

Traffic Management Center as an Effort to Create Security, Safety, Order, and Smoothness Traffic (*KamseltibcarLantas*) in DKI Jakarta, Indonesia

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ABSTRACT: *This paper focuses on the importance of traffic management center (polantas) in realizing and maintaining traffic security (security, traffic, and repairs) at the Greater Jakarta Metropolitan Police. Kamseltibcar is then seen as a product of mutual influence between the police and the community and its culture. This writing uses a constructivist qualitative methodological approach, the research method used in the writing process is through participant observation. In addition to participant observation, the author used an interpretive method. The interpretive method works with the basic assumption that the symbol system is an expression of the content of the conception used as a guide to be followed and communicated among its members. The results of this study show that the traffic management center system is designed to provide convenience for people who use traffic lanes within the jurisdiction of Polda Metro Jaya. In addition, this system is also intended to provide support for such rapid regional development in Jakarta and its surrounding cities.*

KEYWORDS: *KamseltibcarLantas, Traffic Management Center, Community Policing*

I. INTRODUCTION

The Traffic Management Center is an Effort to create Security, Safety, Order and Traffic Smoothness (*KamseltibcarLantas*) in Jakarta Metropolitan Police. Security, safety, order and smooth traffic as a product of mutual influence and influence between the police, community and local culture. Reciprocity between entities or social units as an attempt to achieve social order. Police are tasked with protecting the public and guiding the public to obey the law (Suparlan, 1977; Nitibaskara, 2000). The existence and function of the police are like looking for needs in the community concerned with the presence of the police (Suparlan, 1999; Rahardjo, 2000). The police function is to ensure that the desired security is in accordance with what is to be achieved (Bahtiar 1994). According to Law No. 2 of 2002, police officers function as protectors and law enforcers who are responsible for maintaining order and dealing with crime so that people can work safely and peacefully (Bahtiar, 1994). Policing is seen as an effort to maintain security, prevention, and crime prevention through supervision or guarding, and actions to provide sanctions or legal threats (Reiner, 2000).

This paper will discuss: 1) the traffic management model in support of Security, Safety, Order and Traffic Smoothness / *Kamseltibcar Lalu Lintas* and its application; 2) what is the policing strategy in supporting Security, Safety, Order and Traffic Smoothness at Police Department in Jakarta Metro Jaya, Indonesia

II. METHODS

This writing uses a constructivist qualitative methodological approach in understanding the management of Traffic Police in realizing and maintaining security, safety, and order at Police Department in

Jakarta Metro Jaya, Indonesia emphasizes understanding a phenomenon from the perspective of the actor himself or the emic view (Suparlan, 1989; Schwandt, 1994; Smith, 1990; Lincoln, 1990). Qualitative approach methodology explains this research problem holistically and comprehensively as well as contextually. The research method used in the writing process is through participant observation. The author tries to observe the implementation of the duties and authorities of officers and the police, the activities and relationships that exist between superiors who give orders to their subordinates, as well as between officials of the same level in coordinating. The participant observation process was carried out to understand the relationships formed in the process of providing police services.

III. RESULTS AND DISCUSSION

Policing is seen as an effort to maintain security, prevention, and crime prevention through supervision or guarding, and actions to provide sanctions or legal threats (Reiner, 2000). The interrelationships between these roles underlie the establishment of a role structure, which then becomes the basis for the formation of social institutions. This social institution then became a real form of culture. Social problems or symptoms that grow and develop in social life and are perceived as a burden or disturbance that harms the lives of the wider community, especially in urban areas (Suparlan, 1999). The relationship between the police and the community is built, which is framed in programs and strategies to create a sense of security, maintain security and order in social life, enforce the law to protect the community, and improve the quality of life of the people it serves.

The management of Security, Safety, Order and Traffic Smoothness / *Kamseltibcar Lalu Lintas* manifested in various forms of police. The function of the police in maintaining public security and order is explained in Indonesian Law No. 2/2002, specifically Articles 2, 4, and 5. Article 2 states that the police is one of the functions of the state government in the field of maintaining security and public order, law enforcement, protection, protection, and service to the community. Article 4 further states that the National Police of the Republic of Indonesia aims to realize internal security, which includes the maintenance of public security and order, order, and enforcement of law; implementation of protection, protection, and public service; and the establishment of public peace by upholding human rights.

Community policing is policing with regard to the close relationship between the police and community members and the participation of citizens in creating a sense of security and maintaining security in their environment. Implementation is carried out proactively and seeks to resolve various social problems that occur in the community, in this sense any related activities of the traffic social problems. *Kamseltibcarlantas* is a prominent phenomenon and still a problem, especially in urban areas. It is difficult to deny that traffic serves as the lifeblood for the growth and development of society, especially in urban areas (Hardjosoewirjo, 2008:57-58). Traffic management is intended to ensure security, safety, order, and smooth traffic.

In line with the 1945 Constitution, Law no. 14 of 1992, and Law no. 2 of 2002, the National Police has a role in traffic management and engineering, which are described as follows: (a). Provide advice in the field of planning including the preparation of program plans, inventory and evaluation of traffic problems; (b). Carry out activities for regulating and guarding, supervising, and controlling traffic on the road network, road masonry and crossroads, and transportation facilities; (c). Conduct assessments and conduct traffic management and engineering in the interests of security, safety, order, and traffic smoothness.

Law 14/1992, Article 51, paragraph 1, states that the government can hand over part of government affairs in the field of traffic and road transportation to the regional government. The Criminal Code, the Criminal Procedure Code (Law No. 8 and PP No. 27 of 1993), and Law No. 28 concerning the National Police state that the National Police is responsible for the human sector (the driver), which includes the administration of administrative services and law enforcement. Regional Regulation No. 12/2003, Article 49, states that traffic includes planning, regulation, supervision, and control of traffic and public transportation. The traffic directorate (Traffic Police Directorate / *Ditlantas*) of the Greater Jakarta Metropolitan Police is the main implementing

agency of the Greater Jakarta Metropolitan Police Department, which is under the Greater Jakarta Metropolitan Police Chief. *Ditlantas* are responsible for organizing and fostering police traffic functions, which include guarding, regulating, and patrolling. In addition, it organizes social education services, traffic engineering registration, and the identification of drivers/motor vehicles. Traffic accident investigations and law enforcement in the field of traffic are also conducted to maintain Security, Safety, Order and Traffic Smoothness / *Kamseltibcar Lalu Lintas*.

Security, Safety, Order and Traffic Smoothness / *Kamseltibcar Lalu Lintas* is an integrated activity and is guided by the Greater Jakarta Metropolitan Police Chief Action Plan, which also refers to the policies and strategies of the Indonesian National Police Chief for 2002–2004. The intended action plan is then implemented by a security management system in the capital city to respond to the social and cultural changes that occur.

In addition, according to Republic of Indonesia state police regulation number 1 of 2021, Community Policing, hereinafter referred to as *Polmas*, is an activity to invite the community through a partnership between members of the Police and the community, so that they are able to detect and identify problems of security and public order in the environment and find solutions to the problems. Securing activities that involve the general public and regulating traffic order; and counseling to raise public awareness about law, security and public order, human rights and the protection of children and women; and create, study and master traffic maps.

Law Number 14 of 1992 concerning Road Traffic and Transportation and Law Number 13 of 1980 concerning Roads define a road as a means of land transportation in any form covering all parts of the road including its complementary buildings intended for traffic. Law number 13 of 1980 is the grouping of roads according to their roles, namely arterial roads, collector roads and local roads. In addition, it also regulates road classes, road sections, and groupings based on their coaching authority. Then Government Regulation (PP) no. 8 of 1990 is the basis for the provision of toll roads to meet the needs of the community due to the increasing volume of vehicles and demands for economic efficiency.

Basically, there are three things that are the main problems or main threats in handling traffic in Jakarta, namely congestion, accidents and traffic violations. The main cause is often associated with a culture of orderly traffic, such as lack of discipline, lack of order and attitudes of road users who do not obey the rules. Outside of this cultural context, the causes are related to inadequate facilities or infrastructure, or the governing system being unable to accommodate the problems that arise. In police terms, the term correlative criminogenic factors is known, which includes, among others, (1) spatial planning, (2) integrated mode transportation system, (3) public transportation plans and policies, (4) the role of public transportation entrepreneurs, (5) the role of public transport drivers, (6) road user behavior, (7) roadworthiness, (8) law enforcement and (9) transportation management.

The city of Jakarta, which is surrounded by seven buffer zones, is always crowded with residents who earn a living in the capital city. Discussing transportation problems in Jakarta cannot only look at conditions in this city, but must look at the surrounding areas where people are very dependent on their activities in the capital city. If we look at transportation problems in the scope of Jakarta and its surroundings, it also means looking at the surroundings of Bogor Regency, Bogor City, Tangerang Regency, Tangerang City, Depok City, Bekasi Regency and Bekasi City. The Jabotabek RTRW has directed those settlements be built according to a hierarchy. In this way, a kind of balancing magnet was created around Jakarta so that the population and its activities were not concentrated in Jakarta, but spread across the balancing magnets. The construction of residential centers is then integrated with the construction of the road network. The problem arises that the realization of residential development is not accompanied by the development of an integrated road network, instead it relies entirely on the existing and limited road network.

The current policing style leads to community policing, namely a policing model that brings closer and focuses the implementation of police duties to the community where the police work together with the community to find the root of the problem and find the right solution, which is carried out through a proactive problem-solving oriented solution. In implementing Polmas the traffic function of the Traffic Directorate of Police Department (Polda) Metro Jaya uses or builds a system in the TMC (Traffic Management Center) as a management center that functions as communication, command, control and control as well as an information center.

The principle of the modern policing model that is applied is proactive policing which aims to resolve various social problems that occur in society, especially those related to security and traffic order issues. In this case, the Traffic Directorate of Polda Metro Jaya will continue to carry out community empowerment, with the main aim of making the Traffic Police Community Partners. The expected result of this strategy is that the ranks of the Traffic Directorate of Polda Metro Jaya together with the community will continue to overcome security and social security problems. In other words, maintaining a conducive Kamtibmas situation, reducing disturbances to Kamtibmas, and being fast, close and friendly with the community. In the traffic sector, the results to be achieved from the strategy are so that people are always safe, secure, smooth and orderly in traffic. To support this strategy, the Traffic Directorate of Polda Metro Jaya has also created a program that will sharpen its vision and mission in providing maximum service to the community. These programs involve education in the fields of community education (Dikmas), engineering, law enforcement, and identification and registration. These four programs are further strengthened by a number of special police operations, such as Operation Simpatik, Operation Obedient, Operation Ketupat, Operation Zebra, and Operation Lilin.

In managing traffic in the capital city of Jakarta, the Traffic Directorate of Polda Metro Jaya not only prepares personnel as human resources as well as various other police operational programs. Moreover, the Traffic Directorate of Polda Metro Jaya has also prepared various modern strategies and systems. Everything is prepared comprehensively to produce professional traffic officers. One of them is through the Traffic Management Center (TMC). The Traffic Management Center was built specifically as a concept to create a modern traffic police in Jakarta. The existence of the Traffic Management Center is fully supported by the Police Application and Information System (SIAP) program. The integration of this concept is to provide a fast response to reports or complaints from the people of Jakarta. With the SIAP program and Traffic Management Center, the movements of traffic police officers in Jakarta can be monitored. These two programs also provide support to accelerate the movement of police officers in the field in dealing with problems that occur.

The TMC has several programs emphasized in: 1) professional "Quick Response time"; which has been equipped with GPS technology and other supporting facilities to respond to every report / complaint from public in less than 15 minutes. It is hoped that police patrol will be at the crime scene to check immediately if there is an incident at the crime scene, likewise the traffic jam; 2) analysis of traffic accidents and violations (black spot); to analyze traffic violations and accidents supported by online information technology; 3) information center for activities and traffic congestion, which utilizes information technology to provide fast, accurate and professional services to the public; 4) information center for driving license, Special Number of Vehicle / STNK, and other vehicle registration. This technology has been integrated quickly and accurately using the SMS facility. The existing data can be processed and analyzed to prevent threat and other crimes; 5) information for list and found vehicles; this are the dataset provided by TMC for people who need information about missing vehicle / *kendaraan bermotor* through the internet; 6) Vehicle / *Ranmor* Control Center in realizing Traffic Safety and Security; this technology is expected for public and police members in the field; 7) air Quality Standard information center; in order to preserving nature and a healthy or low-polluting environment, this technology is beneficial for the community; 8) traffic control center is the very means of controlling traffic to prevent traffic jams, which also a service to the community. Through the system, user will get monitoring on traffic flow congestion and every effort / respond to resolve the traffic jam.

To take advantage of the SIAP program and the Traffic Management Center, Jakarta residents can do it easily. There are four ways you can do this. First, through the Short Message Service (SMS] 1717. This service began operating on January 17 2005. This service is a Police SMS with a complaint and public information service system via SMS facilities from all cellular operators, which Polda Metro Jaya then responds to within 24 hours. SMS 1717 is under the control of the Polda Metro Jaya Operations Bureau and the Traffic Management Center of the Polda Metro Jaya Traffic Directorate. Information regarding the social security situation is directly in the hands of the Operations Bureau and information regarding traffic is handled by the Traffic Directorate 1717. Second, through the Radio Suara Metro service which has emergency assistance. Via radio with a frequency of 107.8 FM, the public can provide information via telephone 1 12 toll-free. Third, via We Track with the existing Global Position System (GPS). in Polda Metro Jaya patrol cars, which can be monitored from the Control Command Center. Fourth, through the Emergency Response System (ERS) or panic button. Usually, this facility is used for vital objects. With one press, the alarm button will be heard in the Control Command Center, which will then monitor the location of the incident. Then, police units in the field were immediately ordered to rush to the crime scene.

In contrast to SIAP, the Traffic Management Center is more oriented towards all community activities on the roads, especially on protocol roads. The Traffic Management Center is indeed a breakthrough from the Traffic Directorate of Polda Metro Jaya, which integrates multimedia technology with GPS as a means of managing Jakarta city traffic from a control room. TMC is the Traffic Command and Control Center for the city of Jakarta. There are five important points made by TMC. Namely, first, traffic control which covers all community activities that occur on the roads. Second, fast and professional service (quick response). Third, an information center for registration of motor vehicle violations, accidents and traffic services, such as processing STNK, BPK.B, driving license and insurance. Fourth, services in the context of law enforcement. Fifth, air quality standards information center.

The Traffic Management Center seeks to improve services to the community through "Quick Response Time" or quickly responding to reports or complaints and working sincerely is one part that forms the basis for implementing Polmas, of course in order to build public trust with the aim of increasing the quality of life of the community and the realization and maintenance of security and safety regulations. Thus, TMC is one of the efforts to implement Polmas in the direct function which of course can coordinate everything that happens in the field, speed of service, database and conduct analysis and analysis as well as produce products that are useful for leaders in making policies, as well as for functions. -Other functions in improving its performance.

TMC has a function as K3I (Command, Communication, Coordination and Information). Command refers to the control function for officers in the field/locations that are prone to traffic problems. The orders given from the TMC are instructions that are guided by officers in the field to take discretionary actions such as diverting currents, giving priorities, and so on. In addition, it is also to carry out coercive measures in the form of regulating, guarding and escorting as well as taking action against traffic users who endanger safety or violate traffic rules/laws. The control function is part of the control or supervision of officers in the field and staff in carrying out the operations of the Traffic Police of the Greater Jakarta Metropolitan Police (DitlantasPolda Metro Jaya).

The Coordination function is based on the actions of the Polda Metro Jaya Ditlantas, which is bridged by the TMC to conduct partnerships/problem solving (solving problems) and other stakeholders. In order to obtain various inputs, as well as agreements to obtain the best solution in evaluating various social problems in the traffic sector. This coordination can be carried out internally and externally by the police, both at the management level and at the operational level (officers in the field).

Information function is news/events/situation/policies/orders/input/complaints obtained and can be used as a reference in taking police actions at both managerial and operational levels. The communication

carried out by the TMC is regulated and controlled by the operator using various communication facilities available at the TMC. With the functions of Communication, Coordination, Command and Control as well as the Information function, TMC is expected to be able to answer the community's need for a professional and proportional "Quick Response Time" service speed. This of course can be successful and efficient if implemented together with other stakeholders, especially road users in the capital city of Jakarta.

In order to apply the policy of the Greater Jakarta Metropolitan Police Chief to improve the performance of Polri services (especially in the traffic sector), the Directorate of Traffic of the Greater Jakarta Metropolitan Police is trying to build supporting facilities (in accordance with the Greater Jakarta Metropolitan Police Chief's program on "SIAP", namely the Application Information System. Police) which is expected to help improve the performance of the desired service. The facilities built are supporting facilities using integrated computer technology and can help the speed of information circulation which is conveyed to all interested parties, so that it is expected to be able to assist the implementation of Polantas duties in dealing with congestion, accidents and traffic violations quickly and professionally.

IV. CONCLUSION

Security, Safety, Order and Traffic Smoothness / *Kamseltibcar Lalu Lintasis* a model for policing the traffic police that was developed in the context of creating traffic security and order. The policing model developed from the results of the integration of the traffic police in carrying out policing and meeting the needs of the wider community in Jakarta to get a sense of security in order to be able to maintain or increase their productivity and welfare. The paradigm known as community policing is rooted in a proactive attitude and attempts to solve various social problems that occur in people's everyday life (problem solving) equipped through the Traffic Management Center System, which was designed to provide convenience for people who use traffic lanes within the jurisdiction of the Polda Metro Jaya. Rapid and density movements and flows in provincial Jakarta, Indonesia are responded to by the TMC platform which is supported by several information technology infrastructure and specializations for the fulfillment of the public and society order. The practice of TMC is accelerating the effectiveness of *Kamseltibcar Lantasi* / Security, Safety, Order and Smoothness of traffic police management.

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