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Evaluation of the Electronic Traffic Law Enforcement Program on Traffic Violations: A Case Study at the Semarang City Police Department

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Abstract

As the times evolve, technology and information become more modern in the digital era. Along with that, the demands and expectations of the community for the performance of the Indonesian National Police in providing protection, supervision, and services will increase. The innovation of services by adopting information technology has also been carried out by Polri, with one of the efforts being the enhancement of electronic-based services. Polri has developed an electronic ticketing system known as Electronic Traffic Law Enforcement (ETLE). The ETLE program digitizes the ticketing process through the collaboration of technologies such as closed-circuit television combined with automatic number plate recognition technology. This enables the capturing of traffic violations and the identification of the offenders through their vehicle license plates. It is hoped that by implementing this electronic system, the entire ticketing process will become more efficient and free from illegal fees collected by law enforcement officers. Starting from March 23, 2021, the Semarang City Police Department has implemented the ETLE program in Semarang City to electronically enforce traffic violations. This is done to improve driving discipline and traffic order within the community, aiming to prevent traffic law violations and accidents. However, in its implementation, the ETLE program in Semarang City has not yet maximally influenced the public in adhering to traffic regulations. This is due to various challenges that have occurred in the field, necessitating the need for improvement or evaluation of the ETLE program to make its implementation more effective.

Keywords: Public Policy, Policy Evaluation, Local Government, Police Department.

Introduction

Indonesia, as a developing country, cannot escape the influence of globalization. Technology is increasingly integrated into the governance process through adoption and adaptation to keep pace with the changing times and as an obligation in the provision of public administration and the dynamic needs of the population. Therefore, the use of technology and information is becoming more widespread.

Transportation serves as a supporting sector for development and provides services for economic development (Rahayu, 2020). Transportation plays a significant role in both rural and semi-urban areas in developing countries, as it allows people to meet their daily needs for goods and services, thereby improving socio-economic conditions (Silondae, 2016). Technological innovation in public services in the era of industrial technology, particularly in the field of traffic, is the Electronic Traffic Law Enforcement (ETLE) system, which records traffic violations electronically. The integration of the police information system with human resources (HR) capacity is necessary for the effective implementation of ETLE.

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Apart from addressing traffic issues in Indonesia, the ETLE program is also an effort by the Indonesian National Police (Polri) as a state institution with public service functions to provide quality public services at a low cost. The Indonesian government has issued policies and national strategies for the development of electronic government (E-Government) through Presidential Instruction Number 3 of 2003 on the National Policy and Strategy for the Development of E-Government in Indonesia. This involves utilizing communication and information technology in governance processes to enhance efficiency, effectiveness, and optimal information technology utilization.

ETLE is an information technology-based traffic law enforcement system that uses electronic devices such as CCTV cameras to detect various traffic violations. The Semarang City Police Department (Polrestabes Semarang) has implemented the Electronic Traffic Law Enforcement program to minimize extortion during traffic law enforcement and improve driving discipline within the community, making the Polri's performance more effective. In Polrestabes Semarang, Electronic Traffic Law Enforcement is one of the public service programs in the field of traffic with the beneficial goal of enforcing traffic violations effectively. However, the implementation of the ETLE program in Satlantas Polrestabes Semarang faces certain challenges, necessitating improvement or evaluation to enhance its effectiveness.

According to Sinambela (2011), a good program should have the following characteristics, namely: clearly formulated objectives; selection of the best equipment to achieve those objectives; a consistent policy framework or related projects to achieve program goals as effectively as possible; estimation of costs and expected benefits of the program; connection with other development activities and programs because a program cannot operate in isolation; shared management efforts, including the provision of personnel, funding, and other resources to execute the program.

According to James P. Lester and Joseph Stewart, as cited in Winarno (2016:165), evaluation is a vital part of the program implementation process. Evaluation aims to identify the causes of program failures or assess whether the program has achieved the desired impact. Therefore, evaluation serves to determine the consequences of an activity by describing its impacts and assessing the success or failure of a program based on pre-established standards or criteria.

Methods

In this research, a qualitative research method is employed, utilizing a descriptive approach. The descriptive approach involves the analysis of data through the collection, management, and presentation of observational data, making it easier for others to gain an understanding of the object under study in the form of words and language.

The subjects of this research are the legal sources regarding the evaluation of the ETLE program concerning traffic violations in the Semarang City area. The primary sources of data in this study include traffic regulations and interviews with law enforcement officers working at Satlantas Polrestabes Semarang. Additionally, to provide supplementary analysis, the researcher also examines other sources such as references from journals, articles, the internet, and similar sources, which serve as secondary data sources in this study.

Data collection techniques used in this research include observation, interviews, and documentation. In this case, the researcher employs a qualitative descriptive data analysis method, presenting the data and information and then analyzing them to draw conclusions based on the findings from the research.

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Results and Discussion

Traffic is the lifeline of life and a reflection of the nation's culture (Chryshnanda, 2020). Therefore, the Traffic and Road Transportation Safety (Kamseltibcarlantas) is one of the prerequisites for the quality of people's lives. Traffic congestion and traffic violations are significant obstacles to achieving Kamseltibcarlantas. Traffic congestion can occur as a result of traffic violations. Law enforcement plays a crucial role in identifying the types of violations, determining penalties, preventing violations, and disciplining road users.

Various types of traffic violations include helmet use, disobeying traffic signs, traffic lights, speed limits, load limits, no-parking zones, violating lanes/zigzags/markings, not using seat belts, and many more. Traffic police have various actions to anticipate different types of violations. This can involve letting the violators go or stopping them. The actions of the police officers who stop traffic violators also vary and can involve penalizing the violators or negotiating with them, sometimes resulting in illegal fees. Enforcement of traffic violations includes warnings (identifying the traffic violator and informing them of their offense to prevent reoccurrence), stopping motor vehicles, and seizing the documents of vehicles involved in traffic violations.

Manual enforcement of traffic violations faces various issues. This is based on the fact that it can potentially lead to traffic congestion when all violators are stopped. Additionally, there are limitations to the capacity of traffic police in enforcing traffic violations. This has implications for the unchecked traffic violations due to the factors of slow and ineffective law enforcement in the field of traffic. Electronic Traffic Law Enforcement (ETLE) is designed as technology-based law enforcement in the field of traffic. Technology-based law enforcement in the field of traffic aims to enhance road safety. ETLE is a method of electronically enforcing traffic violations, both those leading to congestion and accidents and other traffic issues (Korlantas, 2019). ETLE can also serve as a preventive measure against crimes/fraud related to vehicle transactions and rentals, as well as minimizing the potential for illegal fees collected by police officers in direct contact with traffic violators.

The Electronic Traffic Law Enforcement (ETLE) program implemented by Satlantas Polrestabes Semarang has been running successfully since March 23, 2021. Polrestabes Semarang has innovatively changed the way law enforcement is carried out for traffic violations. However, in practice, there are still motor vehicle drivers who violate traffic regulation.

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Table 1

Number of Traffic Violations by Violation Type
in the Year 2022

Month	Total	Type of Violation						
		Load	Speeding	Markings / Signs	Documents	Equipment	Drugs and Alcohol	Others
January	582	5	0	211	334	32	0	0
February	318	0	0	20	174	0	0	124
March	465	0	0	19	299	0	0	147
April	334	0	0	40	157	0	0	137
May	1246	0	0	349	567	59	0	271
June	2713	0	0	942	294	167	0	1310
July	1750	0	0	147	177	97	0	1329
August	3491	0	0	1641	647	243	0	960
September	4215	0	0	1712	598	453	0	1452
October	2311	0	0	873	472	391	0	575
November	1227	0	0	699	67	0	0	461
December	1527	0	0	983	0	0	0	544
Total	20179	5	0	7636	3786	1442	0	7310

Source: Semarang Police Traffic Unit database archive, 2023

Based on the data on the number of traffic violations in 2022 as compiled by the Semarang City Police Department's Traffic Division, and supported by a quote from an online media article (ANTARA), it is reported that there has been a 2% increase in the number of traffic violations compared to the previous year. Meanwhile, the number of traffic violations within the Central Java Regional Police has increased by 71%, from 374,000 violations in 2021 to 1.068 million violations.

Several inhibiting factors contribute to the presence of individuals who still commit traffic violations in Semarang City. These factors include first, a communication and a socialization. The success of a program is often determined by the initial communication and socialization efforts. Socialization is carried out with the aim of informing the public that the authorities are capable of implementing the program, allowing information about a program to be effectively conveyed through various forms of socialization. The Semarang City Police Department, through the Traffic Division, has conducted socialization of the ETLE program through various social media platforms accessible to the public. However, it has been found that some residents of Semarang may not be aware of the implementation of the ETLE program in traffic supervision, especially those who are not active or proficient in using social media, electronic media, and print media. The success of socializing a program is apparent when the public actively participates in the successful implementation of a program.

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Second, resource constraints. Adequate resources are required to implement a policy or program effectively. Without sufficient resources, such as human resources, infrastructure, and budget, even well-designed policies will struggle to be implemented. This situation is also observed in the Semarang City Police Department, where the vast geographical area and the highest number of vehicles compared to other cities and districts in Central Java make it challenging to cover all roads in Semarang with the ETLE program. Third, cultural factors. The primary goal of the ETLE policy is to provide safety and comfort in traffic. The key to reducing accidents is to reduce the number of traffic violations. The main challenge of implementing ETLE is the cultural factor of the population, which tends to be less compliant with traffic regulations. The introduction of the ETLE program has been met with various responses from the public, including cases of individuals intentionally altering their vehicle license plates or covering them to avoid being recorded by ETLE cameras when committing violations. The greatest concern with the introduction of ETLE is that it may lead to an increase in violations if it replaces human patrols, as the public tends to be more compliant when directly observed by police officers. Fourth, bureaucratic structure. The bureaucratic structure also plays a crucial role in the implementation of a policy. This section should clarify the functions and tasks of each party involved in policy implementation. Bureaucratic structures typically involve the use of Standard Operating Procedures (SOPs), which are essential for organizations. Each implementer uses SOPs as a guide for their actions. Without SOPs, an activity or policy implementation will not run as smoothly and may even fail due to the absence of guidelines for actions taken. The Semarang City Police Department is one of the parties responsible for implementing the ETLE program, and it has developed SOPs for the program's implementation. However, these ETLE program SOPs are not widely known by other stakeholders to support the smooth implementation of the program.

To determine the evaluation of the ETLE program in Semarang City Police Department (Polrestabes Semarang), the researcher used six evaluation criteria based on Dunn (2003), as follows. First, effectiveness. The ETLE program implemented by Semarang City Police Department has been carried out effectively, in line with the objective of disciplining the public regarding traffic regulations and enforcing traffic violations. The Traffic Division (Satlantas) of Semarang City Police Department, responsible for traffic-related services, has made efforts to ensure that individuals who are caught violating traffic rules in Semarang can easily resolve their traffic violation cases, given the electronic ticketing system. However, there are still instances where individuals caught on ETLE cameras for traffic violations refuse to settle their tickets or seem to disregard them. Second, efficiency. The implementation of the ETLE program has made it more efficient to enforce traffic violations compared to conventional methods or having officers on the ground. However, not all road sections or areas in Semarang are covered by ETLE cameras, leading to many vehicle users committing traffic violations in areas without ETLE coverage. Third, adequacy. The ETLE program in Semarang has been reasonably effective and has achieved its intended objectives. Moreover, it has received positive responses from the residents of Semarang. The primary goal of the program is to instill discipline among vehicle users and discourage traffic violations. However, not all vehicle users on the roads of Semarang demonstrate good discipline when it comes to traffic rules.

Fourth, equity. The ETLE program implemented by Semarang City Police Department has not entirely covered all road sections in Semarang. This leaves room for residents to potentially commit traffic violations, as they may be more reluctant to do so when law enforcement officers are present on-site. Fifth, responsiveness. The introduction of the ETLE program has garnered positive responses from the residents of Semarang due to the convenience it offers in processing traffic violation cases electronically. However, there are

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occasional issues with the electronic delivery of traffic violation notices, such as incorrect recipient addresses, as some vehicle owners fail to update their address information after changing ownership. Sixth, accuracy. The steps taken by Semarang City Police Department regarding the innovation in traffic violation enforcement are deemed accurate. This is evidenced by the achievement of the program's objectives in Semarang, which includes instilling discipline among vehicle users without the direct presence of law enforcement officers and minimizing physical contact or opportunities for corrupt practices (bribery). On the other hand, the accuracy of the ETLE program's implementation in Semarang faces some challenges, as there are instances where the public remains apathetic or seemingly indifferent to the presence of the ETLE program.

Conclusion

The presence of ETLE in Semarang City has the potential to influence the public to increase their legal awareness regarding traffic regulations. However, in practice, there are still a number of vehicle users who do not fully adhere to traffic rules. As a result, the legal awareness of vehicle users has not been fully achieved. Nevertheless, there are also several vehicle users who already comply with traffic rules. Therefore, the Semarang City Police Department faces a challenging task, which involves efforts to educate and raise legal awareness among motor vehicle users in Semarang about traffic regulations on the roads.

The enforcement efforts through the ETLE system can possibly be combined with enforcement through a hunting system, involving dialogic patrols where officers penalize violators encountered on the spot, visibly. This is due to the prevailing perception among the community that they become law-abiding when law enforcement officers are present in the field. Additionally, adding ETLE cameras in road sections or intersections that are not yet monitored can make the public more self-aware while driving, encouraging them to always follow traffic rules. On the one hand, there is a continuous need for education and ongoing awareness-raising activities directed at the public regarding traffic regulations. This can be done digitally through existing social media platforms or through police officers directly conducting outreach and awareness programs about the importance of complying with traffic rules.

Moreover, the competency of ETLE program operators should include effectively handling traffic violators by synchronizing vehicle data with the vehicle owner. This is necessary to avoid errors in electronically delivering traffic violation notices caused by violators who commit violations but do not use their own vehicles. Additionally, there are cases where vehicles have undergone a buying and selling process but have not been processed for the new ownership, resulting in electronic traffic violation notices still being directed to the previous vehicle owner.

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