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Stages of E-Ticketing Public Service Policy at the North Musi Rawas Police Department

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A B S T R A C T

This research aims to analyze the e-ticketing policy cycle implemented from planning, drafting, and approval to the implementation of electronic public services. Exploring the supporting and hindering factors in the implementation of electronic public service policies within the North Musi Rawas Police Department. Providing strategic recommendations for optimizing policies and implementation stages of electronic public services in the future. This research is motivated by various problems encountered in the implementation of e-ticketing. Using the policy cycle theory of Hupe and Hill and qualitative methods, data was collected thru interviews, observations, and documentation. The research results show that there are still people who have a poor understanding of the e-ticketing policy, namely the Suku Anak Dalam community. This presents a unique challenge for the North Musi Rawas Resort Police. The researchers also found that although e-ticketing improves traffic efficiency and compliance, there are technical constraints such as internet signal disruptions and manual administrative procedures that need to be addressed. Further research could be directed towards societal dimensions (satisfaction, compliance, trust), digital infrastructure, inter-regional comparisons, and the integration of e-government systems. This study not only describes the policy stages but also generates strategic recommendations to strengthen digital public services in the police.

INTRODUCTION

The large number of vehicle users who frequently commit violations has led the police to innovate in implementing traffic tickets. The initially conventional ticketing system was changed to an electronic ticketing system(Fauzi, 2023). Before the e-ticketing system was implemented, law enforcement officers relied on traditional manual methods for issuing traffic tickets(Sutrisno, 2020). This manual system means it is partial, conventional, and manual. Additionally, conventional methods pose significant risks of violations or deviations in law enforcement(Jailani & Faisal, 2024). High potential for abuse, corruption, or unethical behaviour among law enforcement officers(Alfa & Fahmi, 2022). Therefore, at the end of 2016, the Indonesian National Police implemented the e-ticketing system, which aims to modernise and streamline the process of issuing traffic violation tickets to the public.

The shift to the e-ticketing system aims to address these challenges by introducing a more transparent and accountable process for issuing traffic citations. By digitising the ticketing process, this system has the potential to reduce the likelihood of violations and corruption. Electronic systems are likely to increase the efficiency and accuracy of traffic ticket issuance, reducing the possibility of errors or discrepancies that can occur in manual processes. This transition to e-ticketing is very important for promoting justice and integrity in traffic law enforcement. The implementation of e-ticketing involves cooperation between the police and the prosecutor's office. The difference is that the police account runs on an Android system that shows the chronological order of traffic ticket incidents. Meanwhile, the prosecution's account acts as the executor, bringing forth the trial process as if it were a manual trial. The collaboration flow in the e-ticketing system between the Police and the Prosecutor's Office is explained in the following image.

It is known that the vehicles used by the community of North Musi Rawas Regency are very diverse, such as passenger cars, buses, trucks, and motorcycles. The use of passenger cars is 2296, motorcycles 1861, trucks 498, and buses 13(Badan Pusat Statistik, 2024). Out of the many vehicles travelling on the roads, it's also possible that many vehicles driven by residents of North Musi Rawas Regency commit traffic violations.

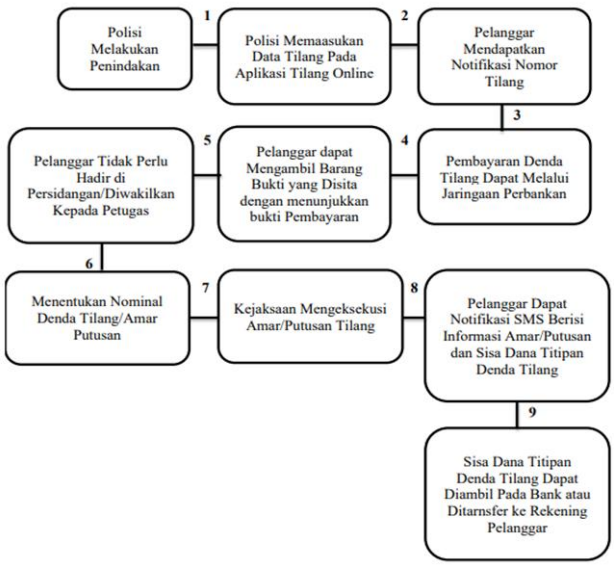

Figure 1. Alur e-tilang

Sumber: Polres Musi Rawas Utara

Based on the image above, the boundary between Police accounts and Prosecutor's accounts can be determined. The e-ticketing system offers a faster process compared to traditional

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ticketing methods. This speed benefits law enforcement officers and traffic violators by reducing the time spent issuing and receiving tickets, leading to a more efficient system overall. Additionally, one of the main advantages of e-ticketing is its practicality and efficiency. This system streamlines the ticketing process, making it easier for police officers to issue tickets and for offenders to receive and understand them. This efficiency contributes to a smoother traffic violation resolution process.

Setting the agenda in the context of e-ticketing policy begins with identifying and recognizing traffic problems that need improvement. This is often triggered by issues such as increasing traffic violations, difficulties in manually processing ticket data, and the need for a more efficient system. Setting the agenda also involves prioritizing based on the urgency and impact of the issue on traffic safety and order.

Cycle or process models are useful not only because they separate the different tasks performed in the public policy-making process, but also because they help clarify the different but interactive roles played by specific types of policies within the process. for actors, the institutions within which they operate, and the importance of their held ideas regarding policy content and processes in determining which policy goals and means are considered and implemented in public policy decision-making(Sobeck, 2003).

Although there are very helpful advantages in the process of handling traffic tickets, this does not mean that the e-ticketing system has no weaknesses. Weaknesses in the implementation of the e-ticketing system include network accessibility for the application. This system relies on a dual-band 3G/4G network for its operation. If signal availability is poor due to weather conditions, the services provided by the e-ticketing application may be disrupted. Then, the limited number of people in the community in North Musi Rawas Regency who own smartphones and have installed the e-ticketing application poses a challenge to the effective implementation of e-ticketing in the field. This lack of accessibility can lead to confusion among individuals unfamiliar with the e-ticketing program, who may perceive it as a complex process. Public awareness and inadequate understanding of the e-ticketing application contribute to low adoption rates. This lack of familiarity underscores the need for broader socialization efforts to educate the public about the correct mechanisms and benefits of e-ticketing. Research conducted by(Apriliana, 2019), explains that the lack of socialization regarding the implementation of the e-ticketing application in traffic violation enforcement and the payment of traffic violation fines at the Magelang Regency Police Station has resulted in minimal use of e-ticketing compared to conventional ticketing. In addition, another problem experienced by the North Musi Rawas Police is the issue of data integration regarding vehicle ownership in police records. Vehicle ownership data is not effectively synchronized across various regions, both at the regional and national levels. The lack of integration and consistency in the presentation of vehicle data hinders the optimal implementation of the e-ticketing system(Sastrini & Surata, 2019). Inconsistencies in vehicle information across various databases pose challenges to maximizing the use of e-ticketing. Inefficiency in data integration not only affects the effectiveness of e-ticketing but also impacts overall traffic law enforcement. Streamlining and aligning vehicle data across various databases is crucial for improving the efficiency of the e-ticketing system.

Research on the e-ticketing system has been conducted by various previous studies, such as that by(Apriliana, 2019), which analyzed the effectiveness of the e-ticketing program in traffic law enforcement, and then(Harianto, 2017) which aimed to build public trust in the Traffic Police and increase cooperation between the Traffic Police and the community within the concept of online-based policing (*e-Policing*). (Zelika & Kartika, 2024)to determine the application and procedures of electronic traffic law enforcement in enforcing traffic violations in Medan City, and to identify the challenges and obstacles in implementing the electronic traffic law enforcement system in Medan City. (Mahrani et al., 2021)to determine how the e-ticket application is implemented in criminal traffic cases. (Ramadhan et al., 2020) to determine the implementation of e-tickets in traffic violations, and (Asmara & Wahyurudhanto, 2019) to uncover issues related to law enforcement thru the implementation of the e-ticket system policy, the obstacles faced, and public perceptions regarding e-ticket law enforcement in the PMJ legal area.

Based on research previously conducted, this study will fill the gap in previous research by analyzing the stages of public policy in the implementation of the e-ticketing system or electronic ticketing in the jurisdiction of the North Musi Rawas Police Resort. Therefore, the researcher uses the public policy theory of(R. Dye, 1972). The public policy stages of(Hill & Hupe, 2006) are: Policy setting, formulation, decision-making, implementation, and evaluation. The purpose of using this theory is to analyze how the perspective of the Musi Rawas Utara community is in implementing the e-ticketing policy stages. Additionally, the researcher also used the e-government theory from(Holmes, 2002) to examine the use of digitalization for convenient, efficient, and better services. Based on the background and problem identification described, the research question in this study is: How does the community of North Musi Rawas implement the e-ticketing policy stages? The policy from the Hupe and Hill Model (2006) will serve as the basis for analysis in this study to gain a comprehensive understanding that can explain the importance of electronic public services in a holistic/comprehensive manner (both positive and negative). The policy cycle in question consists of five stages, namely, [1] Agenda Setting, [2] Policy Formulation, [3] Decision Making, [4] Policy Implementation, and [5] Policy Evaluation (Hill & Hupe, 2006).

METHOD

According to Ragin in (Flick, 2014) a comprehensive definition of research design has been provided, namely a plan for collecting and analyzing evidence that will enable the investigator to answer any questions posed. The research uses qualitative research with data sources from primary and secondary data, consisting of interviews, observations, and documentation. When conducting an interview, the researcher selects informants using purposive sampling techniques, or individuals considered knowledgeable about the research topic. So that the information obtained from the informant can be more in-depth. The research informants are e-ticketing officers, the North Musi Rawas Traffic Police, and users of the e-ticketing application. The dimensions of this research are: [1] Agenda Setting, [2] Policy Formulation, [3] Decision Making, [4] Policy Implementation, [5] Policy Evaluation.

After the data is collected, the researcher then analyzes it. In this study, qualitative data analysis techniques from (Creswell,

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2014) were used. According to (Creswell, 2014), data analysis in qualitative research will occur simultaneously with other parts of the development of qualitative research, namely data collection and writing findings. As for the six steps in data analysis according to Cresswell, they are:

Step 1 is to process and prepare the data for analysis. This step involves transcribing interviews and scanning materials. Step 2 is to read all the data. First, build a general sense of the information obtained and reflect on its overall meaning. Step 3 is to start coding or encoding all the data. Coding is the process of organizing data by collecting pieces (or parts of text or images) and writing categories within boundaries. This step involves taking written or image data that has been collected during the collection process, segmenting those sentences or images into categories, and then labeling these categories with specific terms that are often based on terms/language that actually come from the participants. Step 4 is to apply the coding process to describe the settings, people, categories, and themes that will be analyzed. This description involves the effort to convey detailed information about people, locations, or events within a specific setting or domain. Step 5, which is to show how these descriptions and themes will be presented again in the qualitative narrative/report. Step 6 is the interpretation or meaning-making of the data. Interpretation in qualitative research can take many forms, can be adapted for different types of designs, and can be personal, research-based, and action-oriented.

RESULTS AND DISCUSSION

The perspective of the North Musi Rawas community in implementing the e-ticketing policy stages.

a. Setting the agenda

The role of digitalization in traffic law enforcement, such as e-ticketing, in increasing efficiency and reducing reliance on manual labor. By adopting this technology, the law enforcement process becomes faster and more accurate. Digitalization also provides a better database for traffic violations, enabling deeper analysis and more effective law enforcement strategies. Overall, digitalization not only offers short-term benefits in terms of efficiency but also provides long-term advantages such as fast, precise, accurate, accountable, informative, and easily accessible service(Harianto, 2017).

b. Policy formulation

The implementation of the e-ticketing SOP at the Muratara Police revealed several key points regarding the efficiency and challenges faced in the policy formulation process. First, the implemented SOPs demonstrate a well-organized and clear structure. The process begins with identifying the violator, followed by entering the data and violation articles into the e-ticketing application, and providing a number for paying the fine. This method reduces reliance on manual processes and has the potential to improve the speed and accuracy of law enforcement. Payment options available thru various channels such as BNI Bank, BRI ATMs, and retail outlets like Indomaret and Alfamart also increase convenience for offenders to fulfilll their obligations.

However, despite the well-structured SOP, the implementation of e-ticketing is often disrupted by technical issues, particularly internet signal interference(Suriadi et al., 2022). This issue can slow down the process and affect the overall efficiency of the system. This highlights the need to improve technological infrastructure, such as ensuring signal stability and enhancing technical support, so that the e-ticketing system can function optimally. While the implementation of e-ticketing has the potential to improve efficiency in traffic law enforcement, technical challenges and common violations highlight the need for additional efforts to improve the system and raise public awareness.

Additionally, with the existence of this SOP, personnel can be assisted in categorizing violations committed by offenders, such as not wearing helmets, not installing rearview mirrors, using exhaust pipes that do not meet specifications, and ODOL violations, indicating critical areas where public compliance needs to be improved. Based on the function of the e-ticketing system, which is simply to facilitate the ticketing process, and in reality, it does indeed make it easier for the police to carry out the ticketing process and is also useful for disciplining drivers to minimize violations or accident rates, and reduce interaction between police officers and drivers to prevent extortion by irresponsible police officers(Zelika & Kartika, 2024). These violations reflect gaps in understanding and compliance with traffic regulations, which can be a key focus for more effective education and law enforcement campaigns.

c. Decision Making

The imposition of traffic violation fines at the Muratara Police Resort reflects a system that adheres to existing national legal regulations, but also faces some practical challenges in its implementation. According to Law Number 22 of 2009 concerning Road Traffic and Transportation and Government Regulation Number 80 of 2012, the imposition of fines as a penalty for traffic violations is clearly regulated. This regulation stipulates that competent authorities, such as the public prosecutor's office, have a role in determining the amount of fines to be paid. e-tilang, as one of the law enforcement applications, integrates these rules into its administrative process, making it easier to manage and implement sanctions.

In the jurisdiction of Musi Rawas, Lubuk Linggau, and North Musi Rawas, the maximum fine system is determined by the District Court. For example, if the violation of not wearing a helmet carries a maximum fine of Rp250,000, and the court decides the fine to be paid is Rp50,000, the remaining Rp200,000 must still be paid thru a bank with additional procedures that require the direct presence of the violator. This process shows that despite the flexible fine structure, the administration involved can be complex and require additional action from the offender.

This indicates that the imposition of traffic violation fines is indeed regulated in the applicable regulations(Irgi Rahma Fitri, 2023), both manually and thru applications like e-tilang. These regulations not only specify the amount of fines but also designate the actors and institutions responsible for traffic administration and law enforcement.

However, field practice indicates a potential gap between the rules and their implementation(Mahrani et al., 2021). The administrative process that requires the physical presence of the offender to settle the remaining fines can be a constraint and may reduce the system's efficiency. Additionally, while e-ticketing provides convenience in processing violation data, challenges in integrating with the broader legal and administrative systems must be addressed to ensure alignment between policies and on-the-ground practices.

d. Policy implementation

The implementation of the e-ticketing system at the Muratara Traffic Police uses officers' personal mobile phones to enforce traffic laws. In practice, when officers detect violations based on the 12 established indicators, they simply open the e-ticketing application and utilize the features available within it. This process involves downloading evidence of the violation, which is then uploaded into the application.

This system offers several significant advantages. By using the application on a mobile phone, the law enforcement process becomes faster and more efficient. Officers can directly record and process violations without having to fill out manual forms, thus reducing the potential for errors and speeding up enforcement administration, including the payment of fines which can be settled thru electronic payment systems(Ramadhan et al., 2020). Additionally, the evidence of violations uploaded to the application helps ensure data accuracy and supports a more transparent law enforcement process.

The use of the e-ticketing application also allows violations committed by offenders to be recorded in an integrated database. This provides an advantage in terms of tracking and analyzing violation data. With a structured database, officers can easily access the violator's history of violations, which is useful for handling repeat cases and identifying violation patterns that may require special attention.

However, despite the convenience and efficiency this system offers, there are several challenges that need to be addressed. One of these is the need to ensure that the devices and applications used by officers function properly and are protected from technical issues. Technical glitches or errors in application operation can affect data accuracy and the smooth process of law enforcement. Beside the challenges from a technical aspect, there are also challenges related to the fact that some segments of society still find it difficult to understand and use the e-ticketing application itself, as experienced by the Suku Anak Dalam tribe. Although the tribe has gradually opened up to using digital devices like smartphones, they still pose a challenge for the North Musi Rawas Police to provide them with an understanding of this e-ticketing policy.

e. Policy Evaluation

With the e-ticketing application, the principles of Kamseltibcarlantas (Traffic Safety, Security, Order, and Smoothness) can be realized more effectively. This application facilitates the efficient identification of vehicles involved in traffic violations. Thru the application's features, officers can easily enter vehicle license plate numbers to search for owner information, including their identity, address, and place of residence. This process simplifies the handling of violations because officers have direct access to the important data needed for follow-up (Asmara & Wahyurudhanto, 2019).

Beside operational benefits, e-ticketing also has a positive impact on road users' behavior. User experience with e-ticketing shows that this application is capable of delivering a significant deterrent effect(Setiawan & Jauhari, 2024). For example, a service user who receives a red traffic ticket for not wearing a helmet feels affected by the process. After receiving a ticket and going thru the process of paying the fine, the user showed a change in behavior by becoming more careful and compliant with traffic regulations.

This shows that e-ticketing not only improves the efficiency of law enforcement administration but also contributes to changing the attitudes of offenders. By providing clear and structured consequences, this application supports increased awareness and compliance with traffic regulations.

However, to ensure these benefits continue, it is important for authorities to continuously update and maintain the e-ticketing system. Additionally, maintaining data quality and ensuring consistent accessibility will help strengthen the application's role in achieving more comprehensive traffic safety and order. From the research discussion, the researcher presents the e-ticketing policy cycle based on the research results shown in the following figure:

Figure 2. Research Results Framework
Source: Processed by the researcher, 2024

CONCLUSION

Implementing the e-ticketing policy, two groups of people were the main findings: the general public and the Suku Anak Dalam community. For the general public, the e-ticketing policy is already understandable and can be implemented properly, but the opposite is true for children. The tribe still faces challenges in understanding and implementing the e-ticketing system currently used by the North Musi Rawas Police, even tho they have begun to become familiar with modern life, this does not mean they can adapt quickly.

Overall, the e-ticketing policy has been running well in terms of increasing efficiency by using digital services, ease of use for the public, and convenience for the Traffic Police because it is guided by SOPs and an integrated system, involving interaction between actors in decision-making and promoting traffic compliance. Additionally, the researchers also found that there are still some technical and inter-agency coordination challenges that need to be strengthened to achieve maximum effectiveness. Further research could be directed toward societal dimensions (satisfaction, compliance, trust), digital infrastructure, inter-regional comparisons, and the integration of e-government systems. Thus, this study not only describes the policy stages but also generates strategic recommendations to strengthen digital public services in the police.

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