



LEGAL BEHAVIOR OF THE PUBLIC TOWARD THE EXISTENCE OF E-TICKETING IN RAPPOCINI SUBDISTRICT, MAKASSAR CITY (A SOCIOLOGICAL LEGAL STUDY)

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ABSTRACT

This study aims to determine public compliance related to the legal behavior of E-Tilang and the influence of E-Tilang on public traffic activities. The method used by the author is descriptive qualitative with a sociological legal approach. Data collection methods consist of observation, interviews, and documentation. Based on the results of this study, it shows that the implementation of E-Tilang in Rappocini District, Makassar City has been running effectively, but in its implementation there are still drivers who violate traffic rules due to lack of legal awareness and the continued implementation of manual tickets on the road. Then the process of enforcing E-Tilang found problems in the number of forms of violations and the transparency of the cost of fines that can be paid directly at the Ditlantas Polda South Sulawesi office or via transfer to ATM banking, Indomaret or Alfamart. Meanwhile, public responses to E-Tilang include good and bad impacts. The good impact felt by the community is that drivers are more orderly in traffic on the road and the bad impact is that people still commit various forms of violations on the highway.

Keywords: E-Ticketing; society; sociology of law

1. INTRODUCTION

Law enforcement in the realm of traffic violations is governed by Law No. 22 of 2009 on Road Traffic and Transportation. This regulation outlines both manual and electronic ticketing mechanisms in Indonesia. The digital approach, referred to as Electronic Traffic Law Enforcement (ETLE), aims to enhance the efficiency, transparency, and fairness of traffic law enforcement. ETLE serves as a significant legal innovation to address the increasing number of violations and to reinforce public discipline on the road (Putra & Madjid, 2024).

Nonetheless, despite technological integration, many road users continue to violate traffic rules. The phenomenon is particularly prevalent in Makassar City, including the Rappocini Subdistrict. Law enforcement encounters challenges not only from persistent violators but also due to inadequate socialization and public understanding of ETLE. Moreover, while ETLE is expected to reduce the need for manual intervention, the police still implement manual ticketing in certain cases such as illegal street racing (IDN Times, 2022).

2. METHODS

This study applied a qualitative descriptive method using a sociological legal approach. Data sources comprised both primary data (interviews, observations) and secondary data (literature, journals, legislation, and digital sources). Data were analyzed through three stages: data reduction, data presentation, and conclusion drawing.

3. RESULTS AND DISCUSSION

Implementation of E-Ticketing

Since its nationwide enforcement on March 23, 2021, ETLE has been gradually integrated into traffic law enforcement systems. Its effectiveness has been supported by surveillance cameras installed across key intersections in Makassar, including A.P. Pettarani Street, Sultan Alauddin Street, and Hertasing-Aroepala. These devices capture various violations such as driving without a helmet, using mobile phones while driving, and not wearing seat belts. According to Officer Ismail from Ditlantas Sulawesi Selatan, over 14,000 violations are captured daily via ETLE in just two main roads.

While the system is operational, issues persist in its implementation. Many drivers remain unaware of the procedures, particularly older individuals and those lacking digital literacy. The ETLE process requires violators to confirm infractions within 5 days either online or in person; failure to comply results in vehicle registration blocking.

Public Compliance

Interviews revealed mixed public perceptions. Some, like a 44-year-old private driver, appreciated ETLE for helping them monitor and reduce violations. Others voiced concerns about system accessibility and the redundancy of continued manual ticketing.

Statistical Overview

Based on data from the South Sulawesi Police Directorate (2024), a total of 8,306,452 violations were recorded, of which 43,371 were valid, 41,602 were sent to violators, and 4,707 fines were paid. The most common violations included not wearing seat belts (2,916 cases) and not wearing helmets (1,172 cases).

Public Reaction and Challenges

Although ETLE provides a structured and fair system, many informants noted insufficient public awareness and inconsistent enforcement. For instance, some citizens questioned why

police still conduct manual inspections despite the presence of CCTV. Others, such as ride-hailing drivers, complained about the system's flash intensity at night and the strict monitoring of mobile phone usage while driving.

4. CONCLUSION

The ETLE system has improved traffic discipline and legal awareness among citizens in the Rappocini Subdistrict. However, its implementation still faces setbacks in public understanding, infrastructure, and regulatory consistency. The coexistence of electronic and manual ticketing reflects a transitional phase in Indonesia's legal enforcement framework. For full effectiveness, the government must intensify public education and develop a more unified enforcement strategy.

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