



Implementation of E-Tilang in The Gatur Post of Lantas Ledeng in Developing The Legal Awareness of Citizens in Bandung City

R. R. Ramadhan, Dede Iswandi

Universitas Pendidikan Indonesia, Indonesia

Correspondence: E-mail: rickieramadhan@student.upi.edu

ABSTRACT	ARTICLE INFO
<p>Citizens' legal awareness is always the main factor that results in the obedience and obedience of a citizen to the law as a whole. Legal awareness is a key factor in how a person acts and carries out his activities every day. Therefore, legal awareness is important for citizens to have from an early age until they are attached to old age. Citizens as legal subjects are required to obey and obey the law. One form of obedience and obedience to the rules is to use a motorized vehicle by Law No. 22 of 2009 concerning Road Traffic and Transportation. Every motorized vehicle user must obey and obey these rules. If a violation occurs, the police officer must take action against it, with a ticket. E-Tilang is an innovation from the police to make it easier for traffic offenders to pay ticket fines to stop illegal fees and increase legal awareness of citizens to comply with the fines of traffic violations that have been committed.</p> <p>© 2020 Jurnal Civicus</p>	<p>Article History: <i>Submitted/Received 20 Oct 2020</i> <i>First Revised 17 Nov 2020</i> <i>Accepted 01 Dec 2020</i> <i>First Available online 15 Dec 2020</i> <i>Publication Date 15 Dec 2020</i></p> <hr/> <p>Keyword: <i>Citizen,</i> <i>E-Tilang,</i> <i>Legal Awareness</i></p>

1. INTRODUCTION

Awareness is a very important thing in the study of psychological science ([Sudarsono & Suharsono, 2016](#)). Consciousness can also be interpreted as a condition where a person has full control over internal stimuli or external stimuli, but from that consciousness also includes perceptions and thoughts that are vaguely realized by an individual so that in the end his attention will be centered. In addition, Bielecky, Kokoszka, and Holes in ([Hastjarjo, 2005](#)) state that consciousness has become independent of the mainstream in psychology itself and has begun with the introspective study of consciousness in the late 19th century.

There are three meanings of the subject of consciousness, as stated by Zeman in ([Hastjarjo, 2005](#)) that the first, consciousness as a state of awakening or wakefulness. Then the second point is consciousness as an experience. As for the third point, consciousness as mind.

Citizen legal awareness has always been the main factor that results in the obedience and obedience of a citizen to existing laws and regulate thoroughly ([Usman, 2015](#)). Legal awareness has always been a key factor in how a person acts and behaves on a daily basis. Therefore, legal awareness is very important for every citizen to have from early childhood to attachment to old age. Legal awareness is always the cause of a person's impropriety of the law. Because legal awareness is the initial stage where every individual understands the law.

Legal awareness is a matter of the values that are imprinted in every human being about the existing laws and about the laws that are expected to exist by them ([Munjiatun, 2018](#)). The focus here is where the emphasis is placed on the values of the function of the law and not a legal judgment of actual events in the society concerned.

([Octavia & Widodo, 2014](#)) The indicators of legal awareness consist of four points, including: (1) The first indicator is knowledge of the law. (2) The second indicator is an understanding of the content of the law, which is the amount of information that a person already has about the content of the regulation or legal norms of a particular law. (3) The third indicator is the attitude towards the law. (4) The fourth indicator is a pattern of legal behavior, which is where a person or in this case is a community environment whose citizens comply with all applicable legal regulations or norms.

Regarding the legal awareness of citizens as the basis for the validity of a positive law written is stated in the teachings on *Rechtsgefühl* or *Rechtsbewusstsein* which in essence there is no such thing as a law that binds citizens. Overall, the most influential is knowledge of the law and its content, attitude to the law and patterns of behavior of citizens. The knowledge possessed by each individual is mostly produced through the experience of daily life, so in this case the increased legal awareness is very dependent on the maturity of the legal material given or received by each individual ([Fitriani, 2016](#)). So in this case every indicator of legal awareness shows how the level of legal awareness of each individual, therefore if the community only knows the existence of a law, then the legal awareness they still know is still at a low level. Every group of people who live in the sense of the social environment needs a social control mechanism so that everything that is expected runs in order ([Mahdalena & Bukhari, 2017](#)). The understanding and understanding of the law that is now in force needs to be reaffirmed more deeply so that later the community can have a knowledge or even understanding of the purpose of the regulation for themselves and for the environment or society in general ([Rochmawati, 2018](#)).

Enforcement of speeding tickets that are carried out along with the times in the digital era must be carried out holistically (comprehensively) and enforcement of violations must be electronic-based and unconventional. All data is inputted in Box Office, Application and network which is collected one big data server (Big Data) and synchronized and integrated on

SIM, STNK, TNKB, Bank and all authorized stakeholders in cases of traffic violations. This system is connected to driver data (safety driving center) and motor vehicle data (electronic registration and identification). The refinery system with this electronic application is in other words called an electronic ticket or e-Tilang. Before the implementation of e-Tilang at the end of 2016, police officers in cracking down still used old tickets that were partial, conventional and manual. So that the potential for deviation is too large to result in KKN (Corruption, Collusion, and Nepotism). The enforcement of speeding tickets carried out partially, conventionally and manually did not have a maximum impact in building civilization instead even became barbaric. So it is only natural that the public still gives a negative assessment of the National Police Institution Chrisnanda in [\(Sutrisno, 2019\)](#).

This is the basis for the police to issue E-tickets for all traffic union units in the country, in order to make it easier and provide new things in balancing with this developing era. E-ticketing itself is expected to make it easier for violators to pay fines where violators do not need to attend court hearings because information has been obtained through notification via sms to the violator's number. With the presence of E-LTE, it is expected to reduce illegal levies from unscrupulous individuals, facilitate the payment process, and can also make it easier for violators to not have to attend and wait for trial.

Chrisnanda in [\(Sutrisno, 2019\)](#) emphasized that the purpose of speeding ticket law enforcement carried out is to: 1) resolve conflicts in a civilized manner, 2) protect, serve and protect other road users who are disturbed due to violations, 3) prevent accidents and traffic jams, 4) build a culture of traffic order, 5) legal certainty, and 6) educating road users.

2. METHODS

The approach used in this study is a qualitative approach. Where in the implementation of the research emphasizes more on descriptive results, because the data sought is oral or written data, not a collection of numbers. In addition, researchers choose a qualitative approach because this study focuses more on the views of the various parties involved and their experiences related to the formulation of problems raised in a study. Method is a way or way that is usually done by a researcher in his research, where in this case the method will be important, which is a decisive source of success of a research that is being conducted [\(Sidiq et al., 2019\)](#). Researchers in this study apply research methods with case study methods.

Case study is a design in research which is found in various fields, especially itself is the field of evaluation, where researchers will develop their analysis in case studies, often in the form of programs, activities, events, or a group of individuals or more [\(Maujud, 2018\)](#). However, the case itself is limited by a certain period of time, so the activities and researchers in collecting information must be complete using various procedures in collecting data which are based on a predetermined period of time [\(Bantilan et al., 2017\)](#).

The following are some of the research instruments raised by researchers, which are expected to provide convenience in collecting information about the answers sought to answer each problem formulation later, the research instruments are as follows: Interview sheets, observation sheets, documentation sheets, and field note sheets.

In a study, the success of the research is determined from how the data is collected, so that's why data collection techniques become an important part of a study. Data collection techniques are an important factor in a study, because in essence the purpose of a study is to find and obtain data [\(Alfansyur & Mariyani, 2020\)](#). Therefore, researchers use three data collection techniques, namely observation, interviews, and documentation studies.

In a qualitative study, the presentation of data carried out in the form of brief descriptions, charts, relationships between categories, flowcharts, and the like [\(Ajasta & Addin, 2018\)](#). The

most frequent form of display data for qualitative research data in the past has been narrative text (Prastiani & Subekti, 2019). Which is where in the presentation of data in qualitative research is with narrative text.

3. RESULTS AND DISCUSSION

3.1. Result

3.1.1 Implementation of E-Tilang at the Gatur Post Then Ledeng Cidadap Police Station

The research conducted was located at the Gatur Post and then the Cidadap Police Plumbing Terminal, which is the reason why researchers chose the location because the terminal is a crowded location of vehicles, both two-, four-wheeled motorized vehicles, and others. Apart from that, the environment of the terminal is a place that is prone to violations, as well as traffic violations around it.

Figure 1 shows traffic management at Gatur Ledeng Cidadap Post



Figure 1. Police Regulate Traffic

Source: Gatur Post Then Ledeng Cidadap Police Station

At this stage the interview was carried out in two places, namely at the post and the environment around the plumbing terminal. Conducting an interview at the Gatur post then with the Head of the Cidadap Police Traffic Unit, while for around the plumbing are citizens who are on the move and are users of motorized vehicles moving in Bandung city traffic. An interview is a conversation with a specific intention. The conversation is carried out by two parties, namely the interviewer who asks the question and the interviewee who provides the answer to the question. Includes constructing through people, events, organizations, feelings, motivations, demands, care, and others. Reconstruct such sphericities as experienced in the past. Among the interviewees are:

Table 1. Research Informants

No.	Name	Job/Position
1.	Yayat Agus Topan	Head of Cidadap Police Traffic Unit

No.	Name	Job/Position
2.	Lukman	Members of the Gatur Post Then Plumbing Cidadap Police Station
3.	Suparman	Ojek Pengkolan Sersan Bajuri
4.	Agus	Ojek Pengkolan Sersan Bajuri
5.	Rahmat Janika	Ojek Online
6.	Pepen	Public Transport Driver
7.	Firman Alamsah	Plumbing Terminal Trader
8.	Junita Maria	UPI Students
9.	Aditya Perdana	UPI Students
10.	M. Pebriansah	UPI Students
11.	Dede Ridwan	UPI Students

Sumber: Data Diolah Peneliti Tahun 2020

The recorded resource persons are resource persons whom researchers meet and carry out interviews in the field where the research is located. After the interview is complete and the data you want to look for has been deemed sufficient to be collected, then the researcher compiles the data received based on the formulation of the problem contained in this study.

Figure 2, the process of interviewing researchers with the police post gatur cidadap.



Figure 2. Interview with Police

Source: Gatur Post Then Ledeng Cidadap Police Station

In addition to collecting data by interviews, the author also uses other methods, one of which is observation, where researchers go directly to the field where the research is conducted. With observation, we can directly recognize the situation, conditions, and social phenomena that occur in the field. The existence of problems and things that are not known through interviews can be known by observation.

Observation itself is expected to strengthen the data that has been obtained by researchers at the initial stage, namely interviews. The observations made here are also focused on several points felt by researchers concerned with the formulation of the problem being studied, including the following: (1) Legal awareness of citizens in driving. (2) Enforcement of traffic violations. (3) Implementation of E-Tilang at the Gatur Post and then Ledeng Terminal. (4) Supervision carried out by the Head of the Cidadap Police Traffic Unit.

Figure 3, e-ticketing application of the Indonesian national police



Figure 3. Application of E-Tilang

Source: Gatur Post Then Ledeng Cidadap Police Station

To complete the interview and documentation, here the researcher added data with a documentation study, which contained data obtained from the traffic unit of Cidadap Police Station and Bandung City Polrestabas. With the addition of documents collected by

researchers, it is expected to facilitate data processing, where the data obtained are as follows:

Table.2 Traffic Violation Data Report

Number of Violations Each Year Cidadap Police Station	
Year	Number Of Violations
2017	2.336
2018	2.968
2019	2.255

Source: *Cidadap Police Traffic Violation Data Report in 2017-2019*

3.2. Discussion

3.2.1 Implementation of E-Tilang at Gatur Post Then Ledeng Cidadap Police Station

The transportation system is a very important thing in an area, especially in big cities there are many activities and many people who travel here and there. While what is meant by ideal traffic is safe, safe, orderly and smooth traffic ([Widorisnomo, 2015](#)). From this ideal traffic, humans can live, grow and develop in carrying out their lives productively, or in other words, traffic is the most important part needed in life Chrisnanda in ([Sutrisno, 2019](#)).

Looking at the view given above, it shows that traffic is an important and indispensable part of running life, be it going to work, school, and other activities always using the highway or traffic itself. So that the existence of traffic rules here is very important, which is to improve safety, security, and order on the highway. There is no argument due to the opposite current, running red lights, and other deviant things, if there is a law governing there. So that when people obey and obey existing laws, it will create ideal traffic like what Chrisnanda meant.

In addition, Chrisnanda in ([Sutrisno, 2019](#)), argues that ticket law enforcement carried out along with the times in the digital era must be carried out holistically (comprehensively) and enforcement of violations must be electronic-based and not conventional. All data is inputted in Box Office, Application and network which is collected one big data server (Big Data) and synchronized and integrated on SIM, STNK, TNKB, Bank and all authorized stakeholders in cases of traffic violations. This system is connected to driver data (savety driving center) and motor vehicle data (electronic registration and identification). The refinery system with this electronic application is in other words called an electronic ticket or e-Tilang. Before the implementation of e-Tilang at the end of 2016, police officers in cracking down still used old tickets that were partial, conventional and manual. So that the potential for deviation is too large to result in KKN (Corruption, Collusion, and Nepotism). Therefore, existing sanctions should be able to create a deterrent effect on lawbreakers, not just as a temporary punishment and make them do it again, because they work as an innate force that must work to control human behavior from beyond the limits of one's ability ([Kuncorowati & UNy, 2009](#)).

With what was found by researchers when carrying out data collection, both using interviews, documentation, and observation, it was found that the E-Tilang had been implemented or applied thoroughly in the Bandung City area, which starting from 2017 until now, this was conveyed directly by Mr. Yayat Agus Topan as the head of the Cidadap Police traffic unit. Researchers focused on the implementation of E-Tilang to the police, because the police are the main actors in implementing the E-Tilang.

The results of the interview with KANIT LANTAS are also supported by the results of observations made by researchers and documentation studies that have been obtained by

researchers. The results of the three data collection techniques are outlined in the triangulation table, as follows:

Table 3. Triangulation of Data Collection Techniques Development of Legal Awareness of Citizens in Bandung City

Interview	Observation	Documentation Studies
E-Tilang has been implemented simultaneously in 2017 until now, to facilitate traffic violators and also facilitate bureaucracy in solving traffic violations.	The implementation of E-Tilang by Members of the Traffic Unit of the Gatur Post and then the Cidadap Police Plumbing.	Appendix of E-Tilang Traffic Violation Data for 2017-2019 POLRESTABES KOTA BESAR BANDUNG and POLSEK CIDADAP

Source: Data Processed by Researchers in 2020

It can be seen from the table above, that E-Tilang was implemented in 2017, which has been applied to all areas of Bandung Big City Resort. In addition, it is also supported by observations made by researchers, that Police Officers of the Traffic Unit of the Gatur Post and then Ledeng Cidadap Police have implemented E-Tilang when speeding tickets are carried out to traffic violators. In order to further strengthen the data as well, researchers are supported by motor violation data recorded on E-Tilang starting from 2017-2019. Therefore, researchers can conclude if E-Tilang has indeed been implemented and used for traffic violators.

Implemented E-Tilang itself, it will not run smoothly if the violator does not accept the presence of E-Tilang itself, so here it is very desirable if the E-Tilang becomes its maximum use supported by the police and the community and other things. With the advancement of the times and the development of technology, the application of E-Tilang should be one thing that is maximized in traffic enforcement or control, which creates a deterrent for every violator and provides learning about the importance of being aware of the law and obeying all its rules.

4. CONCLUSION

In accordance with what has been produced from the research, both from the description of the research and the discussion of the research results, the researcher in general can provide a conclusion where the Development of Legal Awareness of Bandung City Citizens through a Case Study of the Application of E-Tilang at the Cidadap Police Ledeng Post is still not good enough. This can happen due to the lack of socialization and education from the police about the implementation of E-Tilang and legal awareness itself, as evidenced by the results of interviews that predominantly provide responses that do not understand E-Tilang and traffic violations that still occur in the field. Although the police have been new with this E-Tilang, but when it has not been socialized evenly and education is lacking to the community, causing E-Tilang to be not optimal and vulnerable to deviations. The implementation of E-Tilang, especially for Bandung City POLRESTABES Resort, has been carried out in 2017. Likewise with the Cidadap Police Station, where E-Tilang has been implemented since 2017, because for the Bandung City area it is directly applied to each Polsek. So for the Gatur Lantas Ledeng Post itself applies E-Tilang for every traffic violator.

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