

LAW ENFORCEMENT ON TRAFFIC VIOLATIONS USING E-TICKETS AT KAPUAS POLICE RESORT

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Citation: Eny Sukeksi, *Law Enforcement on Traffic Violations Using E-tickets at Kapuas Police Resort*, Management Technology and Security International Journal, pages 488-501, <http://doi.org/10.47490/mtsij.v3.i1.488501>

Received on 1 June 2021, Accepted on 6 December 2021, Published on 21 February 2022

ABSTRACT

Electronic ticketing (e-ticket) is an android-based Indonesian National Police (Polri) innovation program held by Polri Traffic Corps. In fact, Kapuas Police Resort Traffic Unit still cannot implement it optimally because there is no table stating the minimum ticket fines. The research employs the qualitative approach. The main problems are describing law enforcement using e-tickets, steps for taking action against traffic violations using e-tickets and analysing the factors influencing the implementation of action against traffic violations using e-tickets. The research employs management theory, law enforcement theory, the concept of enforcing traffic violations/ticketing and the concept of e-government. The results of the study indicate that the implementation of law enforcement on traffic violations using e-tickets at Kapuas Police Traffic Unit is the implementation of e-government which has indicators of support capacity and value. There are still shortcomings in terms of benefits in applying e-tickets, namely the community has not used the e-ticket applications properly. This is influenced by the traffic unit management at the organizing stage which is constrained by the lack of a table of minimum fines. Besides, it can be analysed that there is no legal substance regulating factors that affect the implementation of the e-ticket program so that the e-ticket program is not implemented in accordance with the desired objectives.

Keywords: *e-ticket, law enforcement, traffic violation*

1. INTRODUCTION

Traffic on roads, streets and highways is part of the main activities of people's daily lives. People carry out traffic activities to move from one place to another in activities such as offices, schools, markets, tourist attractions and so on. Even for some residents, their life activities rely on the road. As a consequence of the concentration of various traffic activities on the road, it raises various kinds of problems with each level of complexity.

The higher the intensity of community activities encountered with various problems that arise, the greater the implications for security, safety, order and smooth traffic and road transportation. The implications of these problems include violations of traffic laws, traffic accidents, irregularities among road users, and traffic jams on roads. It is undeniable that the social conditions of traffic safety and security on the road can directly affect various activities such as

political, social, economic, cultural, religious, defence and state security activities. One of them is the field of traffic law enforcement.

Since the beginning of the reformation era in 1998, Polri has been one of the government agencies demanded by the community to be reformed, covering cultural, structural and instrumental aspects. The three aspects are the estuary of changes in structural and instrumental aspects because they must be realized in the form of quality services of Polri to the community. The elaboration of Polri's priority programs causes each program to be developed from a manual to a technology-based one. This is an implementation of the Polri promoter program related to easier public services and based on information technology, transparency, openness, security and convenience of the people served.

Bureaucratic reform is a major change in the paradigm and governance of Indonesian government. It is also a big gamble for Indonesian people in facing the challenges of the 21st century through good governance in 2025. The purpose of the bureaucratic reform is to create a professional government with the characteristics of integration and high performance, free and clean from collusion, corruption and nepotism, being able to serve the public, neutral, prosperous, and dedicated and upholding the basic values and code of ethics of the state apparatus (bureaucracy reform in government.net).

Meanwhile, Polri bureaucratic reform is an effort to improve and enhance the bureaucratic system that applies within Polri organization. Polri previous service system is considered no longer in accordance with the dynamics of community development as an object of Polri because the influence of the local, regional and

global environment is associated with the level of satisfaction of the people who expect transparency, legal certainty, convenience, justice in accordance with the main tasks and roles of the Police. The three targets of Polri bureaucratic reform are the realization of a clean and free of collusion, corruption and nepotism organization, the realization of improving the quality of Polri's services to public and increasing the capability and accountability of Polri bureaucratic performance directed to achieve a good and clean government.

Polri, especially its traffic unit functions, based on the Law Number 22/2009 concerning Traffic and Road Transportation carries out tasks in the traffic sector which include all businesses, work and activities in traffic control to prevent and eliminate all forms of disturbances and threats by The aim is to ensure security, order, safety and smooth traffic on public roads. One of the things mentioned above is described in the implementation of traffic technical functions in the form of prosecution for traffic violations as a form of repressive action.

Besides, in line with the occurrence of traffic law violations that occur in people daily lives, legal action is needed by police officers, especially traffic units. Enforcement of traffic law and road transportation means carrying out the function of state oversight of the implementation of Law on Traffic and Road Transportation (UU LLAJ) established by the state to ensure the safety and security of traffic order and to maintain transportation facilities and infrastructures. Law enforcement officials regulate, guard, escort and patrol government and community activities, conduct inspections of motorized vehicles operated on the road, and check the requirements of drivers to operate motorized vehicles, to ensure

whether the operated motorized vehicles and drivers meet the requirements stipulated by law. If a violation is found, law enforcement officers will take action against it.

Law enforcement using a ticket is a law enforcement system by Polri to resolve conflicts or problems of traffic violations in a civilized manner, to prevent wider problems from occurring, to protect justice seekers, legal certainty and education. Law enforcement using a ticketing system has been implemented since 1993 as an operational technical instrument of the criminal justice system in resolving cases of certain road traffic violations.

Law enforcement against traffic violations has become an important issue in ensuring the quality of safety, security, order and smoothness of traffic and road transportation for the community, reducing the fatality rate of accident victims, and building a culture of traffic order. In fact, citizens need the application of law enforcement using a ticket system that is fast, precise, accurate, transparent, accountable, informative and easily accessible. Law enforcement using fines that can be done is a manual and conventional method which is considered not to follow technological developments as it is today. In the context of developing a comprehensive traffic information system, the formulation and implementation of the e-ticket application at traffic unit has been carried out to support traffic activities to ensure speed and smoothness as well as security, confidentiality of traffic data and information.

Improving the quality of life increasingly requires humans to carry out various activities that are needed by optimizing their resources. Sometimes, we do not realize that some activities carried out by humans have been supported by information and

communication technology. Information and communication technology, both directly and indirectly, have changed the way people view their lives, the way they learn, the way they work and the way they play. Some of the applications of information and communication technology, in general, can be found, among others, in the fields of business, education, and health and government such as Polri, especially traffic function. Using the design of service applications from Polri Traffic Corps and one of them is the e-ticket application, the need for time and cost efficiency causes the traffic police to feel the need to apply information technology in their work environment. Indeed, the application of information and communication technology causes changes in the work habits of personnel.

The action optimization program towards a more professional, modern and reliable Polri (Promoter) requires full support and real action from all parties so that the program implementation can be carried out in earnest with more optimal results. In line with these objectives and referring to the grand strategy of Polri, the program has been formulated, namely: (1) strengthening the internal reform of Polri; (2) improving public services that are easier for the community and based on information technology; (3) more optimal handling of pro-violence and intolerance radical groups; (4) increasing the professionalism of the Polri towards excellence; (5) improving the welfare of Polri personnel; (6) conducting institutional arrangement and fulfilment of budget proportionality as well as minimum needs for facilities and infrastructure; (7) building public awareness and participation in security and public order; (8) strengthening the maintenance of security and public order; (9) applying more professional and fair law enforcement; (10)

strengthening supervision; and (11) applying Polri quick wins program (Polri Chief Program Guidebook: scribed.com).

The improvement of information technology-based Polri services (online) which is the second point program of Polri, in this case, is realized in the form of an e-ticket application program that is applied to all traffic functions. The study emphasizes on the e-ticket application carried out by Kapuas Police Traffic Unit. Such application is carried out transparently with the aim of eliminating allegations of illegal levies, case brokers and bureaucratic inefficiency in resolving ticketing cases (violators do not have to attend a trial which is a complicated process), collusion, corruption and nepotism (KKN) in order to improve its public services, the image of Polri and increase public trust in Polri.

E-ticket is built in order to increase public trust and is a breakthrough conducted by Polri in supporting its grand strategy, namely the Strive for Excellence stage which spans the implementation of this stage from 2016 to 2025 which is elaborated in the decree of Minister of Civil Apparatus Empowerment No. 15/2014 concerning Service Standard Guidelines, the decree of Polri Chief No. Kep/541/V/2016 dated May 30, 2016 concerning the 3rd Stage of Road Map for Bureaucratic Reform of Polri, the decree of President No. 81/2010

concerning the Grand Design of Bureaucratic Reform 2010-2025.

Kapuas Police Traffic Unit is one of the functions of the police which also create changes in instrumental terms, namely improving services by applying the e-ticket system when taking action against traffic violations. This electronic ticket, which is usually called e-ticket, is the digitization of the ticketing process, an electronic-based service innovation by utilizing technology, which is expected to make the entire ticketing process easier, faster, more efficient and effective as well as assisting the police in administrative management of traffic violations. This e-ticket application has advantages in terms of service, namely the service is faster than conventional ticketing, very practical and fast.

In line with the previous paragraph, Kapuas Police Traffic Unit understands that in the end the achievement of traffic violation enforcement that is built electronically with the application of the e-ticket application will rely on the extent to which it can be applied according to its objectives. The aim is that Polri, especially traffic units, can implement the priority programs of Polri as a form of elaboration of the reform of the Polri bureaucracy, cut the complicated bureaucracy, and prevent allegations of collusion, corruption and nepotism committed by Polri personnel and so as to improve the image of Polri in front of the public.

2. LITERATURE REVIEW

2.1 Management theory

The theory used here is based on the activities of the management function. According to Terry (2016) it is divided into the management process, which includes **planning**, namely as the rationale for the goals and the

preparation of the steps that will be used to achieve the goals. Planning means preparing all needs, taking into account carefully what are the obstacles, and formulating the form of implementation of activities that intend to achieve goals. **Organizing** is a way to gather people and place them according to

their abilities and expertise in the work that has been planned. **Actuating** is to move the organization so that it runs according to the respective division of labour and to mobilize all existing resources in the organization so that the work or activities carried out can go according to plan and achieve goals. **Controlling** is to monitor whether the movement of this organization is in accordance with the plan or not. As well as supervising the use of resources within the organization so that they can be used effectively and efficiently without anyone deviating from the plan.

2.2 Law Enforcement theory

The second theory is that law enforcement is influenced by several factors, such as law factors, institutional system factors and cultural factors/law enforcement. Lawrence M Freidman in *American Law in the 20th Century* states that the operation of a legal system is strongly influenced by three things, namely legal substance, legal structure and legal culture. Legal substance is the content of a rule of law; both material law and formal law must be responsive. This means that it is always adapted to the times. Likewise, the legal structure or legal structure includes institutions, including the professionalism of law enforcement officers and adequate infrastructure. Legal culture is the values or views of the community, including the behaviour of officials in the legal system itself. Legislative factors are one of the factors that can affect the work of criminal justice, in a broad sense it is a factor that

can influence law enforcement (Satjipto Raharjo, 1983: 25).

2.3 E-governance

The last theoretical basis is the concept of e-governance. According to Indrajit (2006), based on the results of studies and research from the Harvard JFK School of Government, in order to apply the concepts of digitization in the public sector, there are three elements of success that must be possessed. The elements of success are support, capacity, and value.

3. METHODS

The research employs the qualitative approach to answer research questions, in particular to answer the question of how to prosecute traffic violations using e-tickets at Kapuas Police Traffic Unit. The research process carried out by the author adapted to the description of the qualitative approach above is by asking questions and procedures, collecting specific data from the participants or research subjects, analysing the data deductively from the general to the specific and interpreting the meaning of the data. In this case, qualitative research is the right research approach to be able to answer the problem of enforcing traffic violations with e-tickets at Kapuas Police Traffic Unit.

The methodology that the author uses is a case study. First thing that the author does is to observe how the enforcement of violations with the e-ticket application is currently happening, to observe the influencing factors, to observe the actions of members and how to observe the actions of members against the inhibiting factors against the implementation enforcement of traffic violations by implementing the e-ticket application. Through this research method, it is expected to be able to

provide answers regarding all matters related to the implementation of enforcement of traffic violations using e-ticket application, including the obstacles faced and weaknesses that may be found during the research.

4. RESULTS AND DISCUSSIONS

The prosecution of traffic violations using e-tickets is carried out by all levels of traffic function units in

Indonesia based on the Telegram Letter of Polri Chief Number: ST/350/II/2017 dated February 15, 2017 to all police region chiefs. One of the items of the telegram states that all traffic violations are required to use the e-ticket application unless there is a technical problem. Based on the direction of the telegram of Polri Chief, Central Kalimantan Police Chief orders Kapuas Police Traffic Unit to implement the e-ticket system.

Table 1 Traffic Violation Fines List

No.	Types of violations	Articles to be violated	Imprisonment	Maximum fine (IDR)
1.	Having no driving license	281	4 months	1 million
2.	Being not able to show driving license during a raid	288 (2)	1 months	250.000
3.	Being not fitted with TNKB/number plate	280	2 months	500.000
4.	A motorbike does not meet technical requirements (lights, mirrors, exhaust)	285 (1)	1 months	250.000
5.	A car does not meet technical requirements (lights, mirrors, exhaust)	285 (2)	2 months	500.000
6.	Violating traffic signs	287 (1)	2 months	500.000
7.	A rider/passengers do not wear helmets	291 (1)	1 months	250.000
8.	Driving a motorbike without turning on the headlights	293 (2) 287 (5)	15 days	100.000
9.	A rider violates the speed limit		2 months	500.000
10.	Illegal racing motor vehicle violations	297	1 year	3 million

Data Source: Law No. 22 of 2009

The flow of the e-ticket program begins with the process of taking traffic violations manually. Then, it proceeds with the electronic process on an android cell phone, starting with data input in the e-ticket program. In accordance with the flow of the e-ticket process, violators who have received a Briva e-ticket number/ticket ID will pay the fine through a BRI bank or ATM. In the settlement of traffic violations using e-tickets carried out by the violators of Kapuas Regency, there are still many who do not make payments through BRI. Table 1 show fines for ticket violations that still use the old pattern.

This is in line with Polri's efforts in reforming Polri bureaucracy which is

manifested in the implementation of Polri Promoter Program, especially those applied in the 2nd program, namely improving public services that are easier for the community and based on information technology. Therefore, the implementation of traffic violation enforcement at Kapuas Police Traffic Unit really needs to be implemented by analysing and overcoming various factors that can hinder the implementation of the e-ticketing program so that the presence of the e-ticketing program can be beneficial for both traffic police personnel and traffic violator community. The results of the author's analysis are as follows:

4.1 Law enforcement on traffic violations using e-tickets

According to Indrajit (2006)—based on the results of studies and research from the Harvard JFK School of Government—in order to apply the concepts of digitization to the public sector, there are three elements of success that must be possessed. These elements of success are support, capacity, and value so that if it is associated with the e-ticket program conducted at Kapuas Police Traffic Unit, it is described as follows:

a. **Support**—according to Indrajit (2006), support is not just talk, but furthermore the expected support is in the form of things as follows:

- 1) The approval of e-government framework as one of the keys to the country's success in achieving the nation's vision and mission so that it must be given high priority as other keys to success are treated. This is relevant to the agreement that IT-based services through the e-ticket program are an effort to improve public services. As in this study, that the hardware used for the e-ticket process is a cell phone that has an android operating system. As in the definition of e-tickets, it is an android-based police innovation program. More about the software in this case is the e-ticketing program that has been made by Polri Traffic Corps so that Kapuas Police Traffic Unit only installs the program through an e-ticket application account which can be obtained via the link:

<http://dakgargakum.com.elang/e-tilang.apk> and execute it. In line with this theory, which states that there is support for the implementation of e-government, it is indicated by the results of prosecution of traffic violations with e-tickets at Kapuas Police Traffic Unit, which is 74.2%, which means that the e-ticketing program has been implemented.

- 2) The construction of various supporting infrastructures and superstructures in order to create a conducive environment for developing e-government (such as the existence of clear Laws and Government Regulations). In relation to the implementation of the e-ticketing program, it has a legal basis, especially the Supreme Court Regulation (Perma) No. 12/2016 concerning Procedures for Settlement of Traffic Cases and Law No. 22/2009 concerning Road Traffic and Transportation as the legal basis for implementing the e-traffic program by Kapuas Police Traffic Unit, Kapuas District Court and Kapuas Prosecutor's Office.

b. Capacity

There are three things that must be owned by the government related to this capacity element, namely:

- 1) Availability of sufficient resources to implement various e-government initiatives, especially on financial resources. In this case, it is related to the

existence of innovations or new breakthroughs from Polri Traffic Corps which builds the e-ticket application.

- 2) Availability of adequate information technology infrastructure because this facility is 50% of the key to the successful implementation of the e-government concept. This is relevant to the e-ticket application made by Polri Traffic Corps which is currently being applied to Kapuas Police Traffic Unit in implementing the e-ticket program. This can be directly demonstrated by entering the violator's data into Polri Traffic Corps e-ticket database system.
- 3) Availability of human resources who have the competencies and expertise needed so that the implementation of e-government can be in accordance with the expected benefits principle. This can be seen from the expertise of e-ticket operators obtained from attending training at Polri Traffic Corps and almost all members of Kapuas Police Traffic Unit have been able to use the e-ticket application.

c. Value

The theory relates to the benefits of the e-ticketing program for the community as it is known that the advantages of using online ticketing tickets are (1) ticketing data can be directly connected to the back office so that accurate data is obtained as a filling and recording system;

- (2) connected with a bank for payment of fines, in this case the bank appointed to cooperate with traffic corps is BRI bank;
- (3) connected with the court to hear or impose a fine;
- (4) violators may be subject to a penalty point system for the violations committed;
- (5) as a basis for driving license testing system, education and other traffic police programs; and
- (6) provide actual information as a portrait of traffic order culture.

Based on the description of the analysis above, it can be concluded that the description of the e-ticket program at Kapuas Police Traffic Unit is a form of the implementation of e-government concept which must have indicators of support, capacity and value so that it can increase public services in accordance with the objectives. As it is known—based on the results of the meeting on the service of ticketing court cases by the Ombudsman on September 26, 2016—that Polri, especially traffic function in conducting ticketing services has done several maladministrations, namely uncertainty, inaccuracy, corruption and bureaucratic inefficiency. Of the four points, the impact on public services is low. It is explained that the service is claustrophobic, hot, complicated, inhumane, does not reflect the dignity of the majesty of law enforcement, inadequate facilities, potential for middlemen and the use of a manual system. Therefore, in line with the problems mentioned above, Polri decides to apply the e-tilang application in order to improve its public services in the field of prosecuting traffic violations.

4.2 Analysing traffic unit action steps in enforcing law on traffic violation using e-tilang program

Policies in the field of traffic law enforcement using e-tickets implemented at Kapuas Police Traffic Unit are compiled in the traffic function work program and Kapuas Police traffic function annual budget in the form of phasing out a long-term program. Then by adopting the way of acting from Polri Traffic Corps, the prosecution of traffic violations using e-tickets is implemented in an operationally concrete manner at Kapuas Police Traffic Unit by applying the management principles.

Management covers activities to achieve goals, carried out by individuals who contribute their best efforts through predetermined actions (Terry in J. Smith D.F.M: 9). In order to understand the steps for enforcing traffic violations with e-tickets at the Kapuas Police Traffic Unit so that they can be carried out properly, the author analyse using management theory according to George R. Terry, namely planning, organization, actuating and controlling.

a. **Planning**—The plans enforcing laws using e-tickets at Kapuas Police Traffic Unit is as follows:

- 1) Setting up rationale of the goal and the preparation of the steps that will be used to achieve the goals—the basis of the implementation of e-ticket program is an order from superiors regarding the obligations of members to carry out e-ticketing and the existence of an assignment order.

- 2) Preparing all the needs—for this task, members of traffic unit who have been appointed to carry out training are carried out at Polri Traffic Corps and at Traffic Directorate of Central Kalimantan Police Region. Before the e-ticket program is implemented at Kapuas Police Traffic Unit, members of Kapuas Police Traffic Unit carry out trainings beforehand at Polri Traffic Corps, followed by the representatives of all traffic unit members throughout Indonesia.

- 3) Carefully considering what the obstacles are. This is relevant to the existence of a preparatory step where there is training so that inputting data into the application does not become a significant obstacle.

- 4) Formulating the form of implementation of activities that intend to achieve goals. At this stage, the author finds a plan for e-ticketing activities and job descriptions so it can be concluded that with planning that is adapted to the planning steps will facilitate the next stage of management.

b. **Organizing**—The organization the implementation of law enforcement on traffic violations with e-tickets, which includes two activities, namely:

- 1) Tasks distribution—tasks organization carried out by Kapuas Police Traffic Unit is very good, although the research still finds out those

personnel of Kapuas Police Traffic Unit who are responsible for inputting e-tickets data is still involved in other traffic operational activities, such as guarding, patrolling and controlling traffic. Therefore, the ticket data entry officer experiences over capacity work.

- 2) Coordination between agencies—the next form of organization carried out by the traffic unit head is to establish cooperation between agencies related to the e-ticket program. Based on an interview with the head of traffic unit of Kapuas Police, it is known that the traffic unit has held several meetings and collaborated with Kapuas Court, Kapuas District Attorney, and BRI Kapuas branch. However, the results of the coordination with one of the agencies seem to have failed and there are no results that could be used to support the e-ticket program. This is shown by the lack of courage from the Kapuas Court to issue a minimum ticket fine table. This is actually a problem that exists at the beginning of the organizational planning before the enforcement of traffic violations using e-tickets at Kapuas Police Traffic Unit is carried out. In the end, the completion of the ticket at Kapuas Police Traffic Unit still refers to the maximum fine table based on the table in

the Traffic Law Number 22/2009.

- c. **Actuating**—In accordance with management theory, in the activities of moving members, there are directive activities. Directing activities are carried out by holding the principle of aiming at the goal, the principle of harmony with the goal and the principle of unity of command. Based on the findings, basically members understand their duties and responsibilities, especially in terms of implementing the e-ticket program which must be carried out in accordance with standard operating procedures issued by Polri Traffic Corps. Due to the fact that e-tilang program is the traffic unit program, traffic members seriously do their job to enforce laws on traffic violations based on the orders given by their superiors
- d. **Controlling**—the supervision process carried out on the implementation of traffic violation enforcement activities using e-tickets at Kapuas Police Traffic Unit reveals that it has been carried out properly. These supervisory activities have been carried out, among others, by a team from traffic directorate directly or by inherent supervision carried out by Kapuas Police Chief and Head of Traffic Unit. The form of supervision carried out by the directorate of Central Kalimantan Police Region is through supervision activities and the preparation of monthly reports submitted by the members of traffic unit as well as an evaluation of the activities

for enforcing traffic violations using e-tickets.

4.3 Analysing of influential factors in the implementation of traffic violation enforcement using e-tickets at Kapuas Police Traffic Unit

Law enforcement is influenced by several factors, such as law factors, institutional system factors and cultural factors/law enforcement. Friedman in *American Law in the 20th Century* states that the operation of a legal system is strongly influenced by three things, namely legal substance, legal structure and legal culture. Legal substance is the content of a rule of laws both material law and formal law must be responsive. This means that it is always adapted to the times. Likewise, the legal structure includes institutions, including the professionalism of law enforcement officers and adequate infrastructure. Legal culture is the values or views of the community, including the behaviour of officials in the legal system itself.

In terms of laws and regulations in the field of prosecution of traffic violations using e-tickets, there are no problems in terms of the law or regulations when viewed from the formal law and material law. Because traffic law already contains clear legal substance, for example, the type of violation is clear, imprisonment and the number of fines is very clearly stated in the Traffic and Road Transport Law. However, one of the problems encountered in this research is the existence of several provisions that do not yet have implementing regulations. Whereas in a system can be said to be

successful if the system is equipped with the facilities. What is meant by means here is that there is no legal substance in the form of a table of fines for court decisions used by judges to decide the amount of a ticket fine in the jurisdiction of Kapuas Regency. This is a problem that occurs throughout Indonesia, which states that judges work to decide the trial of ticketing cases based on their own beliefs.

In line with the findings through interviews conducted with the head of traffic of Kapuas Police that the main problem with the implementation of e-tickets at Kapuas Police Traffic Unit is that there is still no minimum ticket fine that should be issued by Kapuas District Court though the head of traffic has coordinated four times with the related parties. Thus, the head of traffic unit feels that he does not understand the real problem, and from the head of traffic he hopes that Polri Traffic Corps will re-coordinate at the top level with the side agencies to take steps to make a table of minimum ticket fines so that subordinates can immediately adjust to the results of the central coordination.

This is supported by research findings which state that the shift from manual systems to technological systems in the use of the e-ticket program for traffic violators resolves ticketing cases by paying a maximum fine in accordance with the ticketing fine table contained in the Traffic and Road Transport Law. It can be concluded that if analysed based on law enforcement theory, the factors that influence the implementation of traffic violations using e-tickets are the contents of the legal structure contained in the law so

that the e-ticketing program can run well and can be useful for the community of traffic violators, e-ticket norms or normative rules must be made in advance in the form of a minimum fine table.

On the law enforcement factor, based on the research findings, the knowledge of one of Kapuas Police Traffic Unit personnel regarding the use of e-tickets in carrying out prosecutions for violations is obtained from his co-workers who have taken the trainings. According to the author, the level of knowledge is the main capital before a person can complete a task well. So it will be very unprofessional if in carrying out the task of enforcing traffic violations the officer has not carried out training/education. In accordance with the training data owned by Kapuas Police Traffic Unit, there is only one person. According to the author, this problem needs to be resolved immediately by providing opportunities for other traffic unit members to carry out training as intended so that the prosecution of traffic violations with e-tickets can be carried out in accordance with the objectives and can be carried out professionally.

The facility and infrastructure factor in the prosecution of traffic violations with e-tickets at the Kapuas Police Traffic Unit is not provided with cell phone and credit facilities during the process of carrying out traffic violations with the e-ticket system. Facilities in the form of mobile phones and pulses are the main means for the implementation of the e-ticket program. This is a problem that needs to be resolved by the superiors because it can burden members so that it can

affect the ineffectiveness of members in carrying out their duties, members feel burdened because they have to use personal means.

Based on social community factors, that based on the findings that there are still many people in Kapuas Regency who solve the problem of ticketing by attending the trial, which is around 99%. This means that the implementation of enforcement of traffic violations with e-tickets has not gone well.

Meanwhile, from the cultural factor, based on the findings in the previous chapter where there are still many people's habits that solve the problem of ticketing by attending the trial, meaning that the community does not take advantage of the e-ticket program implemented at Kapuas Police Traffic Unit. Judging from the cultural factors that influence it, the e-ticket program is not successful if it is seen from the benefits for the community. Only certain people use the e-ticket application, namely people who want to quickly finish their business with the police and who are forced to settle it with direct payments at BRI.

5. CONCLUSIONS AND RESOMMMENDATIONS

5.1 Conclusions

Based on the research findings, it can be concluded as follows:

- a. E-ticket program, conducted by Kapuas Police Traffic Unit has run maximally due to the fact that there are 2,311 traffic violations (74.20%) can be resolved through the program. However, the manual ticketing system is still being carried out,

amounting to 803 manual tickets (25.80%). Seventy-two percent means that traffic personnel have been avoided from receiving ticket fines/indications of collusion, corruption and nepotism. This can increase public trust so that the image of Polri is increasing. Besides, Kapuas community still does not take the advantage of the e-ticket service properly so that the completion of the ticket still takes a long time. They still pay the fines manually in the court. There are nine of 2,311 violators (0.04%) who pay the fines in banks.

- b. Managerial actions taken by Kapuas Police Traffic Unit in implementing the e-tilang program has been less optimal, especially in the coordination process between agencies related to the implementation of traffic violations
- c. There are several factors influencing the implementation of prosecution for traffic violations using e-tickets at Kapuas Police Traffic Unit, such as laws, law enforcement, facilities, society and culture.

5.2 Recommendations

Based on the conclusions above, the author suggests Kapuas Police Traffic Unit to:

- a. more effectively and efficiently socialize the advantages of e-ticket program;
- b. often coordinate the issues related to e-ticket program with other relevant government agencies; and
- c. carefully pay attention on factors influencing the success of the program

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