APPLICATION OF GALAWI TRAFFIC MANAGEMENT &COMMAND CENTER (GTMCC) TO IMPROVE THE EFFICIENCY OFPUBLIC SERVICES IN TEGAL POLICE STATION

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Abstract

This study aims to determine and analyze:Description GTMCC of Tegal Police Station, Factors that influence the application GTMCC of Tegal Police Station, and implementationof Galawi Traffic Management & Command Center (GTMCC) can improve the efficiency of public services at Tegal Police Station. The approach method used is empirical juridical. The data used is secondary data(legal material) and primary data, i.e. data from the field. Data were then analyzed qualitatively and presented descriptively analytically.Research conclusions: (1)GTMCC isa form of public service of the police with centralized control that will facilitate the elements of the Tegal Police Station leadership in the process of monitoring and evaluating the handling of public complaints. Applications in GTMCC consist of: Sipoci, GPS, TMC,IMM, Website and Social Media, and RLR; (2)Factors of affecting the implementation of GTMC Tegal Police consist of human factors, services, budget, and infrastructure; (3)Application GTMCC increases the efficiency of public services in the Tegal Police Stationmore effective access, quality services, better and more efficient processes, systems and communication, more transparent and faster decision making, and a more empowered community.

Keywords : *Efficiency of Public Services; Implementation of GTMC; Tegal Police Station.*

A. INTRODUCTION

In realizing a prosperous, just and prosperous Indonesian society based on Pancasila and the 1945 Constitution, the role of the government and the function of the police are very important. The role of the Police of the Republic of Indonesia (Polri) is to realize security and order in the community, so that peace and comfort occur in their lives.

In Indonesia there are still many crimes occurring in public life, so there needs to be improved community life so that crime can be suppressed or minimized. Crimes should be prevented as much as possible so that people can live peacefully. Prevention of crime can create an awake *Kamtibmas* situation. In addition, improving public services is also something that still needs to be improved.

1

APPLICATION OF GALAWI TRAFFIC MANAGEMENT & COMMAND CENTER (GTMCC) TO IMPROVE THE EFFICIENCY OF PUBLIC SERVICES IN TEGAL POLICE STATION
Umar Ma'ruf, Muhammad Adil Aristo

Jurnal Pembaharuan Hukum
Volume 7 No.1 Januari - April 2020

The function of the police as contained in the Law of the Republic of Indonesia Number 2 of 2002 concerning the National Police of the Republic of Indonesia, including maintaining security, order and enforcing the law and providing protection, protection and services to the community is a vital role in maintaining the *Kamtibmas* situation. However, in carrying out these tasks, it seems that the community members are still ineffective, this is clearly evidenced by the increase in criminal actions and the rise in the modus operandi and techniques of crime becoming more sophisticated, in line with the progress and development of the current era. The community still feels the threat of crime in their environment.

As happened in the jurisdiction of the Tegal Police Station, the crime rate in Tegal Regency during 2018, showed an increase compared to the previous year. Stolen theft is the most prominent crime. Based on the release of the final report of 2018 Tegal Police, the number of criminal acts during 2018 reached 212 events or increased 2.4 percent compared to the previous year which reached 207 events.[1] Not only related to crime issues, Tegal Police are also confronted with problems that have not yet been the maximum satisfaction felt by the community towards the services provided by Tegal Police.

Based on survey data conducted by two institutions including STAIBN and LSM BAKIN, it is known that public services organized by the Tegal Police Station have not yet reached maximum results. As was the case in 2018, community satisfaction in the aspect of traffic matter handling then only reached 76.78%, BPKB services reached 79.70%, SKCK services reached 78.05% and SIM services reached 74.03%. This condition is still far from the Police Chief's expectation that public satisfaction with the Police must reach 80%.[2]

For the National Police, community expectations are both a central point and a parameter of success in carrying out their duties, because philosophically the functions and the police force were born and formed to meet the community's need for security. Fulfilling the expectations of the community is certainly not easy for the National Police to realize. That is because in the midst of the limited variety of organizational resources, the National Police must also be able to face the development of a strategic environment whose challenges are increasingly severe and complex, while the demands of the public on the National Police are increasingly broad and diverse. The deployment of uniformed personnel in crime-prone areas seems to be still not felt effective because the location of the crime is not known with certainty. To resolve the situation, The National Police is trying to improve its services through the use of Information and Communication Technology (ICT). Related to ICT, Sutan

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1 Radar Tegal. 2019. *Angka Kriminalitas Meningkat, 14 KasusCuratBelumTerungkap*, 2019, https://radartegal.com/berita-lokal/angka-kriminalitas-meningkat-14-kasus-curat-belum.27589.html.

2 Tribratanews. 2018. *Masyarakat Puas Akan Pelayanan Publik Polres Tegal*. https://tribratanews.jateng.polri.go.id.

Jurnal Pembaharuan Hukum
Volume 7 No.1 Januari – April 2020

APPLICATION OF GALAWI TRAFFIC MANAGEMENT & COMMAND CENTER (GTMCC) TO IMPROVE THE EFFICIENCY OF PUBLIC SERVICES IN TEGAL POLICE STATION
Umar Ma'ruf, Muhammad Adil Aristo

2

Remy Syahdeini[3] states the technology continues to be developed in order to facilitate humans to carry out their daily activities.

This is in line with one of the priority programs of the National Police Chief Tito Karnavian with the "Promoter" Program which is Professional, Modern and Reliable. The description of the "Promoter", namely improving public services, one of which is implementing an information technology-based service system so that it is quickly and easily accessible to the public.[4] This requires the professional attitude of Polri members in providing services to the community.Under these conditions, one of the breakthroughs that has been made by Tegal Police is to utilize information and communication technology, namely the innovative breakthrough of Galawi Traffic Management and Command Center (GTMCC).

The Tegal Police GTMCC officially began operating on July 10, 2019[5]. Although relatively new, GTMCC successfully brought trophies and trophies to the 2019 Jawa Pos Radar Semarang award ceremony in the innovation category.[6]Innovation The Tegal Police GTMCC is inseparable from the increasing crime trend in the Tegal Police Station and the public's expectation of excellent service from Tegal Police.

Implementation of services at the Tegal Police GTMCC still encountered various obstacles, both sourced from internal or external police. The community still complains that the National Police is slow in handling public reports regarding criminal events. Communities who have reported through the Tegal Police GTMCC, but the response given by GTMCC members is still sometimes felt slow.

Based on the above background, the writer is interested in conducting a research study with the title "**APPLICATIONOF GALAWI TRAFFIC MANAGEMENT & COMMAND CENTER (GTMCC) TO IMPROVE THE EFFICIENCY OF PUBLIC SERVICES IN TEGAL POLICE STATION"** which takes issue:

1. How description of Galawi Traffic Management & Command Center (GTMCC) at Tegal Police Station?
2. What factors influence the application of Galawi Traffic Management & Command Center (GTMCC) at Tegal Police Station?
3. Do the application of Galawi Traffic Management & Command Center (GTMCC) can improve the efficiency of public services at Tegal Police Station?

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3   In Kurniawan Hendratno dan Umar Ma'ruf, 2017, *Penegakan Hukum Terhadap Tindak Pidana Telekomunikasi di Wilayah Hukum Kepolisian Daerah Jawa Tengah,* Dalam Jurnal Hukum Khaira Ummah, Vol. 12. No. 2 June 2017, Published by Master of Law UNISSULA, http://jurnal.unissula.ac.id/index.php/jhku/article/viewFile/1858/1402.

4   Direktorat Tipidkor Mabes Polri, TT, *Promoter*,https://tipidkorpolri.info/program-dan-inisiatif/promoter/, accessed on 30 October 2019.

5   TribunJateng.com, 2019, Aplikasi Si Poci dan GTMC Diluncurkan Warga Kabupaten Tegal Harus Tau Fitur Pentingnya,   https://jateng.tribunnews.com/2019/07/10/aplikasi-si-poci-dan-gtmcc-diluncurkan-warga-kabupaten-tegal-harus-tau-fitur-pentingnya.

6   Radar   Semarang,   2019,   Dengan   GTMC   Slawi   Dalam   Genggaman, https://radarsemarang.jawapos.com/berita/semarang/2019/09/13/dengan-gtmcc-slawi-dalam-genggaman/

3

APPLICATION OF GALAWI TRAFFIC MANAGEMENT & COMMAND CENTER (GTMCC) TO IMPROVE THE EFFICIENCY OF PUBLIC SERVICES IN TEGAL POLICE STATION
Umar Ma'ruf, Muhammad Adil Aristo

Jurnal Pembaharuan Hukum
Volume 7 No.1 Januari - April 2020

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B. RESEARCH METHODS

The method of legal research is as a way of working for legal scientists, one of which is characterized by the use of methods. Literally the first method is interpreted as a path that must be taken into an investigation or research takes place according to a particular plan.[7] The method of approach in this legal research is empirical legal research. Juridical approach (law is seen as the norm or das sollen), because in discussing the problems of this study using legal materials (primary legal materials and secondary legal materials). Empirical approach (law as a social, cultural or das sein reality), because in this study primary data were obtained from the field.

According to Lofland and Lofland the main data sources in qualitative research are words and actions, the rest are additional data such as documents and others.[8] This research besides using secondary data sources (legislation), also of course uses primary data sources obtained from field data. Primary data sources, obtained from field research results directly with parties who know the exact problem to be discussed, in this case as respondents are: (1) Police Chief of Tegal, (2) Vice Chief Police of Tegal, (3) Operator officers of Galawi Traffic Management & Command Center (GTMCC) at Tegal Police, (4) Galawi Traffic Management & Command Center (GTMCC) strong points Officer in Tegal Police and (4) The community in the Tegal Police Station. Primary data and secondary data from the results of these studies are then analyzed qualitatively and presented descriptively analytically.

C. RESEARCH RESULTS AND DISCUSSION

1. Description of Galawi Traffic Management & Command Center (GTMCC) at Tegal Police Station

Public services become a strategic point to realize good governance. Reforms in public services in Indonesia can have a widespread impact on changes in other aspects of government life so that changes in the practice of public service delivery can be a locomotive for change efforts towards good governance.[9] The government has an interest in efforts to improve public services because if they succeed in improving public services they will be able to improve legitimacy.[10] Of course related to good public services including those who have to do is the National Police, which in this study is the Police Tegal.

Tegal Police in the framework of providing excellent public service has made various innovations. One of them is the use of technology called Galawi Traffic Management and Command Center (GTMCC) at Tegal Police Station. The GTMCC is expected to be an answer for the Tegal Police in improving the *Kamtibmas* situation while improving the

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7   Peter Mahmud Marzuki. 2011. *Penelitian Hukum*. Jakarta: Kencana Prenada Media Group.
8   Moleong, Lexy, J. 2005. *Metode Penelitian Kualitatif*. Bandung: PT.Remaja Rosdakarya, p. 157.
9   AgusDwiyanto, 2002. *Mewujudkan Good Governance Melalui Pelayanan Publik*, Yogyakarta: Gadjah Mada University Press, p. 20
10   *Ibid*, p.4.

Jurnal Pembaharuan Hukum
Volume 7 No.1 Januari – April 2020

APPLICATION OF GALAWI TRAFFIC MANAGEMENT & COMMAND CENTER (GTMCC) TO IMPROVE THE EFFICIENCY OF PUBLIC SERVICES IN TEGAL POLICE STATION
Umar Ma'ruf, Muhammad Adil Aristo

4

quality of Polri services in the Tegal Police Station. GTMCC is intended to provide Police public services through centralized control that will facilitate the leadership element in the process of monitoring and evaluation before, shortly and after the handling of public complaints, it is necessary to improve the system and mechanism in the form of building a command center and being able to monitor police activities.

The Tegal Police GTMCC officially began operating on July 10, 2019. Chief of Tegal PoliceStation AKBP Dwi Agus Prianto witnessed by Tegal Regent Umi Azizah launched a digital technology-based fast and integrated reporting system during the 73rd Bhayangkara Anniversary celebration in the field of Dukuhwaru District, Tegal Regency. GTMCC is a development of the GICC (Galawi Integrated Command Center) system which was previously only used for traffic, which by the name of the GTMCC is now more expanded, which includes *Kamtibmas*.[11] According to AKBP Dwi Agus Prianto GTMCC functions as a centralized control in providing quick response to emergency and disaster events through public complaints.[12]

Facilities and infrastructure that support GTMCC are as follows:
a. Server
    Server consists of 1 set of server and internet network cable.
b. Computer hardware
    1) 8 Computer Units (3 SCPu units, 2 Mini PCs, and 3 16 "AIO PCs)
    2) 22 Monitor Units (2 66 "monitor units, 1 55" monitor unit, 4 50 "monitor units, 1 21" monitor unit, 2 18 "monitor units, and 6 6" monitor units)
c. Office stationery
    1) Mutation Book
    2) Ruler and ballpoint
d. Table chairs
    1) 4 computer desks
    2) 1 meeting oval table
    3) 15 chairs
e. Other Features
    1) SOUP
    2) TWG Central Java
    3) Organizational structure
    4) Register of officers and cellphone numbers of officers

The Tegal Police GTMCC is equipped with various applications, which are as follows:

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11 Radar Semarang, 2019, Dengan GTMC Slawi Dalam Genggaman, https://radarsemarang.jawapos.com/berita/semarang/2019/09/13/dengan-gtmcc-slawi-dalam-genggaman/

12 TribunJateng.com, 2019, Aplikasi Si Poci dan GTMC Diluncurkan Warga Kabupaten Tegal Harus Tau Fitur Pentingnya, https://jateng.tribunnews.com/2019/07/10/aplikasi-si-poci-dan-gtmcc-diluncurkan-warga-kabupaten-tegal-harus-tau-fitur-pentingnya.

5

APPLICATION OF GALAWI TRAFFIC MANAGEMENT & COMMAND CENTER (GTMCC) TO IMPROVE THE EFFICIENCY OF PUBLIC SERVICES IN TEGAL POLICE STATION
Umar Ma'ruf, Muhammad Adil Aristo

Jurnal Pembaharuan Hukum
Volume 7 No.1 Januari - April 2020

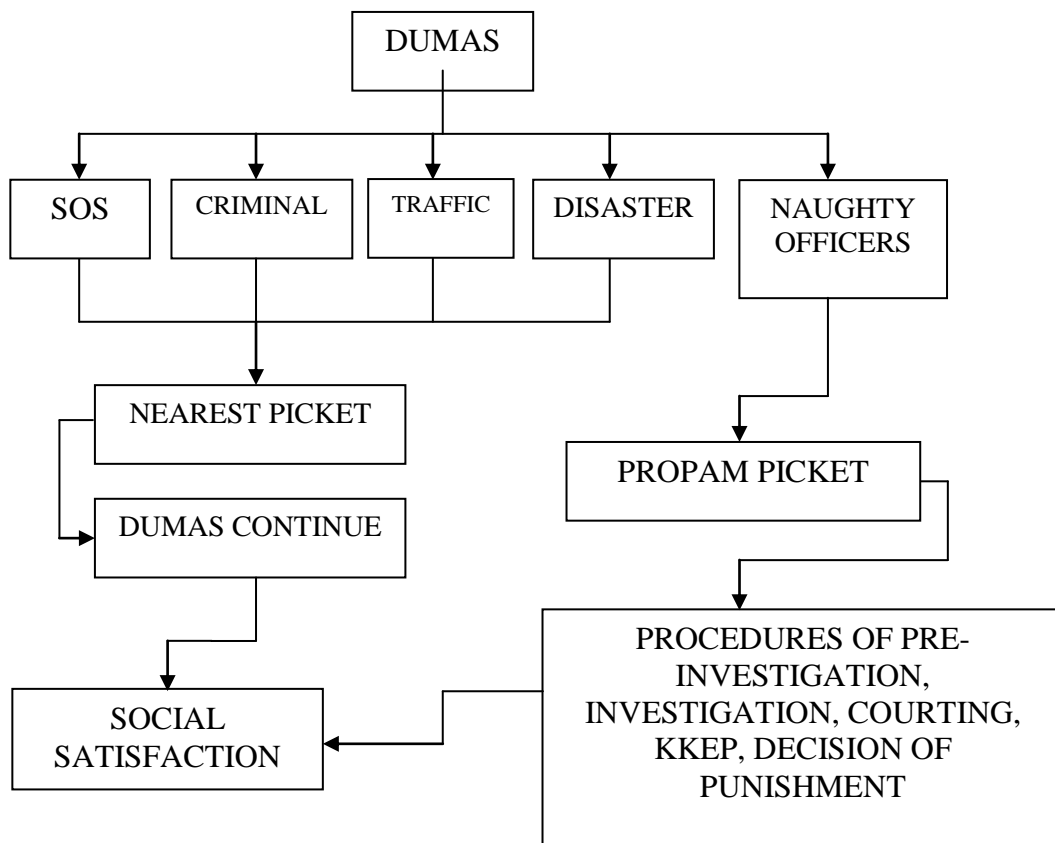a. Quick and Integrated Reporting System (*Sipoci*) At Tegal Police Station

Tegal Police *Sipoci* is equipped with SOS Panic Button, specific emergencies, complaint services, the latest news, and public services based on android applications that are complete and easily accessible to the public. Obligations of operators in *Sipoci* Tegal Police Station, namely:

1) Ordered officers in the field to give police the first action at the scene quickly via HT and telephone.
2) If the complaint is related to the duties and responsibilities of the relevant agencies, immediately coordinate the relevant agencies.
3) Report to the leadership.

The Tegal Civet Police picket officer also has several obligations, namely:

1) Go to the crime scene.
2) Handling public complaints.
3) On the spot report to the operator.

Reporting mechanism at Tegal Police Station can be seen in the chart below,

Jurnal Pembaharuan Hukum
Volume 7 No.1 Januari – April 2020

APPLICATION OF GALAWI TRAFFIC MANAGEMENT & COMMAND CENTER (GTMCC) TO IMPROVE THE EFFICIENCY OF PUBLIC SERVICES IN TEGAL POLICE STATION
Umar Ma'ruf, Muhammad Adil Aristo

6

b. Galawi Patrol System (GPS)of Tegal Police Station

GPS is a situation monitoring system through maps and records. GPS conducts monitoring and evaluation through the movement of official vehicle patrols of 21 units (2 units of traffic, 1 unit of *Sabhara* and 18 Sector Police) that will appear on the monitor in real time. The obligations of the Galawi Patrol System operators are as follows:

1) Monitor and analyze GPS and maps.
2) On air via HT in the ranks in the field.
3) Report to the leadership.

The obligations of the Galawi Patrol picket System field are as follows:

1) Go to the crime scene
2) Handling public complaints
3) On the spot report to the operator

c. Traffic Management Center (TMC)of Tegal Police Station

TMC is a situation monitoring system through CCTV devices. In the legal area of Tegal Police Station installed 80 CCTV units in the Pantura lane, toll lane, urban middle lane, lane to tourist attractions and the southern lane of Tegal Regency as well as assistance with traffic flow indicators through the Google Map provide guidance to overcome traffic flow disruptions, as well as in the event of a criminal offense as well as other security disturbances at the location, can be used as evidence to strengthen the investigation. The obligations of the Traffic Management Center operators are as follows:

1) Monitor and analyze CCTV
2) Air out through HT on the ranks in the field every development
3) Report to the leadership.

Obligations from picket in the field at the Traffic Management Center, as follows:

1) Go to the crime scene
2) Handling public complaints
3) On the spot report to the operator

d. Intelligence Media Management (IMM) of Tegal Police Station

IMM is a robot machine created to monitor global trending topics, so that it can provide early detection in the form of data on the current media and digital world. The obligations of the IMM operators are as follows:

1) Monitor and analyze IMM
2) Air out through HT on the ranks in the field every development
3) Report to the leadership

7

APPLICATION OF GALAWI TRAFFIC MANAGEMENT & COMMAND CENTER (GTMCC) TO IMPROVE THE EFFICIENCY OF PUBLIC SERVICES IN TEGAL POLICE STATION
Umar Ma'ruf, Muhammad Adil Aristo

Jurnal Pembaharuan Hukum
Volume 7 No.1 Januari - April 2020

The obligations of picket in the field on Intelligence Media Management (IMM), as follows:
1) Guide and anticipate disruptions that might occur.
2) Report on the spot to the operator.

e. The website and social media *The websiteand Social Media*Tegal Police provides information services on profiles and services organized by Tegal Police through popular social media and 2 websites, namely www.polrestegal.com and www.satlantastegal.id. The obligations of the Tegal Police Website and Social Media operators are as follows:
1) Answering live chat
2) Monitor the complaint service form
3) Report to the leadership

The obligations of picket in the field on the Website and Social Media of Tegal Police, are as follows:
1) *Live chat*
2) News information and police public service mechanisms
3) Complaint service form
4) Visitor Statistics

f. Reporting and Live Report (RLR) of Tegal Police Station
Reports and Live Reports (RLR) of Tegal Police present the latest news and information reports on Tegal Police activities and the traffic flow situation in Tegal Regency. The obligations of the Tegal Police RLR operator are as follows:
1) Do a live report
2) Reportage of activities in the form of video activities and Vlogs

Obligations of editing Reportage and Tegal Police Live Report, as follows:
1) Data is edited briefly and maximally
2) *Intro update*, lower third, and video theme outro to make it interesting.

Service GTMCC of Tegal Police Stationas explained above in line with the Public Service Concept as stated in Act No. 25 of 2009 in Article 1 which explains that "Public Service is an activity or series of activities in the framework of meeting service needs in accordance with statutory regulations for every citizen and resident of goods, services, and / or administrative services provided by public service providers. "
In connection with the concept of public services above, there are several elements that must be fulfilled in public services in accordance with the formulation of article 1 of Act No. 25 of 2009. These elements are as follows:

Jurnal Pembaharuan Hukum
Volume 7 No.1 Januari – April 2020

APPLICATION OF GALAWI TRAFFIC MANAGEMENT & COMMAND CENTER (GTMCC) TO IMPROVE THE EFFICIENCY OF PUBLIC SERVICES IN TEGAL POLICE STATION
Umar Ma'ruf, Muhammad Adil Aristo

8

1) Activities or series of activities in the context of meeting service needs
2) In accordance with statutory regulations
3) Aimed at every citizen & resident
4) For goods, services, and / or administrative services
5) Provided by public service providers.

The description of the five elements of public service above in service throughGTMCC of Tegal Police Station as applied to Tegal Police Station is:

1) The element "activities or series of activities in the framework of meeting service needs"

The increase of *Kamtibmas* disturbance in the Tegal Police Station certainly has an impact on the demands of the community to get their rights to be able to enjoy a safe situation in carrying out every activity. The community also expects speed in handling complaints or other important information related to traffic flow in the Tegal Police Station.

2) Element "in accordance with statutory regulations"

Service through GTMCC of Tegal Police Station as applied to Tegal Police Stationis a Police service through centralized control. Legal basis of service throughGTMCC of Tegal Police Station listed on Official Note Number: B / ND-381 / IX / REN.5 / 2019 / Bagops.

Police authority in realizing domestic security which includes maintaining security and public order, orderly and upholding the law, carrying out protection, protection and service to the community, and maintaining public peace by upholding human rightsstated in Act No. 2 of 2002 concerning the National Police of the Republic of Indonesia in Article 3 and Article 4. Furthermore, Tegal Police in the framework of following up the technical mechanism of service delivery throughGTMCC of Tegal Police Stationrefer to Act No. 25 of 2009 concerning public services.

3) Element "For every citizen & resident"

Service recipient GTMCC of Tegal Police Station in this case, it is specific to every citizen & resident who is a community in the Tegal Police Station.

4) Element "On goods, services, and / or administrative services"

Administrative service groups are services that produce various official documents needed by the public. Thus, serviceGTMCC of Tegal Police Station as applied to Tegal Police Station is one type of administrative service group.

5) Element "Provided by public service providers"

Article 1 paragraph 2 of Act No. 25 of 2009 concerning Public Services states that, Providers of public services, hereinafter referred to as Organizers, shall be state institutions, corporations, independent institutions established under the law

9

APPLICATION OF GALAWI TRAFFIC MANAGEMENT & COMMAND CENTER (GTMCC) TO IMPROVE THE EFFICIENCY OF PUBLIC SERVICES IN TEGAL POLICE STATION
Umar Ma'ruf, Muhammad Adil Aristo

Jurnal Pembaharuan Hukum
Volume 7 No.1 Januari - April 2020

for public service activities, and other legal entities formed solely for public service activities. .

Service provider GTMCCas applied toTegal Police Stationis the Tegal Traffic Police Unit. In organizing servicesGTMCC. The Tegal Traffic Police Unit cooperates with other functions available at the Tegal Police Station, such as the Intelligence or Criminal Investigation function. The Tegal Police Traffic Unit also cooperates with related parties, such as hospitals or firefighters in the Tegal Police Station. Involvement of other functions that exist at the Tegal Police Station or other agencies in this matter relates to the accuracy of handling a *Kamtibmas* threat event in the Tegal Police Station.

Use of ICT in service GTMCCwhich is applied to the Tegal Police Station is an E-Government Concept application. E-Government is the use of technology by the government in particular the use of web-based internet applications to improve access and government services to citizens, business partners, employees or employees, and other government agencies.[13] Electronic Government (E-Government) is basically a simplification of government practices by using information and communication technology. E-Government seems to be the answer in the era of globalization to realize better, accountable and transparent government services. Transformation of Tegal Police Service from the original conventional model into a modern - electronic service model for servicesGTMCC shows the principle of E-Government has been adopted in the delivery of public services through GTMCC which can be implemented in all Tegal Police Stations due to online integrated network support.

2. Factors that Influence the Implementation of Galawi Traffic Management & Command Center (GTMCC) at Tegal Police Station

Utilization of ICT which is supported by the availability of operator space GTMCC of Tegal Police Station in supporting the improvement of *Kamtibmas* situation and improving the quality of service the National Police has proven to be able to improve service quality Tegal Police Station. Application GTMCC of Tegal Police Station is a new paradigm for people to get access to services safely, comfortably, quickly, precisely, and easily based on IT.

Tegal Police service improvement throughGTMCC of Tegal Police Stationhas received a positive response from the public. The public up to the side agencies have also acknowledged thatGTMCC able to improve the *Kamtibmas* situation and service quality Tegal Police Station. Service quality in Tegal Police Station through GTMCCthis must always be maintained and if possible be improved through improvements to other

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13 Yong, James S.L. 2003. *E-Government in Asia : Enabling Public Service Innovation in the 21 st Century.* Singapore : Times Edition, p. 45

Jurnal Pembaharuan Hukum
Volume 7 No.1 Januari – April 2020

APPLICATION OF GALAWI TRAFFIC MANAGEMENT & COMMAND CENTER (GTMCC) TO IMPROVE THE EFFICIENCY OF PUBLIC SERVICES IN TEGAL POLICE STATION
Umar Ma'ruf, Muhammad Adil Aristo

10

services. To maintain the quality of community services throughGTMCC, based on the results of interviews and observations of writers in the field can be identified several inhibiting factors that affect this include:[14]

a. Human Factor

Availability of personnel GTMCCin terms of quantity and quality are not yet adequate. Increase ethe efficiency of public services at the Tegal PoliceStation through GTMCCis not yet supported by the quality of personnel based on the qualifications in the field of vocational education they have. Even though the support of the information system connected to the computer equipment is sufficient, but the competence of officersGTMCCalso needed. Based on the author's analysis, it is still found that there is a limited ability of members related to information technology, so that it often makes handling less quickly. Increased abilityGTMCC in accordance with the field of tasks carried out through appropriate vocational education is certainly very necessary, as is the case with vocational education in information technology.

The human factor also originates from the community in the Tegal Police Station jurisdiction itself[15]. Even though public services in the jurisdiction of the Tegal Police Station throughGTMCC has been inaugurated since 2019, but because not all people in the Tegal Police Station use an android mobile phone, so not all people can use GTMCC the. The implementation of socialization correctly and appropriately will be able to have a positive impact on the level of community understanding of its importanceGTMCC of Tegal Police Station.

b. Service Factor

Service factor GTMCCclosely related to the geographical conditions of the Tegal Police Station where there are areas that have less stable signals. This can hamper the speed of reports submitted by the public throughGTMCC of Tegal Police Station. Communities who are in a state of emergency can be hampered in providing reports throughGTMCC of Tegal Police Station, so that it can threaten the safety of the reporter itself. The public does not pay much attention to other alternative features, such as speed dialing to the operator when the signal from the reporting smartphone is unstable.

In addition, deep GTMCConly available at Tegal Police Station. Placement of personnel*strong point* sometimes it is not in accordance with the specified schedule, so that inhibits rapid response when there are reports of the community.

c. Budget Factor

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14 The results of interviews with the Police Chief, Operations Officer GTMCC, and GTMCC strong point officers Tegal Police Station on 24 November 2019.

15 Related to human or community factors, Soeryono Soekanto stated law enforcement comes from the community and aims to achieve peace within the community itself. Directly the community can influence law enforcement. See Soerjono Soekanto,. 1983. *Faktor-faktor yang Mempengaruhi Penegakan Hukum*. Jakarta: CV. Rajawali Pers, p.8

The classic problem related to the lack of budget support is an inhibiting factor in implementation GTMCC of Tegal Police Station. Maintenance budget or quality improvement from GTMCC basically very limited, so the deficiencies that exist in GTMCC not fixed yet.

d. Facilities and Infrastructure Factors

GTMCC of Tegal Police Station is a form of creative innovation that is strongly supported by the community, especially with the high interest of the community from the younger generation towards the development of technology through the means of smartphones. GTMCCwhich already exists today can actually be further developed. The thing that must be considered in using this application is a stable internet network, because the database of this application can only be accessed via the internet. The use of applications that are limited only to Android-based smartphones is also a drawback of the methodGTMCC, which causes this creative innovation can not be enjoyed by other types of mobile users.

3. **Application of Galawi Traffic Management & Command Center (GTMCC) Can Improve Efficiency of Public Services at Tegal Police Station**

Every member of society as a role holder is determined by his role by the role expected from him both by legal norms and by forces outside the law.[16]Islamic law is very concerned about noble character and character, because noble character is a joint or pillar to uphold people's lives. Actions that are contrary to morality are always denounced and threatened with punishment. Rule of law is needed in protecting the community and every member of the community.[17] The police are part of Ulil Amri ie people who have the authority to govern or those who are authorized to take care of the affairs of the Muslims,[18]by completing cases based on the values taught by the Qur'an and Sunnah. In an Islamic perspective, the main task of a police officer is to maintain internal security. Comfort and security that can be maintained properly will increase the stability of the country.

Pursuant to Article 13 of Act No. 2 of 2002, the duties of the Police which are considered to be the most effective in the occurrence of crimes in the prevention and disclosure of a crime are preventive tasks, because the scope of their duties is very broad and formulated with words may do anything as long as security is maintained and not breaking the law itself. Preventive itself is carried out with 4 main activities namely: regulating, maintaining, escorting and patrolling.Police through their authority are demanded to be able to present public services that are able to guarantee the fulfillment of the people's sense of security.

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16 Satjipto Rahardjo. 1990. *Hukum dan Masyarakat*, Penerbit Angkasa, Bandung, p. 29.
17 Ismail Suny, 1996, *Kedudukan Hukum Islam dalm Sistem Ketatanegaraan Indonesia,(Dalam Dimensi Hukum Islam dan Sistem Hukum Nasional*), Jakarta: Gema Insani Press), p.134
18 Muhammad, Quraish Shihab. 2007.*Tafsir Al Misbah*.Sec. II. Print. IX. Jakarta: Lentera Hati, p. 484

Jurnal Pembaharuan Hukum
Volume 7 No.1 Januari – April 2020

APPLICATION OF GALAWI TRAFFIC MANAGEMENT & COMMAND CENTER (GTMCC) TO IMPROVE THE EFFICIENCY OF PUBLIC SERVICES IN TEGAL POLICE STATION
Umar Ma'ruf, Muhammad Adil Aristo

12

Transformation of Tegal Police Service from the original conventional model into a modern-electronic service model GTMCC shows the principle of E-Government has been adopted in the delivery of public services by Tegal Police Station. With software and applications that are integrated with Android, every reporting and public report will be immediately followed up with forwarding reporting to related functions and Polri personnel closest to the scene where every location and movement of Strong Point personnel in the field is monitored through the monitor screen at the Command PostGTMCC of Tegal Police Station.

Based on the results of the above study examined with the concept of E-Government, according to the author's analysis, there are several advantages of applying GTMCC of Tegal Police Station, including the following :

a. More effective access to service providers (service delivery).
b. Quality service.
c. Greater influence through better processes and systems.
d. Better and efficient communication.
e. More transparent and faster decision making.
f. A more empowered society.

Based on what is described above then GTMCC of Tegal Police Stationis one form of public service in accordance with Act No. 25 of 2009 concerning Public Services. Public serviceGTMCC of Tegal Police Station. It has been based as an embodiment of E-Governmentt which aims to improve the quality of services so that there are no more public complaints that are not handled properly by police officers. Complaints such as the potential for extortion, brokering, abuse of authority of service personnel and long procedures can be directly addressed. Application GTMCC in community service at Tegal Police Station, making every community reporting will be immediately followed up with forwarding reporting to related functions and Polri personnel closest to the scene where every location and movement of Strong Point personnel in the field is monitored through the monitor screen at the Command Post GTMCC of Tegal Police Station. Speed in handling public reports, making Application GTMCC effective and efficient in handling public reports on the Tegal Police Station, so as to improve efficiency of public services at the Tegal Police Station.

D. CONCLUSION

Based on the research findings and discussions that have been carried out, then some conclusions can be drawn, namely as follows:

1. GTMCC of Tegal Police isone form of public service based on Act No. 25 of 2009 organized by the Tegal Police Station. The Tegal Police GTMCC was formed in order to provide Police public services through centralized control that would facilitate the leadership element in the process of monitoring and evaluation before, shortly after and after

13

APPLICATION OF GALAWI TRAFFIC MANAGEMENT & COMMAND CENTER (GTMCC) TO IMPROVE THE EFFICIENCY OF PUBLIC SERVICES IN TEGAL POLICE STATION
Umar Ma'ruf, Muhammad Adil Aristo

Jurnal Pembaharuan Hukum
Volume 7 No.1 Januari - April 2020

handling public complaints. GTMCC of Tegal Police is an embodiment of E-Government that aims to improve the quality of public services, so that there are no more public complaints related to Tegal Police services such as the slow handling of public reports, the slow handling of traffic congestion situations, or abuse of authority of service officers. The applications in GTMCC consist of a Fast and Integrated Service System (*Sipoci*), Galawi Patrol System (GPS), Traffic Management Center (TMC), *Media Management* (IMM), Website and Social Media, and Reporting and Live Report (RLR).

2. Factors that influence the implementation of the Tegal Police GTMCC can be grouped into two main factors, namely supporting factors and inhibiting factors. Supporting factors include the availability of members in the service room and strong points, coordination between command center officers and officers in the field, and availability of GTMCC service rooms with supporting facilities and infrastructure. Inhibiting factors in the implementation of GTMCC of Tegal Police, including services that are sometimes unstable, not all people can use GTMCC, budget constraints, not all Sector Police are supported by GTMCC service space, limited ability of members related to information technology, and the absence of strong point members in locations that have already set.

3. Application GTMCC to improve the efficiency of public services at the Tegal Police Station is manifested in its form More effective access to service providers, quality services, greater influence through better processes and systems, better and more efficient communication, more transparent and faster decision making, and a more empowered community.

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Jurnal Pembaharuan Hukum
Volume 7 No.1 Januari – April 2020

APPLICATION OF GALAWI TRAFFIC MANAGEMENT & COMMAND CENTER (GTMCC) TO IMPROVE THE EFFICIENCY OF PUBLIC SERVICES IN TEGAL POLICE STATION
Umar Ma'ruf, Muhammad Adil Aristo

14

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15

APPLICATION OF GALAWI TRAFFIC MANAGEMENT & COMMAND CENTER (GTMCC) TO IMPROVE THE EFFICIENCY OF PUBLIC SERVICES IN TEGAL POLICE STATION
Umar Ma'ruf, Muhammad Adil Aristo

Jurnal Pembaharuan Hukum
Volume 7 No.1 Januari - April 2020