

EFFECTIVE IMPLEMENTATION OF E-GOVERNMENT THROUGH ELECTRONIC TRAFFIC TICKET KNOWN AS *E-TILANG* SYSTEM IN SEMARANG CITY

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ABSTRACT

This research aims to analyze the effectiveness of E-Government implementation through electronic traffic ticket (E-Tilang) system in Semarang City. By Using qualitative research methods, and the validity as well as validity test of data using triangulation techniques. The results show that the implementation of electronic traffic ticket (E-Tilang) conducted in Semarang City has not been effective, because the procedure is still a lot of confusing by these societies. Therefore, simplification and ease of process that becomes application of E-Tilang in the middle of society cannot be achieved. In addition, it also the target is expected to be more orderly and obedient rules when they drive on the highway also has not materialized, with many violations that occurred in Semarang City today based on data and facts at the time researchers in the field. Therefore, based on the conclusion above, researchers can give advice or recommendation to Traffic Unit of Semarang City with the refinement of E-Tilang network application, and socialization to the community through several media that exist so as will not make confuse the community and able to facilitate the process of E-Tilang.

Keywords: E-Government; Electronic Traffic Ticket; Semarang City; Traffic Unit; and Societies

INTRODUCTION

The opening of (Indonesia, 1945) in the fourth paragraph expressly states that one of the established objectives of Indonesia Republic is to advance the public welfare. The country is obliged to serve every citizen and resident to fulfill its basic needs in order to improve the welfare of society. Along with the flow of globalization, that brings the development of information and communication technology, it affect the development of community necessity is growing too. The people surely need a faster, precise and transparent service. With the effective public service, it will reduce the cost of government operations.

To create quality public services at a low cost, Indonesian government has issued a national policy and strategy for the development of E-Government through (Simangunsong, 2010). It related on national policy and strategy of E-Government of Indonesia, namely, the utilization of communication and information technology in the process of government that can improve the efficiency of & effectiveness and governance by utilizing information technology optimally. The benefits of technology have penetrated into various fields. It also changed the form of social interaction to human beings.

The development of Internet technology changed the way people communicate, ranging from social media, buying and selling electronically and assisting people in administration services. The application of technology, information, and communication in administrative services applied by one of the State Institutions namely Indonesia Republic police in the context of

public administration that has a government function in the field of public service. The progress of information technology utilized by the police aims to realize and improve the service to the community. On the other hand, the realization of an electronic-based government is expected to produce a fair, transparent, effective public service, and the community without exception feels its benefits. Because this background is, the National Police of Indonesia Republic observe to develop public services based on technology through Electronic Traffic Ticket known as *E-Tilang*. It is commonly called *E-Tilang* that is digitizing the ticketed process, by utilizing technology is expected the whole process of speeding will be more effective and assisting the police in administration management.

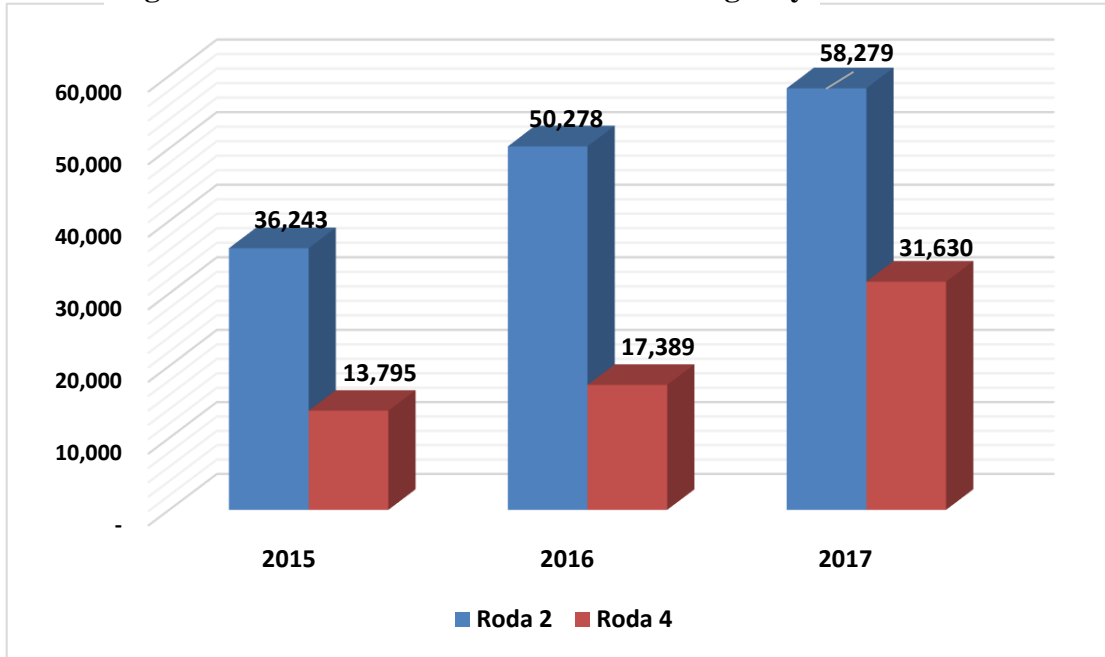
According to (Direktorat Jenderal Republik Indonesia, 2009) about traffic and road transport, Section 272 mentions that in order to support the activities of violations in traffic and road transport, it can be used electronic equipment. The results of applying this electronic equipment can be used as evidence in court. The meaning of "electronic equipment" is an incident-recording tool for storing information. Along with the advancement of Technology and information now ticketed has been using electronic systems of Electronic Traffic Ticket known as *E-Tilang* system. The Electronic Traffic Ticket which is a digitizing process of ticketed, by utilizing technology is expected the whole process of service ticketed will be more effective and transparent. Thus, the enforcement of traffic and road transport violations based on the recording of electronic equipment, State Police Officers of Indonesia Republic of or Civil Servants investigators in the field of traffic and road transport can issue a Traffic Ticket Letter (Traffic Ticket).

In the case of a police-crossed violator is obliged to come to the District Court to attend the hearing and pay the penalty decided by the court. So many of those people are lazy to wait for a scheduled session of speeding Traffic Ticket that usually quite long determined. Even for months, most of the violators chose to pay for the place, although it was included in the category of wild levies.

Based on (Fansuri, 2019) on the procedure for settlement of traffic offenses, violators no longer need to attend trial. This is in accordance with the provisions of Article 4, namely: the matter of traffic violations decided by the court can be done without the presence of violators. Technically, the implementation of Electronic Traffic Ticket (*E-Tilang*) system is the sanctioned sanctions paid by the bank. However, the ordinances and objectives are obviously different. The Supreme Court rules of this speeding point are an effort to accelerate and facilitate the settlement of speeding tickets through a quick check-up event in the District Court. This means that riders who commit traffic violations must be settled through a court ruling. Meanwhile, Traffic Ticket (*E-Tilang*) of Indonesian National Police, in addition to preventing its members to do a wild levy, also part of the facility for motorists who commit traffic offenses in paying fines directly in place without going through the mechanisms of the judicial court. To be able to see information about the fine ticketed of Semarang City community can access and open its website. Semarang City has been socialized directly to the affected community about the mechanism of a new-electronic traffic ticketed system called *E-Tilang* system.

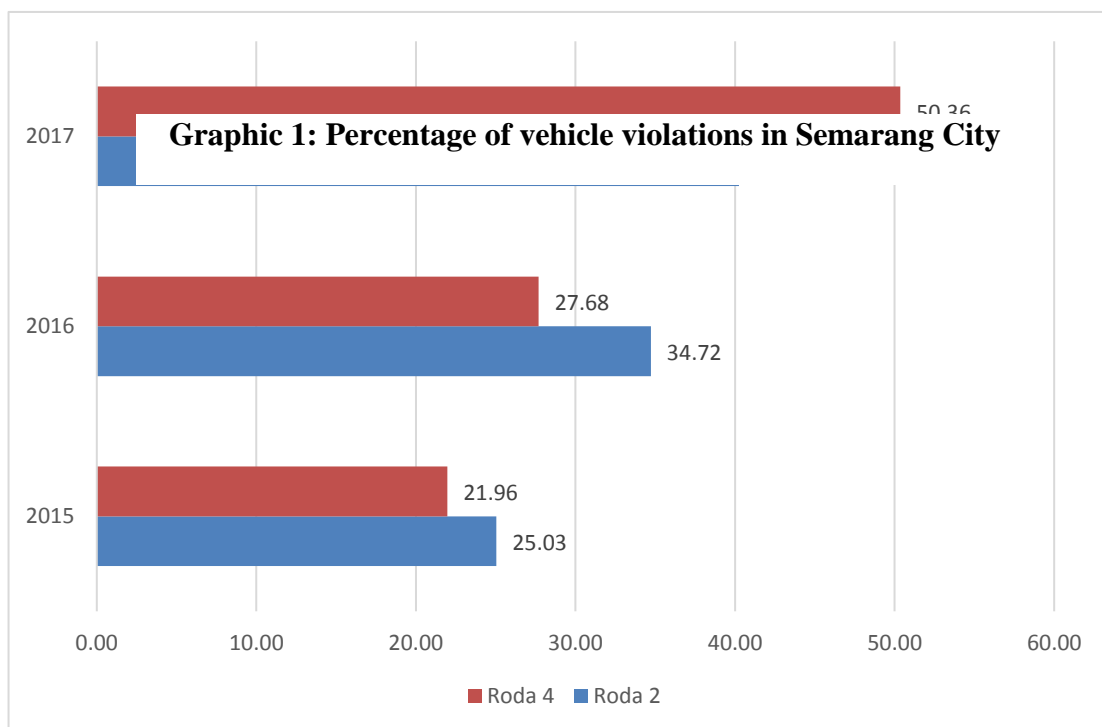
Each rider is obliged to maintain order and adhere to traffic signs. It aims to ensure the safety of the motorists themselves. However, in fact there are still many motorists doing not adhere to the rules that apply on the highway. Many of the riders are still ignoring the safety and comfort factor in driving. Such violations do not have the completeness of Driving License and Letter Sign Vehicle Number, do not turn on the main lamp and use the phone while driving is a type of offense that is often done. Where data based traffic, two-wheeled vehicles dominate violations.

Figure 1: The Vehicles Violation in Semarang City



Source: Traffic Unit of Semarang City, 2018

Based on Figure 1 above, it can be noted that in Semarang City traffic violations are widely done by two-wheelers, where in 2015 the absolute number of traffic violations as much as 36,243 events, in 2016 as many as 50,278 events, and in 2018 increased back to a total of 58,279 incidents of violations on the highway. While four-wheel riders less than the two wheels commit the number of violations, even though annually the numbers of violations those increase as happened as to the two-wheelers. In addition, the percentage of customers that occur can be seen in Graph 2 below:



Source: Traffic Unit of Semarang City, 2018

Based on graph 1 above, it can be noted that when viewed using a percentage of vehicle violations in Semarang City, the increase in the percentage rate of the highest violations is indicated by four-wheelers. Where from 2016 to 2017 a surge in the percentage of its violations are reached 22.68%, while the percentage increased violations carried out by two-wheeled vehicle riders of 5.53%. The number of violations that occurred in Semarang City has been an interesting researcher to conduct research that focused on the effectiveness of E-Government implementation through Electronic Ticket (*E-Tilang*) system in Semarang City. Whether with the application of *E-Tilang* can reduce the violations occur or otherwise become ineffective because of the more conditions in the highway.

LITERATURE REVIEW

Effectiveness

According to (Setiyanto, Gunarto, & Wahyuningsih, 2017) effectiveness could be said as a measurement in the sense of achieving the objectives or objectives that had been determined, if the goal has been achieved, then it can be said effectively. Therefore, it can be concluded that effectiveness demonstrates the ability to achieve a preset goal in accordance with applicable standards. According to (Pülzl & Treib, 2017) defined effectiveness is the ability to carry out tasks, functions (operation of programs or missions) from an organization or the like, the absence of pressure as well as tension between the implementation.

While according to (Lipsky, 2010) effectiveness was the relationship between output and purpose or can also be said as a measure of how far the level of output, policies and procedures of the Organization. Effectiveness is also related to the success degree of an operation in the public sector so that an activity is said to be effective if the activity has a major influence on the ability to provide community service that is a predetermined goal.

E-Government

(Tolbert & Mossberger, 2006) stated that E-Government was an abbreviation of Electronic Government. E-Government is one form and model of government system based on the power of digital technology, where all the work of the service administration to the community, supervision and control of the resources belonging to the organization concerned, finance, taxes, retribution, employees and so on controlled in a system. According to (Sosiawan, 2008) Government held in Indonesia as the reason for one is because of the demands, namely the desire of people to be heard, so the Government must facilitate participation and public dialogue in the formulation of State policies. The implementation of E-Government is regarded as a cross-sectorial solution so relying on the use of Information and communication technology (IT) is a strategy to improve the performance of local governments in serving its community.

Traffic Ticket (*E-Tilang*)

In (Setiyanto et al., 2017) Electronic Traffic Ticket (*E-Tilang*) commonly called E-ticketed is the digitization of the Traffic Ticket process, by utilizing the technology is expected the entire process of Traffic Ticket will be more efficient and also effective also help the police in administration management. *E-Tilang* is an application that can be used by people who can know the cost to be paid directly. Once recorded in the application, violators can choose to use *E-Tilang* in the application or manual.

The application is categorized into two users, the first being The Police and the second is Prosecutor. On the police side, the system will run on a tablet computer with the Android operating system while the system attorney will run in the form of a website, as an executable like a manual trial process. Traffic Ticket (*E-Tilang*) application does not apply the function

as an introduction to pay fines to the Bank/registrar. It is because the mechanism involves the form or paper ticketed, on Traffic Ticket (E-Tilang) form or the paper proof violator is not used, this application only sends a reminder of ID that stores all data or police records regarding chronological ticketed that will be given to the court or similar attorney.

RESEARCH METHOD

The study uses qualitative research methods with a case study approach. Qualitative research is a method of exploring and understanding the meaning by a number of individuals or groups of people considered derived from social or humanitarian issues. According to (Bowen, 2009) the research process included creating research questions and procedures that are still temporary, collecting data on participant settings, data analysis inductive, building partial data into the theme, and further providing an interpretation of the meaning of a data. In addition, the validity and validity test of data using triangulation techniques.

The location of this research conducted in Semarang City. The reason researchers choose the location of this research is that Semarang City is the capital City of Central Java Province, which has a high number and population density among other districts/cities in Central Java Province. Moreover, Semarang City has implemented the current Electronic Traffic Ticket (E-Tilang) program. The Process of collecting data is through interview process. In conducting interviews, researchers can conduct, interviews face to face with participation, then interview them with the phone, or engage in interviews in certain groups to acquire the data.

Interviews are conducted while conducting surveys to the research site to observe the real situation in the field. The results of interviews obtained by researchers from different sources in the analysis and understood deeply after that the director became the result of analysis and supported by the results of a survey found in the field. The data collection tools used in this study, especially in conducting interviews are as follows:

1. Notebook: To record recording with a data source
2. Camera/Cell Phone: for photographing activities related to research. It is intended to increase the validity of research.
3. Mobile phone Recorder: function to record all conversations or talks. The use of this tool in interviews should tell the informant whether it is permissible or not.

In addition, researchers also conduct observations by falling directly to the location to observe all behaviors and activities that you want to research. In this observation, researchers are enriched with data either in the form of written or soft copy obtained in Traffic Unit of Semarang City. The data is researched and understood more deeply repeatedly to obtain the data that suitable needed in this study. Data documentation taken through the documentation, which aimed to complement the research data related to this research, data can be files, photos, etc. During the research process, researchers also gathered (McLellan, MaCqueen, & Neidig, 2003).

RESULT AND DISCUSSION

Effectiveness can be interpreted as a process of achievement of objectives that have been set before in a program or activities with the objectives that you want to achieve. Therefore, it can be known that effectiveness is a very important concept because it is able to give an illustration of an organization has been successful or not in achieving the objectives of a program created by the agency. Therefore, the achievement of objectives is necessary to observe whether the program is effective and achieves its objectives. A program will be

effective when a pre-defined goal has been achieved, so that it is done to suit the previously planned program.

The Traffic Unit of Traffic Unit of Semarang City and the Department of Transportation of Semarang City has introduced a violation of the violations with the system Electronic Traffic Law Enforcement (E-TLE) or Electronic Traffic Ticket (*E-Tilang*). The system came into effect since December 1, 2018. In that system, riders who proved to be traffic offenses and monitored *Closed Circuit Television* cameras (CCTV) will be immediately acted upon and given a letter of infringement proof of Traffic Ticket.

The Traffic Unit of City Resort Police of Semarang City, Police Grand Commissioner Adjutant Named Yuswanto Ardi, said for the early stages of CCTV will be installed in Pahlawan Street, Simpang Lima area, Ahmad Yani Street, intersection of Gajah Mada Street, and Pandanaran Street, precisely the area of Tugu Muda. Through this system, the apparatus of The Traffic Unit of City Resort Police of Semarang City will block the Signs of Vehicle Registration Certificate (STNK) traffic offenders, if within the stipulated time in question does not respond or ignore the notification sent.

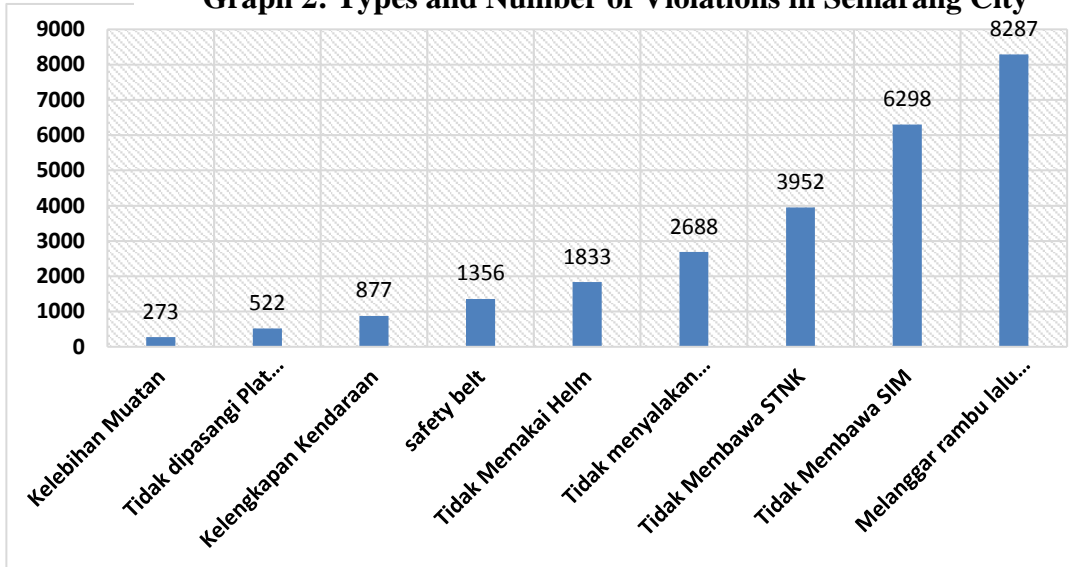
In this interview, The Traffic Unit of City Resort Police of Semarang City asserted that his side with related institutions has prepared the system in a mature way including the location of CCTV placement that is claimed to be sophisticated enough. At the time of the interview in implementing this action, several stages will be done. The process is, the offenders recorded CCTV Area Traffic Control System (ACTS) owned by Department of Transportation of Semarang City, and then recorded data (photos) will be identified officers. Furthermore, data violators are obtained from the police number registration vehicle. However, the officer is further give the appeal if at the time of the unexpected violators receive a confirmation letter is expected to return to its party, a maximum of four days whether the vehicle is in their own name or still on behalf of someone else. That will be related to the block of Vehicle Registration Certificate (STNK) during vehicle renewal if an unexpected violator ignores the confirmation letter.

Mr. Ardi expects that users of vehicles identified in violation do not ignore the notification letter from the officer. This is because the letter contains photographs of violations made, both the location and the time. For that it provides a time lag to complete including paying a fine ticket to the bank that has been designated to avoid blocking.

This implementation is already in reference to (Presiden Republik Indonesia, 1981) and (Keller dalam Dwiyanti (2008), 2008) mentioned that photos and videos can be evidence in the conduct of the action. The apparatus of Traffic Unit of City Resort Police of Semarang City in the middle of 2017 has actually applied the implementation of traffic speeding through CCTV. However, the system did not last long because there are still many obstacles, such as the number of officers who have to do *door to door* to come to the violators recorded CCTV cameras.

The enforcement of electronic speeding tickets with CCTV surveillance in Semarang in 2019 reached 50 per day. Since first enacted up to 2019 there are already about 10 thousand violations. The Traffic Unit of City Resort Police of Semarang City, Police Grand Commissioner Adjutant Named Yuswanto Ardi said in a day the number of electronic tickers between 30 and 50 on actions. The amount is restricted due to human resource limitations. Restriction of electronic assessment is due to still need clarification to the owner of the monitored vehicle. Clarification is done because the owner is not sure the vehicle is a violator, could be the vehicle is being used others. Data shows that in 2019 the number of traffic sign violations is the highest compared to other violations. It can be seen in Graphic 2 below.

Graph 2: Types and Number of Violations in Semarang City



Source: Traffic Unit of Semarang City, 2019

Based on Graph 2 above, it can be noted that the number of traffic offenses committed by motorists amounted to 8,287 incidents, then did not carry a Driving License amounted to 6,298 events, and did not carry a Vehicle Registration Certificate (STNK) of 3,952 events. The number of traffic violations on the highway in Semarang City is also seen at the time that researchers do observations in the field where some motorcyclists deliberately violate traffic signs that prohibit spinning or reversing direction. As seen in the following image.

Figure 2: Traffic signs violations by A Motorcyclist



Source: Researcher Document, 2019

CONCLUSION AND SUGGESTION

Based on the research results and analysis, these researchers who have been described in the previous chapter on the effectiveness of E-Government implementation through Electronic Ticket System (*E-Tilang*) in Semarang City, it is concluded that the implementation of E-

Tilang conducted in Semarang City has not been effective, because the procedure is still confusing for the community. So that simplification and ease of process that becomes application of *E-Tilang* in the middle of society cannot be achieved. And also the target is expected to be more orderly and obedient rules when they drive on the highway also has not materialized, with a lot of violations that occurred in Semarang City today based on data and facts at the time researchers in the field.

Therefore, based on the conclusion above, researchers can give advice or recommendation to The Traffic Unit of City Resort Police of Semarang City. First: it need for the improvement of the network application of Electronic Ticket System (*E-Tilang*) with a good provider so that the process of (*E-Tilang*) system can run steadily so that the implementation of *E-Tilang* system can run more effectively than before. Second: Officers should convey more information so as not to make the people as traffic violators should feel confused by the existing mechanisms and the need for socialization more vigorous through various media so that the public knows the correct *E-Tilang* system mechanisms.

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