

## Multi Lane Free Flow Policy Analysis Based On Public Service And Public Administration Legal Studies

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### *Abstract*

Policy *Multi Lane Free Flow* is desired policy launched by the government for increase internal public services government. Policy that's what comes next give something description that in implementation public service is responsibility from government and is room scope from implementation law state Administration No only That of course, government in create policy and planning about *multi lande free flow* endeavor is including in territory and space scope from service subject and object law state administration. Subject and object state administration due to later policy the will issued in form a Decision and/ or Decree / *Beschiking* which is part from state Administration. That's what happens next No can denied. Function from law internal state administration service public as form base legitimacy a Subject of Service Law public in do duties and responsibilities. State administrative law will review from formation policy and enforcement decision as well as its implementation.

**Keywords:** *Kebijakan Publik, Multi Lane Free Flow, Pelayanan Publik*

## INTRODUCTION

Characteristic features of the necessary legal state highlighted is How a country can acknowledge and also guarantee every rights basic from the residents his country (Nasir, 2017). One shape and form acknowledge and also guarantee rights inhabitant his country is can done through rule written. Rule written in matter This is reference and benchmark for official government do his responsibility. However, the State also needs it guarantee and also ensure that product law or rule tetralis the executed and done in accordance with values humanity and living in society. That one form and role of the state for realize matter the can achieved with do intensive supervision to every official government and also products resulting law (Sudrajat, 2010). No only That course, Indonesia is categorized as a country that focuses on giving well-being for its people or so- called with the welfare state. As a welfare state, Indonesia's goal is: For increase welfare general as mandated within. The Constitution requires it Government For role active in following up and also interfering life social public. So, based on matter said, Govt delegated authority for do *public service* (Ansori, 2015).

Authority Government in Act based on needs and development current technology. This always accompany life daily citizen. Policies are formed and created Government No simply For give something service public, but also as form solution every problems that exist in society (Nursadi, 2018). Service given public to citizens of course is A service that is not give loss to

citizens and of course policy or service a public that is formed and created can requested accountability on its implementation. Policy the naturally aligned with principle No There is authority without accountability (Susanto, 2021).

One of policies formed by the Government in increase service public and streamline current vehicle as well as speed up time in journey is form road connecting toll road from one region to another. Operational road tolls made until so far This are the users road toll require prepare card *e-money* for can pay use road toll. That matter is one of form progress that has been made previously implemented in Indonesia implementation payment use road toll Still use the service of the person waiting at the counter gate toll. That matter naturally give convenience for the driver who wants use road toll so that No need waiting for the money back or the remaining money will be given if give excess money. No only that just, deep neither does its implementation needs to be input to the database of vehicle plate numbers and destinations so that Lots very time and also the process that can be done saved.

Government in matter This has try give service comfortable public, because essence service the public as it should be accepted in society is service the public can help usefulness and improvement well-being public (Nuriyanto, 2015). No only That course when Government No can balancing in maintenance system service public, then matter the will give influence to Power competition and also investment as well as will influence development and growth Indonesian economy in perspective International. Culture law service the public has rooted strong in Indonesia slowly must repaired and repaired remember development technology and the times continue develop and change, so can also be increased system service the public in Indonesia can carried out by the Government.

Problem road toll the Then developed again by the Government although new form A discourse. However discourse the is A discourse that can be categorized as as a enough movement progressive, that is Government own intention For do use *Multi Lane Free Flow* is possible used throughout road told in the Jakarta, Bogor, Depok, Tangerang and Bekasi areas. *Multi Lane Free Flow* is A system used with mechanism driver No need Again do stop at the gate toll, because gate will automatic open. Mechanism the Still designed like that such that it is in the implementation process will mature and able walk with Good without exists constraint or problem even a little bit. Therefore that, Author want to do study to policy service the public has made by the Government which has utilise development technology and also the times towards use road tolls in the community. Writer want to study use *Multi Lane Free Flow* on the road the toll will be studied based on law service public and legal state Administration.

## **RESEARCH METHOD**

Study This is study juridical normative or called doctrinal law, namely research that examines material law secondary along with material internal primary law matter This For answer exists problems that arise focus study. Method approach taken in study This is Approach Legislation (*Statue-Approach*), namely examine regulation related legislation (Marzuki, 2017). with rule or base in distribution treasure together marriage mixed in Indonesia. And the author also uses Approach Case (*Case-Approach*), with research something object problem or case ever happen previously. Type material the law used is secondary data. Data analysis techniques are the process of searching for data, compiling it in a way systematic data obtained from source law secondary, start from material primary, secondary and tertiary law with method organize data into in category, describes to in units, do synthesis, compose to in patterns, choosing which ones are important and will be learn, and create conclusion so that easy understood by oneself Alone nor anyone else.

## DISCUSS AND ANALYSIS

### 1. Analysis Position Case Position In Public Service Legal Perspective

Indonesia is categorized as a country that focuses on giving well-being for its people or so-called with the welfare state. As a welfare state, Indonesia's goal is: For increase welfare general as mandated within. The Constitution requires it Government For role active in following up and also interfering life social public. One of effort fulfillment well-being public realized to in formed law state Administration. State administrative law has important roles and not once can released from study law service public. This is also because birth law service public is part from law administration of that country Alone. Need also understand that law state administration as form milestone end implementation government as a democratic country and a country that upholds tall values right basic man. The influence of Indonesia as a rule of law country No only give birth to democratic thinking, but rather matter the used as base for the state to behave in operate wheel government and also to separate political interests that could threaten the sovereignty of a country. As is known, every project carried out by the Government certainly has advantages and also high levels of political bargaining, so it needs to be emphasized that this can be set aside by upholding the implementation of state administrative law. The role of law is a pillar or pillar in its implementation because it makes law a limitation for parties in carrying out and carrying out their duties and functions in government. Thus, by upholding the principles of strong state administrative law, Indonesian governance will be good and free from political interests and also fraud in carrying out government actions (Simamora & Zuliah, 2018).

The existence of state administrative law is influenced by developments and dynamic flows within an Indonesian constitutional order that can never be separated from the movement of development of the government system which includes and encompasses the form of the state, structure, state organization and government system. The development of this relationship has never been separated from the connection and closeness with several theoretical concepts of statehood which naturally provided inspiration to the founding fathers in formulating a constitution for the Indonesian state. Then, the flow and direction of the movement of statecraft returns to examining the historical development of state theory in formulating an appropriate constitutional concept for Indonesia so that in the end Indonesia makes it a legal state. In a legal state order in Indonesia, the government exercises its powers based on the legal values of state administration which form the basis of every governance and implementation system in moving a country. State administrative law plays a role in forming government officials who carry out duties and responsibilities based on the general principles of good governance as regulated in Article 10 Paragraph (1) of Law Number 30 of 2014 which states that the AUPB referred to in this Law includes principles: a. legal certainty; b. expediency; c. impartiality; d. thoroughness; e. not abuse authority; f. openness; g. public interest; and h. good service. However, in paragraph (2) it is further explained that general principles of good governance other than those contained in paragraph (1) can be applied as long as they are used as the basis for the judge's assessment as stated in the court decision.

The position case begins with the presentation of a news item that explains and promotes the concept of a new toll payment mechanism used by the State in collecting toll fees from drivers. This is called *Multi Lane Free Flow*, where the driver can still drive and the toll gate will automatically open. Generally, this mechanism can be used automatically by placing the toll card that can be used close to the car window or attaching it to the front of the car window which can be detected by the system on the toll road. So this will have an impact on not having to stop at the toll gate to place and attach the *e-money card* to the toll gate.

Based on the formation of policies and public service facilities regarding automatic toll roads, the Government is the main legal subject who is responsible and also the organizing organization that carries out every act or act of public service (Zuliah & Pulungan, 2020). This is because the Government in carrying out legal activities and duties of public services which are public law in nature is a form of responsibility in providing welfare for its citizens. Public services provided in the form of optimizing the function of toll roads and also as a plan to minimize traffic jams at toll gates are objects of public service law and also state administration law, because the object in the study of public service law is everything that is public and can then be utilized and utilized. for the public interest. An explanation of this object can then be applied and applied within the scope of state administrative law (H. B., 1991).

Not only that, in its implementation public service law is also part of fulfilling human rights and also part of the study of state administrative law. As is known, the state has guaranteed human rights in its Constitution, where the implementation of these human rights has explained the rights of citizens starting from education, health, economic and social services so that all of them must be accepted and obtained by the state. That in its implementation the object of administrative law is government power. The government's power must then be limited so that in its implementation it does not have a detrimental impact on citizens or in its implementation it does not have a negative impact on the fulfillment of human rights (H. B., 1991). Public service law itself sees that the development of mechanisms and also technological transformation carried out on toll roads using the *Multi Lane Free Flow mechanism* is a form of public service which, when viewed roughly or abstractly, only takes the form of simple mechanism changes. However, when viewed from the perspective of public service law, these technological changes and transformations will have a good and quite significant impact in solving a problem (Nuriyanto, 2015).

## **2. Analysis of the Government's Role in Improving Public Services for the Community Based on These Cases in View of State Administrative Law**

The state can be likened to a large organization. This large organization certainly needs a monitoring system to ensure the organization is running properly. In this case, the monitoring system also plays an important role in ensuring that everything runs in accordance with orders, mandates, visions, missions and also the goals to be achieved. That we know from an accountability perspective, a monitoring system will help ensure and also provide information regarding the impact of a policy formed and made by the organization, which in this case is a country. The state as an organizational unit requires supervision over every policy that will be made by each state administrator. In fact, this policy must be ensured to be included in every legislation at the central or regional level so that citizens' rights can operate properly (HR, 2002).

In a legal state order in Indonesia, the government exercises its powers based on the legal values of state administration which form the basis of every governance and implementation system in moving a country. In the teachings of state administrative law, it is divided into 2 important scientific studies, namely state administrative law which is heteronomous in nature and also state administrative law which has an autonomous nature. The country's administrative law which has a heteronomous nature originates from the Constitution, TAP MPR, and is based on law. State administrative law which is heteronomous in nature explains the ins and outs of an organization and also regarding the duties and functions of the presence of state administration in good governance (state administration tools), and in this case it cannot be opposed, violated or changed by anyone. state administrator. This study of state administrative law discusses and establishes a government as a public official in issuing policies, decisions, and also as the person responsible for providing every service to the community. Likewise, the government wants to replace the toll payment system and mechanism which does not require

stopping at the toll gate. This will be reviewed and carried out if the legitimacy of the statutory regulations has been formed and made. So, in the implementation process there is no need to doubt the legal basis used and used as the basis for implementing the *Multi Lane Free Flow mechanism*

Meanwhile, autonomous state administrative law originates from a government decree which is a law in a broad sense, a judge's decision or what is usually called jurisprudence, and originates from legal theories. So, based on this, autonomous state administrative law can be changed at any time by the government or a state administrator as long as the implementation of the changes does not violate the principles of state administrative law such as the principle of legal certainty and also the principle of public interest. This study of state administrative law will focus on the formation of circulars and also the use of *Multi Lane Free Flow*. The circular intends to provide socialization to citizens regarding its use and also the implementation process. This then became the object of study for *Multi Lane Free Flow public services* from a state administrative legal perspective.

Not only that, the role and relationship of state administrative law in a government mechanism greatly influences and also has broad legal consequences for every action carried out by all government officials of a country in an effort to achieve a state goal given by the state. Whereas the implementation of public services provides a form of implementation of the mechanism for administering a state by providing a service to community groups, which is the task of state administrators in studying the field of people's welfare, which is in the construction of toll roads. and also changes in payment mechanisms are part of social welfare and also infrastructure (Fanani & Zamroni, 2018).

## **CLOSURE**

### **Conclusion**

Indonesia is categorized as a country that focuses on providing welfare for its people or what is called a welfare state. As a welfare state, the aim of the Indonesian state is to improve general welfare as mandated in the Constitution which requires the Government to play an active role in following up and also interfering in the social life of the community. One role that the Government can play is to improve the quality and service of public service functions. One form of public service carried out by the Government in this case is carrying out improvements and reconstruction of the toll road system. This discourse is a discourse that can be categorized as a fairly progressive movement, namely that the Government has the intention to use *Multi Lane Free Flow* which can be used along toll roads in the Jakarta, Bogor, Depok, Tangerang and Bekasi areas. That the policies and public service facilities relating to automatic toll roads are the Government as the main legal subject who is responsible and also the organizing organization. Public services provided in the form of optimizing the function of toll roads and also as a plan to minimize delays at toll gates are objects of public service law, because they are objects in the study of public service law. As well as the function of state administrative law in public services as a basic form of legitimacy for a Public Service Legal Subject in carrying out their duties and responsibilities. State administrative law will review the formation of policies as well as the implementation of decisions and their implementation. State administrative law also has a strategic role in avoiding political interests contained in every development project in the implementation of public services for the community

### **Suggestion**

Based on the description above, the suggestions that can be given by the author in writing this article are as follows:

- a. The government should continue to improve the public service functions available to citizens which are not only limited to changing the function of toll roads in automatic payment mechanisms in certain areas.
- b. The Government should carry out policies and improve the function of public services based on a review of the laws and regulations that apply in society, so that in the implementation process the Government does not violate the law

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