population. The Sub-Directorate of Law Enforcement, Directorate of Traffic of Metro Jaya Regional Police, is tasked with fostering the implementation of law enforcement, including traffic rules, by implementing units within Metro Jaya Regional Police. In carrying out daily tasks, the Law Enforcement Sub-Directorate of the Traffic Directorate of Metro Jaya Regional Police is led by the Head of the Law Enforcement Sub-Directorate of the Traffic Directorate of Metro Jaya Regional Police as an implementing element in the Traffic Directorate under the Traffic Director of Metro Jaya Regional Police. The Head of the Law Enforcement Sub-Directorate of the Traffic Directorate of Metro Jaya Regional Police is responsible to the Director of Traffic of Metro Jaya Regional Police and is under the control of the Deputy Traffic Director in day-to-day operations.

Table 1. *Electronic Traffic Law Enforcement Violation Data in 2021*

No.	Location	Jurisdiction	Type of Violation	Number of Violations	Total
1.	Check Point- DPR-MPR	Central Jakarta	Not using seat belt	6.247	7.834
			Violating the odd-even policy	1.542	
			Using a cellphone / improper driving	45	
2.	Check Point - Mount South Sahari	Central Jakarta	Not using seat belt	5.623	7.278
			Violating the odd-even policy	1.411	
			Using a cellphone / improper driving	244	

Source: *Sub-Directorate of Law Enforcement of the Directorate of Traffic of Metro Jaya Regional Police*

Table 2. *Electronic Traffic Law Enforcement Violation Data in 2022*

No.	Location	Jurisdiction	Type of Violation	Number of Violations	Total
1.	Check Point- DPR-MPR	Central Jakarta	Not using seat belt	2.982	10.479
			Violating the odd-even policy	7.414	
			Using a cellphone / improper driving	83	
2.	Check Point - South Mount Sahari	Central Jakarta	Not using seat belt	6.649	11.323
			Violating the odd-even policy	4.416	
			Using a cellphone / improper driving	258	

Source: *Sub-Directorate of Law Enforcement of the Directorate of Traffic of Metro Jaya Regional Police*

The data shows an increase in ETLE violations at the Check Point of DPR-MPR and South Mount Sahari between 2021 and 2022. It should be a concern of the Traffic Directorate of Metro Jaya Regional Police considering the importance of security, safety and order in traffic, also Jakarta is the capital city of the Republic of Indonesia which is a benchmark for other regions in Indonesia.

The following table is the traffic ticket data between 2021 and 2022, which obtained from the Sub-Directorate of Law Enforcement of the Directorate of Traffic of Metro Jaya Regional Police:

Table 3. Traffic Ticket Data in 2021

Month	Violation Enforcement			%	
	Manual	ETLE	Amount	Manual	ETLE
January	375	11.588	11.963	3,13%	96,87%
February	16.290	5.279	21.569	75,55%	24,45%
March	11.036	4.351	15.387	71,72%	28,28%
April	18.017	8.836	26.853	67,10%	32,90%
May	12.268	2.754	15.022	81,66%	18,34%
June	35.713	8.561	44.274	80,66%	19,34%
July	25.283	6.574	31.857	79,36%	20,64%
August	21.414	5.410	26.824	79,93%	20,17%
September	57.977	7.105	65.082	89,08%	10,92%
October	85.715	8.248	93.963	91,22%	8,78%
November	36.050	7.454	43.504	82,86%	17,14%
December	9.078	5.181	14.259	63,66%	36,34%
Total	329.216	81.341	410.557	80,19%	19,81%

Source: *Sub-Directorate of Law Enforcement of the Directorate of Traffic of Metro Jaya Regional Police*

Table 4. Traffic Ticket Data in 2022

Month	Violation Enforcement			%	
	Manual	ETLE	Total	Manual	ETLE
January	35.074	15.829	50.903	68,90%	31,10%
February	63.937	9.719	73.656	86,80%	13,20%
March	46.130	11.134	57.264	80,55%	19,45%
April	55.275	11.528	66.803	82,74%	17,26%
May	37.859	8.856	46.715	81,04%	18,96%
June	58.759	7.091	65.850	89,23%	10,77%
July	69.559	8.927	78.486	88,62%	11,38%
August	70.155	8.499	78.654	89,19%	10,81%
September	62.596	10.914	73.510	85,15%	14,85%
October	49.497	8.468	57.965	85,40%	14,60%
November	0	11.974	11.974	0	100%
Total	548.841	112.939	661.780	84,46%	17,06%

Source: *Sub-Directorate of Law Enforcement of the Directorate of Traffic of Metro Jaya Regional Police*

The data shows more manual ticket enforcement was used for violations than ETLE at the time before the manual ticket termination. This happens because there are still many locations that are prone to violations and prone to traffic accident fatalities within the jurisdiction of Metro Jaya Regional Police which are not monitored by ETLE and the number of ETLE is still minimal.

Table 5. Ticket Data After Manual Ticket Termination

Month	Violation Enforcement			%	
	Manual	ETLE	Amount	Manual	ETLE
	23 Oct - 7 Nov 2022	23 Oct - 7 Nov 2022			
Oktober	0	9.090	9.090	0	100%
November	0	11.974	11.974	0	100%
Total	0	21.064	21.064	0%	100%

Source: *Sub-Directorate of Law Enforcement of the Directorate of Traffic of Metro Jaya Regional Police*

Table 6. Comparison of Manual Ticket and Electronic Traffic Law Enforcement

Year 2021		Year 2022 January - November	
Manual	ETLE	Manual	ETLE
329.216	81.341	548.841	112.939
$112.939 - 81.341 = 31.598$			

Source: *Sub-Directorate of Law Enforcement of the Directorate of Traffic of Metro Jaya Regional Police*

Based on the comparative data of Manual Ticketing and ETLE, it can be seen that the awareness of traffic users is still minimal in traffic, the moment of stopping manual ticketing does not make road users become orderly in traffic but becomes increasingly disobedient because road users feel less supervised by the traffic police so that the Police must increase arrangements on the road, make appeals, socialize to the community and road users to comply with traffic rules and conducting education at the community level in order to form a culture of traffic order and build a disciplinary character and gradually increase the number of ETLE, especially in places prone to traffic accidents, these steps are in accordance with Collier's Theory which requires improvements in the quality of police performance to follow up on the policy of stopping manual ticketing, while also preventing illegal levies. This is also in accordance with research from Dhirotsaha (2017) which states that the supporting factors in implementing e-ticket with maximum fines include the policy of the National Police leadership to eradicate the culture of extortion which is usually carried out by the Traffic Police.

Table 7. Comparison of Traffic Accident Data in 2021 and 2022

Description	Period		%
	2021 January - December	2022 January - October	
Number of events	8.294	8.515	3%
Death Victims	615	569	-7%
Serious Injured Victims	1.523	1.289	-15%
Victims of Minor Wounds	7.719	8.439	9%
Number of Victims	9.857	10.297	4%
Object	10.486	10.585	1%
Material Loss	15.835.650.000	16.635.850.000	5%

Source: *Sub-Directorate of Law Enforcement of the Directorate of Traffic of Metro Jaya Regional Police*

Based on traffic accident data from 2021 to 2022 (January to October 2022), it appears there has been an increase in the number of traffic accident victims and an increase in material losses due to traffic accidents. Termination of manual ticketing is also a factor in the increasing number of accidents in addition to the personal factors of road users and other factors causing the accidents. With ETLE, no more road users trying to take shortcuts such as bribe the police so they will not get ticketed, this is in accordance with the Theory of Deterrence. The author hope that with the full implementation of ETLE, the integrity of the traffic police will increase and the performance of the traffic police will also increase so that the level of public trust in the Indonesian National Police will increase. In accordance with previous research by Aldila (2018) which states that the better the integrity factor will improve the performance of traffic unit members. According to her, through this e-ticket, the public will know all information about actions categorized as traffic violations and the penalties for these actions. Therefore, it is hoped that the community will be able to generate an orderly attitude of traffic after becoming familiar with the laws that are already in effect to the people around them so that they do not violate the regulations that are currently in place.

Deputy Director of Traffic of Metro Jaya Regional Police, Police Grand Commissioner Adjutant, Rusdy Pramana Suryanagara, argued that when ETLE and manual ticketing are still in force, the educational function of law enforcement could still be carried out when interacting with the public, but now that manual ticketing is not enforced, the quality of interaction between traffic police and road users is decreasing. In order to overcome this issue, with the discretion of the Traffic Director of Metro Jaya Regional Police, the 'Polantas Smart' (Traffic Police as Friends and Community Partners) program has been made (Polri 2022). This program allows each member of the Traffic Police becomes an agent in his community or neighborhood to improve public awareness. At the end of 2022, apart from static ETLE there will be mobile ETLE using artificial intelligence (AI). Mobile ETLE will be attached at the top of the patrol vehicle and targeting areas prone to violations that are not covered by static ETLE. They will provide 10 mobile ETLE. In 2023, it is planned to add around 70 static ETLE points from the Jakarta Provincial Government grant budget (CNN Indonesia 2023). With the addition of static ETLE and mobile ETLE, it is hoped that they could cover the entire Metro Jaya Regional Police area. Apart from that, the plan is to have a portable ETLE which will be implemented by the Traffic Directorate of Metro Jaya Regional Police which will later be placed in areas based on evaluations that static ETLE cannot reach. This portable ETLE could be moved as needed. For example, to monitor traffic violators on toll roadside at certain hours. Moreover, there will be hand-held ETLE carried out within traffic police's mobile phone.

Termination of manual ticket needs to be followed by operational steps of the Metro Jaya Regional Police Traffic Directorate in creating a culture of traffic compliance by a program called Polantas Smart (Traffic Police as Friend and Community Partners), increasing traffic control and challenge the road users to obey traffic regulations and conducting education at the community level to build a culture traffic compliance and build the character of discipline. Also gradually adding the number of static ETLE and mobile ETLE, especially in places prone to traffic accidents. There will be also portable ETLE and hand-held ETLE added in the future.

Conclusion

From a comparison of e-policing on the implementation of ETLE and manual ticket in obeying traffic in the jurisdiction of Metro Jaya Regional Police, it demonstrates road users are still very low in obeying traffic, resulting in an increase in the number of victims of traffic

accidents and an increase in material losses due to traffic accidents. There is a policy from the National Police leadership regarding the implementation of static ETLE and mobile ETLE to eradicate the culture of extortion which is usually carried out by corrupted traffic police.

The operational steps of the Metro Jaya Regional Police Traffic Directorate in creating a culture of traffic compliance includes a program called Polantas Smart (Traffic Police as Friends and Community Partners), increasing traffic control and challenge the road users to obey traffic regulations and conducting education at the community level to build a culture traffic compliance and build the character of discipline. Increasing the number of static ETLE and mobile ETLE especially in places prone to traffic accidents is needed as well. Furthermore, portable ETLE and hand-held ETLE will be added in the future.

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