

# Effectiveness of electronic ticketing to non tax state revenue in Bandar Lampung

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## Abstract

**Purpose:** The aim of this research is to determine the effectiveness of electronic ticketing on Non-Tax State Revenue in Bandar Lampung City and to identify the obstacles to implementing electronic ticketing in Bandar Lampung City.

**Research methodology:** This study employs a normative empirical method using a descriptive analysis approach. Secondary data were acquired through meticulous literature review and subjected to qualitative analysis. Rigorous literature selection ensured data validity. The outcomes of the analysis served as the basis for accurate conclusions within the research.

**Results:** The results showed that the implementation of electronic ticketing involves the use of cameras as supervisors. Another party with the authority to enforce traffic laws is the prosecutor's office. The prosecutor's office has the authority to execute the traffic fines. The payment of fines as a ticket sanction is non-tax revenue for the state.

**Limitations:** In general, there are no problems with the fine payment system using the E-TLE system, but the problem lies in the fine process itself, which is an obstacle to the effectiveness of E-TLE implementation and affects the PNPB. E-TLE can reduce the rate of extortion by police officers who damage the image of the National Police which is detrimental to state revenues

**Contribution:** This study explains that e-ticketing is one of the positive impacts of technological developments that have changed the use of blanks in the ticketing process to become digital with a system owned by law enforcement.

**Keywords:** Bandar Lampung, Electronic Ticketing, Non Tax State Revenue

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## 1. Introduction

Driving is a routine performed by people in their daily lives, whether for work, school, or other purposes. Traffic and transportation play a strategic role in supporting national development and integration as part of efforts to advance public welfare, as mandated by the 1945 Constitution of the Republic of Indonesia. In Indonesia, many people still prefer to use private vehicles over public transportation because of the time effectiveness, comfort, and convenience factors. High mobility (Gani, 2019).

Low awareness of safe driving and legal awareness about traffic can cause traffic violations and accidents; therefore, legislation is needed to reduce the level of traffic violations. Driving rules in Indonesia are regulated by Law Number 22 of 2009 concerning Road Traffic and Transportation, which replaces Law Number 14 of 1992 concerning Road Traffic and Transportation and Government Regulation Number 80 of 2012 concerning Procedures for Inspecting Motorized Vehicles on Roads and Enforcement of Traffic and Road Transportation Violations.

A violation can be defined as an act that is not in accordance with legal regulations, so a traffic violation can be defined as a person's actions, whether driving a vehicle or walking. Traffic violators come from various groups, including both children and adults. Several types of traffic violations that often occur include driving without a driving license (SIM), not using a helmet, or riding with more than two people. Traffic violators are not only people who are uneducated or legally illiterate but can also come from educated people who understand the rules of the law (Khan & Sultana, 2021).

In order to create orderly driving, the traffic police are law enforcers who regulate traffic, enforce traffic regulations and give sanctions to traffic violators (Khan & Sultana, 2021; Medlimo, Septania, Hapsari, Zuleika, & Agustin, 2022). It is hoped that the presence of traffic police can increase public awareness of driving and provide strict sanctions for violators. Orderliness in driving or traffic reflects the disciplined culture of Indonesia. Everyone, both public and law enforcement, has an obligation to create order by obeying traffic rules. Being orderly in traffic is a form of respect for the rights of other individuals, in this case, the rights of road users.

The police will sanction traffic violators in the form of Evidence of Traffic Violations (Tilang). As time passes, in accordance with the LLAJ Law, ticketing can be carried out electronically (e-ticketing) or E-TLE, which uses closed-circuit television (CCTV) cameras as supervisors. Electronic ticketing works by detecting and analyzing the types of violations and vehicles that violate traffic captured by CCTV cameras.

This is an instruction from the National Police, as contained in the Telegram letter Number ST/2264/X/HUM.3.4.5./2022, which was officially signed on October 18, 2022, by the National Police Chief Inspector General Firman Shantyabudi. The fifth point in the instruction states that the enforcement of fines against violators is only carried out through electronic tickets.

One of the advantages of electronic tickets compared to manual tickets is that they reduce the level of corruption in the form of illegal levies (extortion) by law enforcement and make it easier for traffic violators to carry out ticket sanctions because they do not need to attend a hearing.

Another party who has authority in matters of fines for traffic violations is the prosecutor's office, which has authority as an executor. The authority possessed by the prosecutor, apart from being an executor, is a public prosecutor who carries out the judge's decisions (Alim, 2023). The authority of the prosecutor's office in carrying out the execution of ticket fines is a form of public service that serves as an administration for traffic violators who are ticketed by the police to collect evidence and ticket fines that have received a court decision.

The payment of fines, which are sanctions for traffic violators, is a form of state revenue that applies to the Prosecutor's Office, which is regulated in PP Number 39 of 2016 concerning Types and Rates of Non-Tax State Revenue.

Non-Tax State Revenue is a type of state revenue that makes a significant contribution to the implementation of Indonesian State Revenue and Expenditure Budget (APBN). Based on the data obtained from the APBN Data Portal in 2019, Non-Tax State Revenue contributed 20.9% to the implementation of the APBN. Most recently, the State Revenue obtained from the PNPB in 2023 reached 142.7 Triliun in March 2023.

Thus, the practice of illegal levies that often occur in the implementation of manual traffic tickets will be detrimental to the state because illegal levies have no legal basis, and the proceeds will go into private pockets, not the state treasury. Thus, there will be a comparison between the implementation of manual tickets and electronic tickets on non-tax state revenues (Akib, Triono, Tisnanta, & Medlimo, 2023).

One of the problems with the implementation of electronic tickets is traffic violators who do not pay fines for traffic violations by leaving behind case files that have not been executed by the prosecutor's

office even though they have obtained a court decision. Factors that can cause traffic violators to neglect paying traffic violation fines are the belief that these fines can be paid at any time and there is no thought about the importance of paying traffic violation fines and busy activities are reasons for violators not to appear in court.

The implementation of ticketing using an electronic system in Bandar Lampung City can be said to be new for people who drive motorized vehicles. The Bandar Lampung City Resort Police carried out electronic ticketing for the first time on March 23, 2021. There were 250 traffic violators recorded by E-TLE in Bandar Lampung City, where drivers caught on ETLE cameras increased by approximately 50% because of the implementation of electronic ticketing.

As of May 16, 2023, the National Police issued the latest instructions allowing manual ticketing by police officers, as stated in the Telegram Letter Number ST/380/IV/HK.6.2/2023. Based on the problems that are the background to this research, the researcher is interested in writing research entitled "The Effectiveness of Electronic Ticketing and Its Contribution to Non-Tax State Revenue."

### ***1.1 Problem Formulation***

1. What is the effectiveness of electronic ticketing and its contribution to Non-Tax State Revenue in Bandar Lampung City?
2. What factors hinder the implementation of electronic ticketing in Bandar Lampung?

### ***1.2 Purpose of Writing***

The aim of this research is to determine the effectiveness of electronic ticketing on Non-Tax State Revenue in Bandar Lampung City and to identify the obstacles to implementing electronic ticketing in Bandar Lampung City.

## **2. Research Methodology**

This study employs a normative empirical method using a descriptive analysis approach. Secondary data were acquired through meticulous literature review and subjected to qualitative analysis. Rigorous literature selection ensured data validity. The outcomes of the analysis served as the basis for accurate conclusions within the research.

## **3. Results and Discussions**

### ***3.1 The Effectiveness of Electronic Ticketing and Its Contribution to Non-Tax State Revenue in Bandar Lampung City***

As a legal state with a philosophy based on Pancasila, Indonesia needs law enforcement bodies and institutions to enforce regulations to achieve state goals. In implementing electronic tickets, there are at least two authorized institutions: the police and the prosecutor's office.

The Big Indonesian Dictionary defines the police as a body tasked with maintaining security, peace, and public order (as well as people who break the law) and are members of a government body (state employees tasked with maintaining security and order).

Law No. 22 of 2002 concerning the Police of the Republic of Indonesia defines the police as a state instrument that has the role of maintaining security and order in society, enforcing the law, and providing protection and services to the community in order to maintain state security.

The Traffic Unit (Satlantas) is part of the police-implementing element, whose task is to be responsible for carrying out police duties that include the traffic sector in order to maintain security, order, and smooth traffic as regulated by law.

In the case of minor criminal offenses involving traffic violations, the police have the authority to issue tickets and provide information regarding the day, date, time, and place of the trial. The legal basis for the prosecutor's office to carry out its duties and authority is regulated in Law Number 11 of 2021

concerning Amendments to Law Number 16 of 2004 concerning the Prosecutor's Office of the Republic of Indonesia. The general provisions of this law define the prosecutor's office as a government institution whose functions are related to judicial power that exercises state power in the field of prosecution and other legal authorities based on law (Kartika & Medlimo, 2023).

In the case of traffic violations, the prosecutor's office has authority to execute court decisions. The trial process for traffic violations was performed quickly. In traffic violation trials, the examination and judgment were determined on the same day.

After going through the trial process and implementing the judge's decision in the form of a fine, the District Attorney's Office staff will report the receipt of the fine as PNBP, and it will go to the state treasury.

In other words, the police carry out investigative actions before the judge's decision is made, and the prosecutor is the party implementing the court decision, as stated in the law. As a country based on law, all actions must be based on law, including prosecuting traffic violations. The LLAJ Law regulates procedures for taking action against traffic violations with quick inspections, namely inspections carried out in accordance with applicable laws and the issuance of ticket tickets.

Some actions that are considered violations as regulated in the LLAJ Law include the following.

1. Using traffic facilities and infrastructure without paying attention to order, security and the
2. Possibility of damage to facilities and infrastructure
3. Driving a vehicle but unable to show a driver's license, STNK, and other evidence in
4. in accordance with LLAJ Law;
5. Violates the provisions of the law regarding numbering, coupling, load size, and technical
6. and roadworthiness requirements
7. Do not use the vehicle number plates.
8. Violating orders from authorities and/or traffic signs
9. The amount and size of cargo that exceeds the limits determined by law.
10. Violating transportation permits.
11. Improper use of vehicles (Kartika, Septiana, Ariani, Kasmawati, Nurhasanah, 2023).

Issuing a ticket to a road user who violates traffic is an action in accordance with the applicable regulations in the LLAJ Law. Every road user who violates traffic and is caught by the authorities receives a ticket (Wajdi, 2022). A ticket contains a record of a traffic violation issued by filling in and signing a ticket form containing information regarding the identity of the driver and vehicle, the time and location of the violation, the items confiscated as evidence, and the amount of fine that will be given to the bank if the violator is convicted. The person concerned is not present at the trial, contact and address of the driver, power of attorney, signature of the driver and the person on duty, minutes regarding the issuance of a ticket to the court, time and place of the trial, and records of the police on duty if the violator in question does not sign the bill as consideration of the final decision.

The ticket must be signed by the party in charge of carrying out the ticket and is used as the basis for the driver to choose to attend the trial or simply deposit the amount of money determined by law through the bank as a sanction. If the person concerned is reluctant to sign a ticket, the police write notes. The investigator will send the case files and evidence to the court no later than three days after the ticket is issued. The traffic ticket and evidence are submitted to the court, in this case the district court, which is the locus of delicti or the place where the violation occurred, no later than 14 days after the violation was committed. Proof of the deposit of fine money as a sanction for the violation committed is attached along with the ticket. The trial will be held according to the schedule stated in the ticket letter whether the traffic violator is present or not (Alim, Triono, & Yudhi, 2023).

The provisions regarding custody of traffic fines are convenient for violators so that they are allowed not to attend court. If the amount of money deposited in the future exceeds what it should be, the

prosecutor will inform the violator via the enforcement officer, with a maximum grace period of 14 days. If the time limit exceeds one, the remaining money is transferred to the state treasury.

As time progressed, fines were implemented. As the name suggests, electronic tickets (e-tle) use electronic media as a means of implementation (Aurora, Tisnanta, & Triono, 2023). Based on the Attachment to the Decree of the Head of the National Police Traffic Corps Number: KEP/12/2016 concerning Operational Standards and Procedures for Taking Action on Traffic and Road Transport Violations with manual and electronic ticketing systems, it is explained that "The e-Tilang application is an Android-based program that officers use together with the application website by the Ticketing Administration (Banim) Department to digitally record ticket data and provide non-payment online at the designated bank. E-ticketing is one of the positive impacts of technological developments that have changed the use of blanks in the ticketing process to become digital with a system owned by the authorities' law. The first electronic ticket was inaugurated on November 25, 2018, by the National Police Traffic Directorate. E-tle started with the idea of the Head of the Metro Jaya Police, held by Police General Idham Azis together with Police Commissioner Yusuf as the Traffic Director of the Metro Jaya Police.

To date, several cities in Indonesia have used e-tickets to ensnare traffic violators. Meanwhile, until 2023, in the city of Bandar Lampung, there will be e-tle cameras at 5 points including:

1. Jl. Sultan Agung Simpang TL Kimaja from the direction of the Kimaja Flyover.
2. Jl. Cut Nyak Dien Simpang TL Tamin from the direction of the Lower Agus Salim.
3. Jl. Pattimura TL Begadang Resto from Jl. Pattimura.
4. J.l Z.A. Pagar Alam JPO UBL from two directions.
5. Jl. Kartini JPO Garuda.

E-TLE in Bandar Lampung City was motivated by several factors, including traffic problems, community needs, the National Police Chief's Priority Program, and the Industrial Revolution 4.0. E-TLE is a form of government readiness to face technological developments in the millennial era as a result of Industrial Revolution 4.0, which prioritizes digital technology.

Bandar Lampung City Police explained that the disadvantages of manual ticketing compared to E-TLE are as follows:

1. Involves many officers
2. It is carried out at a certain time and location and can be a factor in traffic jams.
3. Cannot be supervised 24 h a day
4. KKN opportunities;
5. Evidence of this violation is quite weak.
6. Prone to causing traffic accidents because of the possibility, U-turning, dodging, driving at
7. high speed to avoid officers.

Several types of violations identified by the e-ticket system are

1. Odd-even plate violations
2. Not obeying traffic lights.
3. Violate the specified speed limit;
4. Violating traffic signs
5. Violating road markings
6. Exceeds dimensions and carrying capacity limits
7. Walking in the wrong direction
8. Using a cellphone;
9. Not wearing a helmet;
10. Not using a seat belt;
11. Enter the busway lane.

So far, the target violations identified through E-TLE in Bandar Lampung City include the following.

1. Violation of road signs and markings

2. Breakthrough traffic lights;
3. Not using a safety belt
4. Not wearing a helmet;
5. Use of cell phones;



Figure 1. Electronic Ticketing Mechanism

The implementation of e-tickets to increase the effectiveness and efficiency of ticketing utilizes CCTV camera technology, where the captured images become evidence of enforcement against traffic violators. The recordings stored on CCTV are considered valid evidence, as explained by the ITE Law. Traffic violations were monitored using the e-ticket system at the Command Center on the 2nd floor of the Bandar Lampung Police Headquarters.



Figure 2. E-TLE Camera Capture Results

After the violation is captured by the E-TLE camera, police officers at the E-TLE back office will check the authenticity of the ticket evidence from the E-TLE CCTV by matching the vehicle's license plate number with the details of the violator described by the E-TLE or Electronic Registration Identification (ERI) system. If the vehicle that violates traffic and is caught on the E-TLE camera matches the data, then the officer will confirm that the identity is correct and proceed to the next process; however, if the



vehicle's license plate number does not match the data displayed by the system, then the officer will confirm that the data are incorrect and the process is complete.

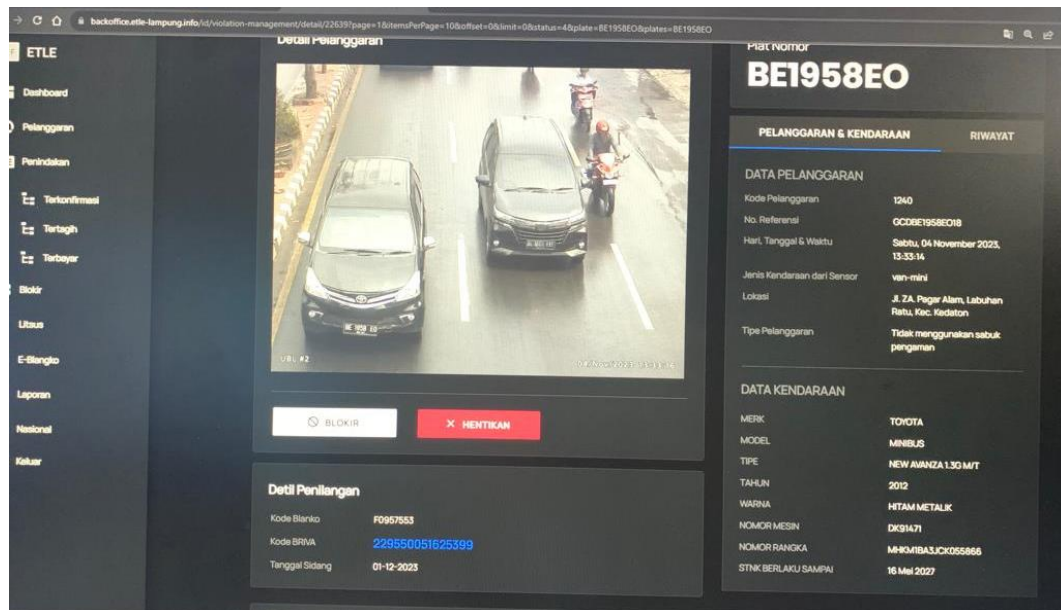


Figure 3. Confirmation from Back Office Officer

The e-ticket system in Indonesia utilizes several types of cameras including ANPR, checkpoint cameras, and speed radar. ANPR is used to automatically identify vehicle data, including ownership status, via the vehicle plate number. Checkpoint cameras are programmed to detect odd-even violations using number plates as a means of identification, not using a seat belt, and using a cellphone while driving, which is synchronized with information in the vehicle database. A speed radar is a control sensor connected to a checkpoint camera that monitors violations in the form of exceeding the speed limit.

The camera specifications used by the Bandar Lampung City Police are iDS-2CD8426GO/F-I DeepinView Dual-Lens Face Recognition Camera or Face Recognition Camera, which functions to detect faces; MCU-2A3E-LowLux Traffic Unit 2MP 11.8" CMOS Traffic Camera or check point camera) which functions to detect traffic violations, iDS-TCE900-AI or Automatic Number Plate Recognition (ANPR)/E-Police Camera which functions to detect vehicles based on the vehicle's license plate number automatically, apart from that this camera is also able to detect type, model, brand and vehicle color and iDS-TCE200-A 2 MP 1/1.8" CMOS Traffic Camera or Traffic Flow Management to determine traffic jam conditions (Medlimo, 2022).

E-TLE in Bandar Lampung City is available at five points with two cameras each at each point, namely, the e-police camera and the check point. E-police is a camera that captures images from behind the vehicle with violations in the form of breaking through red lights and traffic signs, while the check point camera identifies violations from the front of the vehicle with violations in the form of not using a seat belt, not using a helmet and using a cell phone.

Currently, the Bandar Lampung Police is developing E-TLE with a hand-mobile concept, where officers can photograph traffic violations using cellphones. Hand mobile-type electronic ticket enforcement is only carried out by assigned police officers using cell phone cameras and recorded IMEIs.

When a road user violates traffic and is caught by an e-ticket CCTV camera, the violator receives a letter to confirm the violation using a vehicle with a plate number printed on it at the address recorded on the vehicle certificate via Pos Indonesia. Confirmation regarding violations can also be done online via the website <https://etle-korlantas.info/id/>, scanning the bar code or E-TLE-PMJ application (Zahrani, Nurmayani, & Deviani, 2022). Confirmation is performed by entering the reference number

listed in the E-TLE confirmation letter, entering the police/NRKB number, completing the violator's identity, and active cellphone number to receive BRIVA code information. If the vehicle has been sold and its name has not been changed, the owner of the STNK can include the valid identity and cellphone number of the original owner of the vehicle.

After confirming the violation, the violator receives a message containing the BRIVA account number with code 229. (unique code) and the amount of fine that must be paid. Confirmation of violations has a deadline of up to 8 days from the capture result and 7-14 days from the payment deadline. If the violator leaves and does not confirm or continue paying the fine for the violation, the vehicle's STNK will be blocked, so they cannot pay a tax or change their identity before paying off. If the vehicle's STNK is blocked, the violator must pay the fine at the state prosecutor's office and then receive a letter of unblocking from the police, which is then forwarded to the Traffic Directorate and SAMSAT. After the deadline expires, the BRIVA code from E-TLE is no longer valid.

Several payment methods can be used, including BRI tellers, BRI ATMs, BRI Mobile Banking, BRI Internet Banking, BRI EDC, and transfers between ATMs. Payments using banks other than the BRI include the BRI bank code (002), followed by the 15-digit ticket payment number. The payment of fines can also be made at the prosecutor's office listed in minutes. The amount of fines has been regulated as per the Road Traffic and Transportation Law.

As state revenue, the amount of traffic fines is regulated in the LLAJ law in CHAPTER XX Criminal Provisions. The amount of fines for traffic violators based on the LLAJ Law is as follows:

1. Violating road signs and markings is regulated in article 287 paragraph (1) with a penalty for two months of imprisonment/maximum fine Rp. 500,000;
2. Breaking through traffic lights is regulated in article 283 with a penalty of 2 months' imprisonment/maximum fine Rp. 500,000;
3. Not using a safety belt is regulated in article 106 paragraph (6) with a maximum prison sentences of one month/maximum fine of Rp. 250,000;
4. Not using a helmet is regulated in article 287 paragraph (8) with a maximum imprisonment of 1 the maximum fine of Rp. 250,000;
5. Using a cell phone is regulated in article 283 with a maximum prison sentence of 3 months/maximum fine Rp). 750,000.

The judge has the authority to determine the amount of the fine provided it does not exceed the maximum limit, as regulated by law. Briпка Arief Mulyana as part of the Bandar Lampung Police Traffic Unit explained that the general amount of ticket fines in the city of Bandar Lampung is as follows:

1. Two-wheeled vehicle Rp. 100,000;
2. 4-wheeled vehicle Rp. 150,000;
3. Vehicles with six or more wheels, Rp. 200,000-250,000.

From an efficiency perspective, e-ticketing can record all violations in a system that will be neatly organized, making it easier for the police in terms of administrative management.

However, the lack of socialization and dissemination of information about electronic traffic tickets is a problem that must be resolved immediately by law enforcement. Police are obliged to provide legal knowledge regarding developments and new mechanisms for the ticketing system in force in Indonesia. The implementation of the e-ticket system is highly dependent on the provision of cameras as monitors and the availability of an Internet network to access e-ticket applications (Rahma, Triono, & AT, 2023).

The public and road users benefit from the e-ticket system. Considering the decline in the level of public trust in the police, especially in this case, traffic police officers, who are often accused of extortion, e-ticketing comes with several benefits, including:

1. Transparency



Electronic ticketing, with its sophisticated system capabilities, can become a platform for complaints regarding irregularities by irresponsible police officers. The e-ticket system also facilitates public access to information about arrangements, regulations, and electronic ticket service processes.

## 2. Empowerment

E-ticketing comes with facilities that can empower the public in the form of various pieces of information and knowledge of what things are categorized as forms of traffic violations. This is expected to increase the public's legal knowledge and awareness.

## 3. Responsive

The existence of fines implemented on an electronic basis can increase the responsiveness of authorities in handling traffic violations.

## 4. Justice

Electronic ticketing services are regulated by the system so that there will be no differences in fines or penalties for each offender with the same type of violation.

In general, police officers are law enforcers whose jobs are to regulate traffic; however, efforts to regulate traffic must be carried out by the entire community as road users. Road users must obey traffic rules and be careful to ensure smooth and safe roads.

Table 1. Number of Traffic Violations January 1-October 18 2022 with Manual and Electronic Tickets

Number	Month	Manual Ticketing	Electronic Ticketing	Reprimand
1	January	1136	7	0
2	February	1150	10	0
3	March	1483	5	0
4	April	1099	6	0
5	May	485	8	0
6	June	706	215	519
7	July	1045	249	8
8	August	1114	288	0
9	September	1381	282	0
10	October	1031	192	155
Total		10630	1262	682

Source: Bandar Lampung Police

Table 2. Number of Traffic Violations October 2022 - October 2023 with Electronic Tickets

Number	Month	Electronic Ticketing	Reprimand
1	October	476	0
2	November	288	139
3	Desember	181	185
4	January	171	108
5	February	92	900
6	March	134	168
7	April	301	600
8	May	432	93
9	June	773	0
Total		2848	2193

Source: Bandar Lampung Police

Based on a table obtained from the Bandar Lampung Police, before October 2022, or the full implementation of electronic ticketing, hundreds to thousands of violations occur every month. The

existence of instructions from the National Police regarding the prohibition of manual ticketing increases public knowledge of the development of electronic ticketing in the city of Bandar Lampung, which is in line with the decline in traffic violations.

Legal awareness is the value that exists in humans regarding laws that already exist or are expected to exist. Public legal awareness is an important factor for implementing traffic regulations, so legal awareness needs to be instilled at all levels of society as road users. The presence of E-TLE in Bandar Lampung has a significant impact on legal awareness and increases the discipline culture for road users. E-TLE can slowly influence the level of public discipline because it realizes that this regulation is actually being implemented. The public's views on the implementation of electronic tickets in Bandar Lampung are a reference for the influence of electronic tickets on the level of community discipline (Rusdi, 2021).

Based on a survey conducted by researchers, out of 71 respondents, 66 stated that the existence of electronic ticketing in the city of Bandar Lampung could increase the discipline of road users. Some respondents felt that electronic tickets were less effective, and only six respondents stated that they did not affect their level of discipline. This means that the implementation of E-TLE in Bandar Lampung City increases public legal awareness, especially driving awareness.

Based on a survey conducted by researchers, the influence of electronic traffic tickets on people's discipline is relatively important. People with high legal awareness will still obey traffic regulations, but with E-TLE, it can increase traffic discipline and awareness of the law, even though it is not directly supervised by police officers for individuals who have a low level of legal awareness.

### ***3.2 Factors Inhibiting the Implementation of Electronic Ticketing in Bandar Lampung City***

To realize the effectiveness of electronic ticketing and its contribution to PNPB in the city of Bandar Lampung, the Bandar Lampung Police has attempted to provide maximum service; however, there are factors that hinder the implementation of E-TLE, thus affecting the effectiveness of electronic ticketing in the City of Bandar Lampung.

Based on the explanation and data described previously, we explain the factors that hinder the implementation of E-TLE in the jurisdiction of the Bandar Lampung Police, consisting of legal factors, law enforcement factors, facilities and infrastructure factors, and community and cultural factors, which are described as follows.

Public awareness in the following legal developments in the Bandar Lampung city area also needs to be increased, one of which is through outreach by law enforcers. Based on surveys conducted by researchers, there are still people who do not know about electronic tickets, and some do not understand the mechanisms for resolving electronic tickets. Electronic ticketing is something new for society; therefore, providing education through law enforcement is necessary (Sari et al., 2022).

Facilities and infrastructure factors are related to the facilities used by the Bandar Lampung Police to support the implementation of E-TLE in Bandar Lampung City. The facilities and infrastructure used consist of e-police cameras, checkpoint cameras, E-TLE servers, ERI databases, printers, internet networks, e-ticket applications, office stationery, and computer equipment as supporting tools for E-TLE implementation and other facilities. required by the back office.

Currently, E-TLE cameras in the city of Bandar Lampung are only available in five locations, which means they cannot reach all areas in the city of Bandar Lampung, especially in areas that are prone to violations. Currently, electronic ticketing in Bandar Lampung City is only carried out with static cameras, although the Bandar Lampung Police is working and developing electronic ticketing with mobile hands. Bripka Arief Mulyana explained that other cities have facilitated police vehicle dashboards with E-TLE cameras.

The E-TLE camera consists of an e-police camera that detects violations in the form of breaking through road signs and markings, while the checkpoint camera detects violations in the form of not using a seatbelt, not using a helmet, and using a cell phone. This means that the types of violations detected by the E-TLE camera are limited; therefore, other violations under the LLAJ Law cannot be subject to fines.

Bripka Arief Mulyana explained that the condition of the E-TLE cameras in Bandar Lampung City was not good. This is proven by the difference between the police number and the data in the database because the camera image is not clear. This difference in data means that the violator cannot be subjected to a ticket because of differences in vehicle identity, such as a different type of vehicle, which results in the owner's identity being incorrect.

Community and cultural factors are related to the conditions of society in the jurisdiction where E-TLE is implemented. The condition of the people of the city of Bandar Lampung is that they are urban people who live in big cities with various activities that influence people's attitudes and behavior in everyday life.

One of the cultures of the people of Bandar Lampung City is buying and selling used vehicles, but does not immediately change the name of motor vehicle ownership; thus, when the vehicle commits a traffic violation and is ticketed electronically, the police officer in the back office will send a confirmation letter to the address (Medlimo, R. A, 2024). which corresponds to the STNK, as recorded in the ERI, even though he is no longer the owner of the vehicle. Consequently, the original owner of the vehicle or traffic violator does not know that he has committed a traffic violation and is prosecuted electronically.

Another habit that is an obstacle to the implementation of E-TLE in Bandar Lampung City is not using vehicle registration numbers so that they cannot be prosecuted with electronic tickets, so police officers need to take action against violators directly.

Another factor is that people change their vehicle's license plate number to a number that does not match that listed on STNK. If the vehicle commits a traffic violation and is caught by the E-TLE camera, then analysis is carried out by police officers, and the vehicle data does not exist or does not match the data in ERI. The efforts made by the Bandar Lampung Police on this matter were to contact police officers in the field if they were suspected of vehicles with fake plates to take immediate action.

The legal opinion is that the police create a culture of thinking that they obey the rules only when police officers are supervisors, the same as obeying traffic rules with the E-TLE system, where people with low legal awareness only apply traffic rules in areas monitored by E-TLE cameras.

The existence of traffic violators who do not confirm and pay electronic ticket fines is also one of the factors that hinders the effectiveness of the implementation of electronic ticketing in the city of Bandar Lampung.

## **5. Conclusion**

As technology advances, ticketing can be carried out electronically, based on law. The Bandar Lampung City Police has implemented electronic ticketing since March 2021. The implementation of electronic ticketing involves the use of cameras as supervisors. Another party with the authority to enforce traffic laws is the prosecutor's office. The prosecutor's office has the authority to execute the traffic fines. The payment of fines as a ticket sanction is non-tax revenue for the state.

E-ticketing is one of the positive effects of technological developments that have changed the use of blanks in the ticketing process to become digital with a system owned by law enforcement. To date, there are E-TLE cameras in the city of Bandar Lampung in five locations with types of violations in the form of violating road signs and markings, running red lights, not using a safety belt, not using a helmet, and using a cell phone.

The presence of E-TLE in Bandar Lampung has had a significant impact on legal awareness and has increased the culture of discipline for road users. E-TLE can slowly influence the level of public discipline because it realizes that this regulation is actually being implemented. The public's views on the implementation of electronic tickets in Bandar Lampung are a reference for the influence of electronic tickets on the level of community discipline.

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