



## Implementation of Electronic Ticketing Program Policies in Pekanbaru City

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### Article

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### Abstract

Empirically, there are still many people in Pekanbaru City who do not know the existence of E-tickets. Therefore, this study was conducted aiming to find out how the implementation of the electronic ticketing program policy in Pekanbaru City. This study used a qualitative research methods through a descriptive approach, where the data collection was carried out using observation, interviews and documentation techniques. The results showed that the implementation of the Electronic Ticketing Program for the Pekanbaru Police Traffic Police Unit could be considered less than optimal because the field officers did not really understand the E-tickets program and in its implementation. In addition, there were also several obstacles, including the absence of network. Furthermore, there were some people who were not aware of the existence of E-Tickets and its mechanism, so not all people who are ticketed follow the proper flow or mechanism.

*Keywords:* Implementation; Policy and E-Ticket Program

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### Introduction

The Indonesian National Police (POLRI) is a part of absolute government affairs in the security sector which plays a role in maintaining public security and order, enforcing the law, as well as providing protection, shelter, and services to the community. In the context of maintaining domestic security, the police, as a state tool, enforces traffic regulations that aims to maintain the order and security of the community as road users.

One of the solutions to enforce traffic order is to apply E-ticket fines for traffic violators. Conceptually, e-tickets are the settlement of electronic-based traffic violation cases through the support of information systems and technology (Perdani et al., 2018).

Currently, the level of traffic violations in Indonesia is very high, especially in big cities such as Pekanbaru City. Cases of traffic violations that occur on the highway often lead to accidents that result in traffic jams. In this case, there are many factors that cause accidents or traffic jams, such as human factors, road users, or poor road access. One form of law enforcement in the field of repressive action is the prosecution of traffic violations. Traffic violations can be carried out in both educative manner and legal action. In this case, educative manner is carried out by giving warnings in sympathetic way to

traffic violators, while legal action is carried out by using a ticket and/or using a brief report of a minor crime or with an ordinary report (Zubaidah & Mansyur, 2019). Law enforcement using the Area Traffic Control System (ATCS) is a technology-based law enforcement (electronic law enforcement) or law enforcement for motorized vehicle users through electronic recording evidence (Sifeva et al., 2021).

The implementation of ETLE is a new thing in the law enforcement of road traffic in Indonesia. Therefore, as a new thing, ETLE continues to experience various improvements, meaning that empirically this policy still has many problems during its implementation (Wicaksono, 2020). ETLE has been inaugurated and is expected to minimize the practice of extortion by officers and improve driving discipline (Saputra, 2021). The E-ticketing system will replace the manual ticketing system that uses a blank/ticketing ticket, wherein violators will be recorded through an application owned by police personnel. In this case, E-ticket makes it easier for people to pay fines through banks (Arifin et al., 2020). The existence of e-tickets in Indonesia is very necessary because it is related to a number of considerations from the many problems that occur, ranging from illegal levies (extortion), the term peace in place to accountability for fines which in this case are often carried out by the police (Wulandari, 2020).

The Presidential Regulation of the Republic of Indonesia Number 87 of 2016 concerning the Task Force for Sweeping Illegal Fees is philosophical enacted based on the fact that the practice of illegal levies has damaged the joints of the life of society, nation and state, so that efforts to eradicate it are strictly, integratedly, effectively, and efficiently carried out. In addition, it also causes a deterrent effect and as an effort to eradicate illegal levies, it is necessary to form a task force to clean up illegal levies (Bakri et al., 2020). The application of E-ticket has a strong legal basis, namely Law Number 11 of 2008 article 5 concerning electronic transactions and Law Number 22 of 2009 concerning Traffic and Road Transportation (Prabawa et al., 2021). In this case, the rule is a policy that must be obeyed by all citizens without exception (Zainal, 2021), which is coordinated by issuing various policies as a facilitator (coordination, synchronization, and control) (Wardana, 2022). Therefore, it is obligatory for every vehicle driver to always maintain order and obey the traffic signs. This is certainly needed to ensure the safety of motorized vehicle drivers or other road users since there are currently many drivers who do not comply with traffic rules and ignore the safety and comfort factors in driving. According to Setiyanto et al. (2017) in (Vinet & Zhedanov, 2011), E-ticketing is the digitization of the ticketing process. By utilizing the technology, it is hoped that the entire ticketing process will be more efficient and effective as well as assisting the police in administrative management. This E-Ticketing is an application that can be used by the public where they can know the costs that must be paid directly. Furthermore, one of the main problems in traffic is traffic accidents which result in fatalities and material losses. In this case, community behavior is very decisive in doing violations in traffic, which further could causes accidents (Prodjodikoro et al., 2019). The use of motorized vehicles in everyday life can have a negative impact, namely congestion and traffic accidents originating from traffic violations, thus requiring law enforcement efforts which currently use electronic tickets (Amin et al., 2020). The level of traffic violations in Indonesia is increasing. This is evident due to the increasing number of accidents in Surabaya City. In order to reduce the increased road traffic violations, it is necessary to provide rules or guidance to the community, so that they obey the traffic regulations that have been set by the government (Palupi et al., 2018).

Based on the online ticketing procedure, it was stated that in the mechanism of E-tickets implementation spends shorter time for the prosecution, can be connected to the bank for payments, and violators do not need to attend a trial in the district court. Meanwhile, the manual ticketing mechanism usually requires the violators to attend a trial in the district court. Especially the task of law enforcement for traffic violations in all activities in ensuring security, order, and smooth traffic on the road. This means that the Police of the Republic of Indonesia has the authority to regulate traffic and take action against violations of traffic and road transportation (Jupri et al., 2020). Based on the data obtained in the field, understanding the order of traffic in Pekanbaru City is very important to ensure security and safety in traffic. To enforce the order in traffic, it is necessary to have a ticket issued by police officers, especially Pekanbaru Traffic Police Unit (Satlantas). This is done so that the people of Pekanbaru pay more attention to and improve their order in traffic. In addition, to support its implementation, it is necessary to apply an electronic-based ticket to make it easier and provide good services for the community in particular.

## Research Method

This research was carried out descriptively by describing the object or subject under study in accordance with what it is and explains the variables under study. In addition, this study also applied

qualitative methods aiming to understand the social reality by seeing the world from what it is, not how the world should be. Therefore, in order to reach this goal, a qualitative researcher must be an open-minded person.

Current research involved research subjects that became the research informants who provided various information needed during the research process. Based on the description above, the researcher determined the informants through purposive sampling technique, namely determining the informants not based on strata, guidelines, or regions, but based on certain objectives related to the research problem (Astri Veronika Simamora 2018: 29). Therefore, the use of this technique is intended so that the selected informants can understand, explain, and provide accurate information concerning the problems of this research. In this case, the informants were the police in charge of the Pekanbaru City Traffic Unit, especially those who understand the e-ticket program.

## **Results and Discussion**

According to Winarno (in Simamora 2018: 11), the study of public policy implementation is an attempt to determine the level of success in implementing public policies and the variables that influence it. In this case, policy implementation is a crucial stage in the public policy process. A policy or program must be implemented in order to have the desired impact or goal.

### **Policy Standards and Objectives**

In order for a program policy to be directed and in accordance with the plan, the policies should have clear standards and targets. This is intended so that the policies made are more focused and in accordance with the plan. The policy targets are aimed at the community as service recipients or related officers/agencies as service providers. The purpose of this e-ticket is to provide convenience for the public or traffic police in managing ticketing by using appropriate technology. This electronic-based ticket or e-ticket was established based on various problems related to law enforcement in the field of traffic, particularly traffic violations.

Therefore, the e-ticket policy certainly has predetermined standards and targets. The standards set in the policy making of the e-Ticket program are based on Law no. 22 of 2009 concerning Road Traffic and Road Transportation and Law No. 11 of 2008 concerning Information and Electronic Transactions. Regarding the policy standards for the e-ticketing program, the following are the results of the author's interview with Briпка Dedi Wahyudi as BAUR (Department of Affairs) Ticketing/Responsible for the Pekanbaru Police Traffic Unit, stating that, "The legal standard is an electronic ticket, but it still follows Law No. 22 of 2009 concerning road traffic and transportation. This e-ticket is an electronic ticket carried out through an application. The law is the same, but the difference is that the payment is done electronically, namely through a bank or through a trial."

Furthermore, the author continued the interview with Ipda Desmawati Fadjri as KAUR BIN OPS/Head of Operational Guidance regarding the policy standards of the e-Ticket program at the Traffic Police Unit of the Pekanbaru Police. She stated that, "Standard e-ticketing is in accordance with Law No. 22 of 2009 concerning road transport traffic, while the implementation of E-ticketing itself is Law no. 11 of 2008 concerning electronic transactions."

Regarding the e-ticket standard, Law no. 22 of 2009 concerning road transport traffic, seen from article 272 related to the flow of the e-ticket mechanism, it was found that there was a flow of the e-ticket mechanism which was much different from the manual ticket. This was also conveyed by Ipda Desmawati Fadjri as KAUR BIN OPS/Head of Operational Guidance Affairs, who stated that: "For the mechanism, it is definitely different from the manual, but if the community trial is still there, it will come. The problem with the trial depends on the violator. Sometimes there are violators who do not want to pay and ask for a trial, and pay in court. Taking the evidence will still be trafficked later. The point for violators is that those who want to take confiscated goods, they must pay first"

In the e-ticket mechanism, the management is electronic-based. Besides that, violators do not need to attend court after paying the ticket fine. However, based on the results of the interviews above, some Pekanbaru residents still come to court and make payments in court. In fact, with the flow of the mechanism, it can make it easier for the community to not attend the trial. Regarding this matter, BAUR (Department of Affairs) ticket/ person in charge explained that, "Because of the manual system, people wait in line for a long time. Therefore, this e-ticket policy will automatically allow people to speed up the collection of ticket evidence. If there are 100 or more people waiting for the trial, it will take a long time to assist the e-ticket in order to reduce the population, that is why such policy was made. Essentially, e-tickets make it easier for the public to take the evidence that has been ticketed such as SIM/ STNK / Vehicle. However, there is one thing for vehicles that must be

checked for documents, officers do not give the evidence carelessly even though they have paid a ticket fine, for example, because the motor may not have the letters. In essence, in order to take the vehicle back, it needs to be checked in more detail. When it is concerning SIM or STNK, it can be taken immediately when you have paid the fine"

In addition to policy standards, there are also targets or objectives to be achieved from the implementation of the e-ticket program policy at the Pekanbaru Police Traffic Unit. The target of the policy is to make it easier for all parties, especially the people of Pekanbaru City in managing ticketing tickets and speeding up the process of taking evidence files, so that there are no more trials that must be attended by violators. As stated by BAUR (Department of Affairs) ticketing ticket / person in charge of ticketing, the objectives of the e-ticket policy is: "to make it easier for the public to pay the fine, so people do not need to attend the trial. It is enough for them to pay the fine to a bank that has been determined such as BRI bank. Therefore, it is faster and easier for the community to process the ticket collection"

Based on the results of the interviews above, it can be concluded that the standard of the e-ticket program is Law No. 22 of 2009 concerning road traffic and transportation and Law no. 11 of 2008 concerning electronic transactions and information. The target of e-ticketing policy is to make it easier for the public in terms of payment and collection of ticketed evidence, as well as making it easier for the public not to attend the trial. However, there are also people who come to court, even though they have e-ticket. Whereas, there is no need to come to court so that it can make it easier for people to wait for queues and court tickets. To achieve the standards and objectives of the policy, training or learning has been carried out for police personnel or officers so that the implementation of e-tickets can later run according to the procedure.

## Resource

The ability to utilize available resources is the key to the success of the program policy implementation process. Supporting resources in supporting the success of a policy can be in the form of human resources (HR), facilities or technology that support the process of the policy implementation. In the Electronic Ticketing (e-ticketing) policy at the Pekanbaru Police Traffic Police Unit (Satlantas), there are several agencies or implementers as well as supporting facilities in its implementation. Based on the results of an interview with KAUR BIN OPS/ Head of Operational Development Affairs, it was stated that: "In the case of e-ticketing, especially the traffic unit or the Police, the Prosecutor's Office is from the new prosecutor's court. From the police, we have been provided with e-ticketing training or an e-ticketing program. Every officer's cellphone must have an application, and the facilities used in electronic ticketing are only cellphones, while for the internet quotas is from each officer. The police only facilitate the application."

Then, BAUR (Department of Affairs) Ticketing/Person in charge of human resources (HR), added in his statement regarding the facilities or technology that support the e-ticketing program policy at the Pekanbaru Police Traffic Unit: "The first agencies that were involved were the police, BRI Bank, the prosecutor's office, and the court office. The mechanism starts from the police doing a ticket, then the public pays fine to the bank, later on they meet the officer again asking for the ticketed file. If the police officers already understand, it is specifically for officers in traffic. Because we often hold counseling about e-tickets, how e-tickets work, how the process is, all of which will be taught to the officers. We've been building it up until now, so it's possible that none of the officers in the field doesn't have an e-ticket application because it matches their respective names and functions. We collect it every Saturday, discuss about e-tickets and the use of the application, so it is considered that all members are obliged to know and be able to learn how to use e-tickets. Therefore, there are many young people in the field because times have changed a lot. For a total of about 37 personnel, it is divided into 3 units: BM unit, GATUR unit, PATWAL unit.

Based on the results of the interview above, it is said that there are human resources involved, namely the existing traffic officers who are quite familiar with the e-ticket application, because they have been provided with training on the e-ticketing program. The agencies related to the e-ticket policy are the police, the bank, technological resources in the form of cellphones, and networks as supporting facilities for its implementation. The use of technology in the implementation of e-ticketing is the main factor because those who support this program basically use technology, starting from electronic applications to the required internet network connection.

The electronics referred to in this E-ticketing policy are in the form of an e-ticketing application that is used by each police force, both at one Polresta with another and throughout the Indonesian National Police. In addition, the data entry process is the same for every police force. Based on the

results of interviews, observations and documentation above, the researcher concludes that human resources (HR) in the implementation of the e-ticketing program at the Traffic Police Unit have received training so that officers understand the application, but the problem lies in the technological resources where access is slow or the absence of a network that makes this a technical problem in the field. In terms of the facilities used during the traffic jam, only gadgets are used as a tool for inputting data and networks. Regarding the facilities and infrastructure provided for the community, it is still somewhat unsatisfactory due to the dark waiting room, few chairs, bad and unclean toilets, no clear queue number and the size of the office which is still too narrow to serve the community.

### **Characteristics of The Implementing Body**

The characteristics of the implementing agency include both formal and informal organizations. In the case of the implementation of the e-ticketing program policy as formal organizations includes the police, courts, prosecutors and banks, while the informal organizations are the people who are ticketed electronically. As mentioned in the implementation of the e-ticket policy, there are several bodies involved, including the Police, Courts, and Prosecutors, which have their respective roles in providing maximum service to the community in managing e-tickets. As stated by KAUR BIN OPS/ Head of Operational Guidance Affairs: "For e-tickets, of course, especially the traffic unit or the Police, the Prosecutor's Office, from the new prosecutor's court, and all police stations have implemented e-tickets, because it employs an application. From us getting a ticket, and entering the data, a notification will be issued on the violator's cellphone"

Furthermore, regarding the relevant agencies, BAUR (Department of Affairs) ticket/ person in charge also added that: "The first agencies that were involved were the police, BRI Bank, the prosecutor's office, and the court office. It is started from the police doing a ticket, then the public pays a fine to the bank, later on they meet the officer again and asking for the ticketed file.

The above agencies must work in accordance with the existing SOPs, especially the police and the field officers. The results of an interview with KAUR BIN OPS/ Head of Operational Guidance Affairs, informed that: "The SOP for the e-ticketing is available. If we comply with the rules, for example, if a person is ticketed for not wearing a helmet, we will explain to the violator that you are not in accordance with the rules with Law 22 of 2009 and that article. Personnel are required to use the e-ticket application, it is no longer the term that he takes inappropriate actions, except if it is urgent, for example, the person who gets a ticket has an accident or there is an urgent need, later depending on the police who handles it. It can be deposited but the fine is still written down and show how much the fine should be paid.

Regarding the SOP in the application of e-tickets, BAUR (Department of Affairs) of Tickets/Responsible Persons added that: "Each officer has an SOP, it is mandatory for all officers to use e-tickets. If there is an officer who deviates or violates the rules, he will still be subject to sanctions, he will be processed by the police, later whether it is true that he committed fraud/deviation, he will still be processed because he violated state rules. The sanction can be in the forms of being fired or expelled from the Satlantas position, or processed accordingly. But so far there has been no such case, because it is clear that bribery are equally affected"

With the results of the interview above, there is support for the e-ticket. The officer has carried out his duties according to his SOP. Officers have worked with the application and did not commit fraud because the existence of e-tickets reduces extortion or fraud that often occurs in previous manual tickets.

### **Communication**

Communication is very important to measure the success of an e-ticket policy implementation at the Pekanbaru Police Traffic Unit. Because to achieve the goals and objectives of this policy, good communication is needed between agencies or their implementers. In this case, coordination is needed in the implementation of the e-ticketing service policy at the Pekanbaru Police Traffic Unit because the better the coordination and communication between the parties involved, the more effective the process of achieving policy objectives. In the implementation of the ticketing program policy at the Traffic Police Unit (Satlantas) of the Pekanbaru Police, there are three agencies involved, namely the bank, the police, the court and the prosecutor's office. In this case, the coordination of each agency has been regulated by law according to their duties and responsibilities. Based on the author's interview with KAUR BIN OPS/ Head of Operational Development Affairs: "E-Tickets are certainly for traffic units or the police, courts, and prosecutors. Meanwhile, the court is every week, especially Thursday or Friday, when they will send files to court that there are motorbikes that have

not been paid for. This is because not all violators want to pay a fine and they want to go to court instead."

Furthermore, regarding the coordination of the BAUR (Affiliation Section) of e-ticket/ person in charge added that: "The coordination is that we work together. The officer conducts a ticket and then submits it to the ticketing section. Later when the violator comes with proof of payment, the file is returned. Meanwhile, in the case of court, we transfer files for trial, where we do it 3 times a month, every Friday. In terms of the prosecutor's office, we will coordinate the submission of the ticketed documents. The file is in collaboration with the court, from the court it will only be sent to the prosecutor's office"

The communication that exists between implementers, where in the formal organizations such as between the prosecutor's office and the court, has gone quite well, where every week on Friday the police will provide the ticket document to the court. However, communication between the police and the community is considered lacking, because at the time of prosecution in the field there are still people who do not want to pay fines and prefer to attend the trial. This is not in accordance with the e-ticket mechanism. In addition, related to socialization between the police and the community, there has been a form of socialization carried out before the e-ticket is implemented and after e-ticket is implemented. Regarding the socialization of the e-ticketing program to the public, KAUR BIN OPS/Head of Operational Guidance Affairs stated that: "At this time, the community already knows and understands, but at the beginning of the program the police informed that there would be no ticket in place so that the public would know that there were no more payments. Sometimes there are people who until now are paying fines to officers because there are no ATMs/ Savings at BRI, even though they can pay it directly to BRI. Other than that, the form of socialization is through social media such as whatsapp, Instagram, or radio"

Regarding the socialization that was carried out between the police and the community, BAUR (Department of Affairs) ticketing/ person in charge also added that: "Such socialization was given to the community even before the e-ticket was issued. So before the implementation, this e-ticket has been socialized first. In this case, we disseminated it to the mass media, newspapers, tv advertisements, then socialized directly to the community by distributing brochures, and then socializing it to high school schools because many high school students have used motorbikes. Apart from that, we also conducted socialization in shopping store and transmetro buses which was carried out by the dikyasa function."

Based on the results of interviews conducted, regarding the coordination between agencies, namely the police with the court and the prosecutor's office, the communication has been going well according to their respective duties. In addition, the authorities such as between the Police and the Court has also been carried out well, namely the submission of ticket documents every week on Friday. In addition, researchers also found that there are still people who do not know the policies of this e-ticket program, even though the police have carried out socialization before the e-ticket was implemented both through social media and in public places.

### **Attitude (Disposition) Implementer**

The attitude of the implementer can be seen from the support or rejection of the policy implementation. In other words, the success or failure of the implementation of the e-ticket program policy can be influenced by the support or rejection of the implementer. The attitude (disposition) of the implementers can be measured or assessed from the responses of the implementers regarding the implementation of this e-ticket program policy. Based on the author's interview with KAUR BIN OPS/ Head of Operational Development Affairs, he stated that: "It's easier, because it's no longer manual, and data input is carried out directly. Besides that, it keeps away from bad things like before, such as abusing the members in the field. In other words, the existence of e-tickets makes it easier for officers because they can directly and completely input the data even though it is still using a ticket since it is mandatory as a document/for violators who are in court or for violators who do not want to pay a fine and want to take it to court instead. In this case, some violators ask to wait for the trial, but the collection of vehicles is still at the Traffic Unit. With this, the e-ticket policy is quite good because we do not want to make it difficult for the community. If people violate it, they pay directly to the bank, with that only proof of the violator (SIM/STNK). So there is no need for a trial, since it is too long, especially if the person is far from the place of trial"

In addition to support the policy implementers, responses from targets or the community are also very necessary. The community as the recipient of the e-ticket program policy services so as to measure the level of success of the policy implementation can be seen and assessed from the

satisfaction of the community. In the implementation of the e-ticketing program policy at the Pekanbaru Police Traffic Unit, it can be considered quite good. Related to this, the author conducted interviews with several people who were ticketed, one of which was private employees who said that: "This e-ticket program is good, we are also helped because it is not complicated to take care of anywhere"

The same thing was also stated by students who got e-ticked that: "This e-ticket is good, we can take care of it anywhere and right away. If there are no problems, that's good." Thus, with regard to responses from implementers and the public to the implementation of the e-ticket program policy at the Pekanbaru Police Traffic Unit, it is sufficient to support its implementation because the existence of e-tickets makes it easier for all parties, both from the community who are ticketed and officers who take action in the field.

## Conclusions

The conclusion of the research on the Implementation of the Electronic Ticket Program Policy in Pekanbaru City is that the e-ticket program policy still has many obstacles and problems that occur in the field, ranging from tools that are easily damaged, community who do not understand the mechanism, and the people who do not care about the e-ticket policy. The human resources in implementing the e-ticketing program in Pekanbaru City have held training for officers to understand the application, but the problem lies in technological resources whose access is slow. In addition, coordination between agencies, namely the police and the courts, goes well in accordance with their respective duties and authorities, such as between the Police and the Court, namely ticketing documents every week on Friday. However, socialization between the police and the community is still not optimal. This is found by people who do not know the policy of this e-ticket program. Even though the police had carried out socialization before e-tickets were implemented, either through social media, or in public places.

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