

VOICE IN AN IRON BOX: THE DEVELOPMENT OF PUBLIC COMMUNICATION THROUGH COIN-OPERATED PUBLIC TELEPHONES IN JAKARTA 1980-2012

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Abstract

The development of coin payphones in Jakarta in 1980-2012 reflects a significant transformation in the communication patterns of urban society. Coin payphones were introduced as an affordable communication access solution, becoming an integral part of the daily lives of Jakarta residents, from small traders to families. This study examines the history and social impact of coin payphones, which function as an inclusive means of public communication amidst rapid demographic growth. In the 1990s, coin payphones were once a public favorite, but along with the emergence of mobile phones, people began to abandon coin payphones so that their use began to decline. This study uses a historical research method consisting of heuristics, source criticism (verification), interpretation, and historiography. Through historical research, this study will identify factors that influence the popularity and decline of coin payphones, including vandalism and the transition to digital communication. The results of this study are expected to contribute to the historiography of communication in Indonesia, as well as become a reflection material for public policy related to the preservation of city artifacts and documentation of technology that once played an important role in the social life of society.

Keywords: History of telecommunications; Public communication; Coin payphones; Jakarta modernity.

INTRODUCTION

Communication between humans has existed for centuries, since humans began interacting as social beings (Djajaatmadja, 1998). Since the dawn of civilization, human interaction has been characterized by various forms of communication that continue to evolve, along with the evolution of communication media. This development has progressively shaped communication technology, which has become an important milestone in human history. In the modern era, these technological advances have drastically changed social interaction patterns. Society is no longer limited to face-to-face communication or even conventional methods such as letter writing (Lim, 2011). It seems that technological developments have created a new social order, where an individual's ability to adapt to changes in communication greatly influences the pace of innovation and development.

The history of telecommunications in Indonesia can be traced back to the late 19th century, when the Dutch East Indies government introduced telegraph networks to support communications administration in the colonial era. On October 23, 1855, the Dutch East Indies government began building telegraph lines with the permission of King Willem III. The first construction was completed with the creation of the Batavia (Jakarta) and Buitenzorg (Bogor) lines in 1856 (*De Sumatra Post Van Donderdag*, 1931). The telegraph seemed to perfect the previous communication medium frequently used by the Dutch government, namely the postal service. The telegraph significantly accelerated message transmission, providing a major advantage for Dutch officials in the Dutch East Indies by reducing the previously slow communication time (Salsabila, 2024).

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In 1882, telephone connections began to be built in Batavia by The Post, Telegraaf, en Telefoon (PTT) owned by the Dutch East Indies government. Throughout the 19th century, the telephone was the only modern communications infrastructure owned by the Dutch East Indies, but access to this technology was limited to European elites and local officials. Indigenous people in general do not know or use the phone widely. As a result, the phone is considered a luxury item, although the operating system is still fairly simple (Ratnasari & Purwaningsih, 2013).

In 1945, as news of Japan's defeat in World War II began to spread, the manager of The Post, Telegraaf, en Telefoon (PTT) rushed to make the transition of power to Indonesia. Thanks to the efforts of Soetoko, on September 27, 1945, PTT was officially taken over by the government of the Republic of Indonesia. The Status of the PTT company is still bound by the Dutch Company Law, subsequently the company was replaced following Government Regulation No. 240 in 1961 and officially in 1962. The PTT position has been renamed to PN Postal and Telecommunications (K.H, Sriwibawa, & Yusra, 1994).

To enhance the operational scope of PN Postel, in 1965, the Indonesian government decided to change the institutional status of PN Postel to the Public Telecommunications Company (Perumtel), which was officially established in 1974. In the 1970s, under the leadership of President Soeharto, Indonesia began adopting modern telecommunications technology, including the Palapa satellite system, which was successfully launched in 1976 (Departemen Perhubungan, 1980). The satellite project not only extends the reach of local telecommunications but also marks Indonesia's integration into the global communications network. The change in institutional status, making Perumtel has the power to monopolize all public telecommunications services in Indonesia in accordance with government regulation no. 36/1974. The good performance of Perumtel made it a state-owned company (State-Owned Enterprise) which had the largest profit throughout the 1980s. Development continues to run until it touches the whole of Indonesia. Until the 1990s, Perumtel was renamed PT Telkom again (Sujatmiko, 2018).

This study is based on the work produced by the Ministry of Transportation (1980), a book entitled history of post and telecommunications volume I-V examines the early entry of communication media in Indonesia from the colonial era to The New Order period, while it is entitled The UPS and downs of the existence of public telephones in Indonesia (1969-2014) written by Muhammad Jihad Sujatmiko (2018), discusses the history of the development of various public phones, coin public phones, card public phones and Wartels spread throughout Indonesia. In addition to the two works above, there is a book written by Ramadhan Karta Hadimadja et al (1994) examines the history of the development of PT Telkom from the era of monopoly to the era of competition.

The study of coin public telephones in Jakarta is important not only as a record of the history of technology, but also as a reflection of socio-cultural changes in urban communities. Coin payphones were once part of the daily lives of Jakartans, from small traders who ordered goods, families who contacted relatives outside the city, to young couples who used them to communicate secretly. The phenomenon of queues at public telephones, vandalism, to people's creativity in utilizing this tool (such as using fake coins or braces to call for free) become part of a collective memory that is interesting to study.

Therefore, this study seeks to fill this void by tracing the "development of coin public telephones in Jakarta in the period 1980-2012", and examining how they form, represent, and then replace them in the city's public communication life. This study will not only reconstruct the chronology of its presence and spread, but also explore people's social experiences, perceptions, and memories of it. Through a social history approach, this study will examine coin payphones not only as a technical tool, but as part of social dynamics, urban spaces, and everyday communication practices. Its traces in people's daily life will be read as cultural artifacts and communication spaces that store historical meaning. The main questions to be answered Are: How did the koin payphone develop in Jakarta and what impact did it have on people's communication patterns? In addition,

the study will also examine factors that affect the popularity and decline in the use of coin payphones, including technological developments, and changes in people's behavior.

Thus, this study is expected to contribute to the historiography of communication in Indonesia, especially in understanding the transition phase from analog public communication to private digital communication. Furthermore, the results of this study can also be used as a reflection of public policy related to the preservation of Urban Artifacts and documentation of obsolete technology that once played an important role in the social life of the community, as well as adding to the treasure of urban history studies in Jakarta.

RESEARCH METHOD

This study uses a historical approach that includes four main stages: heuristics, source criticism, interpretation, and historiography (Kuntowijoto, 1995). This approach was chosen because it was able to chronologically reconstruct the development of *coin payphones* in Jakarta, while analyzing the Associated social, economic, and policy impacts. Furthermore, this study integrates social history perspectives to understand how *coin payphone* plays a role in the transformation of public communication in Jakarta.

The temporal scope of the study spans from 1980-2012. In the 1980s, it marked the peak of coin public telephone in Jakarta. While the year 2012 was chosen as the final point, in order to represent the extinction of public telephone *coin* in the city public space. Through the heuristic stage, the primary sources collected in this study include contemporary newspapers such as *Kompas*, *Berita Yudha*, *Harian Ekonomi Neraca*, and *Bali Post*. These sources contain information about the addition of coin public telephone *coinsets* in Jakarta in its heyday (1980-2000), reports of damage to *coin public telephones*, and the condition of *coin public telephones* in the course of time.

The next stage is the verification or criticism of the source, which is aimed at obtaining data wetness. This process involves two aspects: *external criticism* that assesses the authenticity of the source and *internal criticism* that evaluates the credibility of the content of the source. After confirming the validity of *sumbe*, then perform interpretation by outlining and uniting the scattered facts into one whole narrative about *the coin public telephone* in Jakarta in the period 1980-2012. The final stage is historiography, which is the writing of facts that have been obtained into a chronological and systematic historical writing.

RESULT AND DISCUSSION

Social Dynamics in Jakarta

Jakarta, as an administrative and commercial city, has an important history as a center of activity connecting various regions of the archipelago with the outside world. Its transformation from Sunda Kelapa to Jayakarta in 1527, then to Batavia under the rule of the VOC, and finally to Jakarta as the capital of the Republic of Indonesia in 1950. This demonstrates the city's continuous strategic role in communication and trade networks, as well as creating a heterogeneous Jakarta society with complex communication needs.

Historically, Jakarta has functioned as a strategic region in Southeast Asia's maritime trade network since the 12th century, when the region was known as the Port of Sunda Kelapa. The strategic geographical location makes the port of Sunda Kelapa (Jakarta) as the center point of the spice trade route between Java and Sumatra with foreign nations (Europe and Asia), thus creating the need for a sophisticated cross - cultural communication system to facilitate multinational trade transactions. In 1527, there was a transformation of the name from Sunda Kelapa to Jayakarta after the conquest by Fatahillah, which not only marked a change in religious political identity, but also reflected the evolution of the complexity of inter-ethnic and inter-religious communication in an increasingly heterogeneous urban context (Sedyawati, Rahardjo, Johan, & Ohorella, 1986).

The success of Jayakarta at that time apparently invited the attention of the Dutch to move their trade center, which was originally in Banten. The colonial Era began when the Vereenigde

Oostindische Compagnie (VOC) was formed in 1602 by Dutch merchants. VOC slowly began to control Jayakarta in 1619 after successfully destroying the Sultanate of Banten. Under the rule of Governor-General Jan Pieterszoon Coen, Jayakarta was reorganized with a state-style windmill design with canals and fortifications that became the center of government. The expansion of Batavia was intensively carried out not least with the construction of urban facilities to support people's lives at that time. The establishment of Batavia City is inseparable from the reason to continue to increase the number of people who migrate in this city. Various circles of society, the nation also filled the urban space in Batavia.

Jakarta as a trading city, became a gathering place for nations who came to do business activities. There are many foreign settlements scattered throughout Jakarta until now. Various tribes, cultures, religions in Jakarta eventually form a cultural acculturation that creates an attitude of tolerance as fellow human beings who need interaction in a public space.

The establishment of Jakarta as the capital of the Republic of Indonesia in 1950 became a new phase in the social dynamics of urban society characterized by accelerated demographic growth and intensification of social heterogeneity. In the period 1950 - 1960, Jakarta experienced the formation of national identity under the government of President Sukarno. However, infrastructure development faced limitations, especially in terms of transportation and telecommunications, which were not sufficient for a population of 2.9 million in 1961. The demographic development shows the imbalance that occurs between population growth and the capacity of available communication infrastructure.

The rapid population growth in DKI Jakarta from the 1970s to the early 1980s put considerable pressure on the availability of public facilities and basic social services. The city of Jakarta, which became a magnet for urbanization after independence, especially since the New Order period, continued to receive migration flows from various regions. The population growth rate that occurred showed a figure of 2.2% per year, until it reached its peak in 1979 with a growth rate of 2.6%. The main motivation of migrants is generally to find employment opportunities, get access to better education, and pursue a life like in a big city (Januari, Rusdayanti, Kardian, & Shara, 2024). This has resulted in the concentration of the productive age population, especially the 20-35 year age group, becoming very dominant in Jakarta, which increases demands for various public services such as housing, transportation, education, health and especially adequate means of communication. (Departemen Penerangan, 1975).

Facing these demographic pressures, the DKI Jakarta government does not stand still. One of the strategic policies taken is the implementation of Family Planning (KB) program. This Program aims to reduce the birth rate and control the rate of population growth through counseling, medical services, and strengthening the role of families in planning the number of children. The policy is a form of state intervention in an effort to build a more stable, managed, and socio - economically competitive society.

Controlling birth rates is not the only aspect of responding to demographic change. The government must also address the challenge of equitable distribution of public services, including in the field of communication. At that time, only a handful of people from the upper middle class were able to install a landline phone because of the high cost of installation and subscription. In fact, most of Jakarta's population consists of small traders, laborers, drivers, and household assistants who are economically vulnerable groups. They still have an urgent need for affordable communication access, both for family needs, work, and other social activities.

Realizing the gap, the state through *Perusahaan Umum Telekomunikasi* (Perumtel) launched a policy of providing *coin payphones* at various strategic points in the city. Coin-operated public telephone is one of the concrete forms of communication access equity efforts, while reflecting the government's commitment to realizing social justice through affordable public services. Public telephone coin is not sekedar interpreted as a technology project alone, but as an instrument of policy that is inclusive and pro-people. The facility allows residents from various

social and economic backgrounds to access communication services without having to bear the burden of expensive personal phone installation costs (Supriadi, 1996).

The development of telecommunications in Indonesia is one of the important aspects in the history of modernization and globalization that helped shape the social, economic, and political dynamics of the nation. Since the colonial period until the era of independence, telecommunications infrastructure has developed along with the need for communication efficiency, both for administrative, business, and general public interests. During the New Order, the development of the telecommunications sector became one of the government's priorities in order to support economic growth and political stability. One of the significant innovations in this period was the use of coin payphones as an affordable means of public communication, especially in urban areas such as Jakarta. The existence of coin public telephones not only reflects the advancement of telecommunications technology, but also changes in the pattern of social interaction of Indonesian people in accessing information.

A long history that envelops the development of telecommunications in Indonesia, public telephone coin emerged as a solution to the limited access to telecommunications for the general public. Before the era of mobile phones flooded the technology market in Indonesia, coin public phones became one of the main means for people to communicate, both for personal and business purposes. Because public telephones can be reached by all levels of society, therefore public telephones are placed in strategic places such as bus terminals, train stations, shopping centers, and protocol roadsides. The existence of coin payphones not only facilitates daily communication but also becomes a symbol of the modernization of the city.

Jakarta as one of the largest cities in Indonesia, offers sparkling modernity in public spaces. As the capital of the country, Jakarta is required to be a sample for other major cities in Indonesia. The flow of massive urbanization ended up creating the development of public facilities, including in the case of communication in public spaces. Of course, efforts to build a more modern infrastructure require the help of many parties, in addition to the government and PT Telkom, the role of the community down as a bridge to realize a comfortable public space. In the 1980s, there were other major cities in Indonesia such as Surabaya, Bandung, Semarang, and Bali that also contributed to coloring urban spaces with the presence of "blue boxes" located in bustling centers (Sujatmiko, 2018).

More than that, the presence of coin payphones also serves as part of the infrastructure of a democratic public space. Dynamic and growing urban communities require fast and efficient means of communication, which do not discriminate based on economic status. Thus, the policy of demographic control through family planning and the provision of public means of communication through coin public telephones complement each other. Both represent the state's response to the complexity of social transformation in Jakarta, which not only concerns population numbers but also quality of life, social participation, and access to technology and information (Departemen Perhubungan, 1980).

History and Development of Public Telephones in Jakarta

The journey of the formation of public coin telephone can not be separated from the rapid growth of the people of Jakarta. On the other hand, in order to succeed the Pelita I program in 1969, Governor Ali Sadikin (1966-1977) initiated the coin public telephone program (TUC) which was built with the Postel state company (PN Postel). Jakarta became a pioneer in the presence of facilities to support communication in the public sphere. The first coin payphone was presented in the amount of about 100 units, with an estimated cost of up to 10,000 US dollars. The main objective of this program is to provide a means of communication cheap and easily accessible to the wider community. (*Kompas*, July 3, 1969).

The planning and implementation process of the coin public telephone in Jakarta involves close cooperation between the government of DKI Jakarta and PT Telkom as the state telecommunications operator. The collaboration not only covers the technical aspects of device

installation, but also includes strategic site placement planning, operational system development, and infrastructure maintenance. The synergy of the two institutions is a strong foundation for the success of the coin public telephone program which later became a model for implementation in other major cities in Indonesia.



Figure 1. Metal money Rp.25 (left). Imitation Coin (right)

Source: Kompas: public telephone with currency system fishing for irregularities, edition: Wednesday, January 22, 1975

The coin public telephone operating system in Jakarta uses relatively advanced technology for its time with a special coin mechanism designed specifically for this program. The coins have a unique design that is characteristic, with the emblem of the government of DKI Jakarta and PT Telkom on the other side, produced at the Kebayoran mint with high quality standards to prevent counterfeiting (Kompas Research & Development, 2022). This special coin is worth Rp. 25. The procurement of this particular coin minted as many as 20,000 coins, but a year later many coins were lost until the number was reduced to 13,000 coins. Not long after, the Indonesian government printed Rp. 25 in 1971. With the presence of Rp. 25, the special coins were then withdrawn by PT Telkom and replaced with the coins (*Kompas*, June 6, 1972, P1).

In the management of this public telephone, PT Telkom together with the Local Government that manages. The fee charged for each customer is Rp. 25 in one phone call (three minutes), with a profit sharing agreement of Rp. 15 in PT Telkom and Rp. 10 in Local Government. PT Telkom also provided one guard who would guard the public telephone every day, their job was to sell special coins on the use of special coins in the early 1970s. Not only that, this officer will also collect coins that are full in the coin box and hand them over to PT Telkom. After the circulation of special coins was stopped in 1972, this officer turned his profession into a telephone supervisor, and reported damage to PT Telkom (*Kompas*, January 22, 1975).

The public is also educated through print media to operate this public telephone, in the Kompas newspaper edition Wednesday, June 7, 1972, coin public telephone used in Indonesia prefix is made by Siemens (Germany). Its use is only limited to local calls, technology at that time in Indonesia was not able to reach long-distance or even international calls. The use of public telephones made by Siemens has existed since the inception of public telephones in Indonesia. In the next two years 3 years, PT Telkom began to replace the telephone with a telephone made by *Tamura* (Japan) to allow the use of Rp. 25 for one turn (three minutes). The operation of *Tamura* payphone devices is the same as payphones made by Siemens. First of all, the caller is required to pick up the receiver on the phone, then input Rp. 25 on the coin hole that has been provided (make sure the money entered is a coin Rp. 25), after which, the caller can dial the number he wants to go to until a connected tone is heard (*Kompas*, June 7, 1972, p 2).

The system has used an automated mechanism that can detect the authenticity of a coin, calculate the duration of a conversation based on the value of the coin entered, and automatically disconnect when time runs out. This technological innovation shows Indonesia's adaptability in adopting and developing modern communication technologies in accordance with local conditions, where coin-based payment systems are considered more practical and easily understood by the general public. Use of coins Rp. 25 has also been through careful consideration from PT Telkom and local governments. Coins Rp. 25 it is not burdensome for the public to call once, and the money does not make people uncomfortable carrying it in their pockets. Currency exchange Rp. 25 is also easy to get, because since the coin public telephone is present, many traders

who have additional jobs, such as hawkers in charge of exchanging banknotes into fractions of Rp. 25 (Sujatmiko, 2018).



Figure 2. Coin public telephone customers are waiting in line in front of the telephone box at Rawamangun bus terminal, Friday (7/2/1986). Source: Compass, 1986

The initial period of coin public telephone operations in Jakarta experienced a relatively stable but limited development. The number of 100 units installed in 1969 lasted until the end of the 1970s without significant additions, considering that the program was still in the testing and evaluation phase. During this period, governments and operators focused on optimizing operational systems, maintaining devices, and collecting usage data to serve as the basis for further development. The strategic locations chosen for the placement of the coin payphone include areas with a high level of mobility, such as train stations, bus terminals, several large traditional markets, and strategic points along Jakarta's main protocol road (*Kompas*, February 12, 1980 p 2). The site selection is based on a feasibility study that considers factors such as human traffic density, accessibility, safety, and potential utilization by the community.

The acceleration of the development of coin public telephones in Jakarta in the 1980s was greatly influenced by the implementation of the public communication Improvement Program launched by *Perusahaan Umum Telekomunikasi* (Perumtel). In 1981, there was an addition of 181 public telephones to help the success of PON X activities that took place in Jakarta. Until mid-1981, the number of public telephones in Jakarta reached 498 public telephones (*Kompas*, September 21, 1981, P2). In 1982, the number of public telephones has reached 908 pieces of public telephones scattered throughout the face of Jakarta. in one day, it can be estimated that the number of public telephone users reached 908,000 people, with coins earned every day collected an average of 2.27 million rupiah (*Kompas*, April 3, 1982, P3). Until the end of 1982, Perumtel plans to add another number of public telephones as many as 800 pieces. This is based on the development of the number of people will need means of communication (*Kompas*, March 7, 1982, P8)

In mid-1983, PT. Telkom increased the public telephone rates for The Jakarta area, which was initially charged Rp. 25 for three minutes, to Rp. 50 for three minutes. Kahumas Witel IV Drs. Mizwar Muin said that the increase in the number of public telephone tariffs has just begun to be applied to crowded places, such as markets, roadsides, shops, villages, stations, terminals and so on, so that for quiet places are still not subject to tariff increases for public telephones (*Kompas*, May 14, 1983 p 2).

Jakarta was made a priority area as well as a model city that demonstrates the effectiveness of coin-based public services before expanding to other major cities. The expansion Program is supported by a large budget allocation from the central government, as well as PT Telkom's commitment to improve telecommunications services to all levels of society. In the context of Jakarta, expansion not only means increasing the number of public telephone units, but also diversifying placement locations, improving service quality, and developing a more modern management system.

The golden peak of *coin payphones* in Jakarta lasted throughout the 1980s-1990s at this time, coin payphone devices experienced many technical improvements. The coin detection system is designed more accurately, the audio quality is improved, and the physical construction is more resistant to tropical weather. Operational management is also updated through a centralized monitoring system, allowing rapid identification of faults and preventive maintenance. Another

innovation was introduced by PT Telkom with a wider coin denomination to adjust the call duration to the user's purchasing power. In order to improve the quality of public telephone services, in 1990, PT Telkom replaced *booth* public telephone booths with Consul public telephones totaling 6,000 units. Public telephone Booth is a container to protect the telephone, with the form of a box wrapped in glass, the use of this booth has been used since 1969. BoothPublic telephone booths began to be replaced by Consul telephones. Consul is a bok made of plastic *fiber*, shaped like a canopy. Unlike the booth telephone booth that has a door, the consul, like The Shape of a canopy, has a function to hold raindrops, so many people take shelter in the consul's phone while calling or just shading (Sujatmiko, 2018).



Figure 3: BoxConsul's public telephone Box in the Petukangan Area, South Jakarta, which no longer has a telephone (left). a man is on the phone inside bootha public telephone booth in style (right)

Source: Private Photo Collection, May 26, 2025 and National Library Photo Collection, March 1, 1993

In mid-1991, the number of coin public telephones in Jakarta amounted to 7,421 units with details, 1,304 units for the Central Jakarta area, 1,588 for the West Jakarta area, 1,550 units for the East Jakarta area, 1,300 for the North Jakarta area and 1,679 for the South Jakarta Area (*Media Indonesia*, September 11, 1991, P3). The addition of this number is also based on the development of the people of Jakarta who are increasingly increasing. Following the economic flow that occurred in Indonesia as well as the number of other denominations of coins such as Rp. 100 and Rp. 500 began to be held in Indonesia, PT Telkom continues to improve its services for the convenience of the public by replacing a single public telephone with a public telephone Multicoin. Multikoin public phones have been presented as many as 370 units to be tested, 74 units of which are located in Central Jakarta. (*Bali Post*, January 19, 1992 ,P.12 and *Harian Ekonomi Neraca*, March 2, 1992, P. 5).

Multicoin payphone devices have evolved more modern with faster scanning systems. Coins that will be used can be in the form of fractions of Rp. 50, Rp. 100. and Rp. 500. The size of the coin is certainly different, some are thin and some are thick. Even so, multi-coin payphone devices have been designed, even the devices have sensors to detect fractions of money that enter the payphone hole. For example, if the money entered is Rp. 100, then the device will detect the money and give a call duration doubled (six minutes), as well as if the incoming money is a coin Rp. 500, then the sensor can directly estimate the amount of time given for coins Rp. 500 (*Harian Ekonomi Neraca*, March 2, 1992, P 5).

Public trust in the services of PT Telkom, making PT Telkom continue to improve its services. The increase in the number of coin public telephones every year, proves that the public is enthusiastic in using these means of communication. On the other hand, there are still many rogue elements who make public phones start quiet interest because of their destructive actions, scribbling and even idly inserting foreign metal pieces into the public phone hole. This has been recorded from the beginning of the coin public telephone. In 1969, the procurement of 20,000 special coins had to be stopped, as they were lost leaving only 13,000. This is because many people collect these special coins for the reason that the coins are unique. Many mass media recorded the

destruction, vandalism and even theft of coin public telephone devices *coin* in the period 1970-2000. This certainly gives evidence that, the rise of ignorant hands of irresponsible people.

Damage to the coin payphone is certainly disturbing other coin payphone users. Many public telephone machines do not work, even though the money has gone into the coin box. It turned out that the cause came from foreign pieces of metal inserted by irresponsible people and made the coin public telephone device coin damaged (*Berita Yudha*, March 26, 1996, P6). To address the problem of damage to public telephone coin, PT Telkom formed a useful team to repair damaged telephone devices. To support the sustainability of the program, PT Telkom has established partnerships with various parties, including the *Koperasi Serba Usaha* (KSU) located at the kelurahan level in its operational area (*Media Indonesia*, September 11, 1991, Page 3 and *Berita Yudha*, January 25, 1996, page 2).

Acts of destruction on public telephone aircraft did not stop just like that, apparently irresponsible people also menggasak telephone wires. In 1989, there were 47 cases of theft of telephone cables, the total loss was found to reach Rp 100 million (*Harian Neraca*, January 29, 1990, Page 3). The increasing amount of damage and even theft of this means of communication, making people reluctant to use public facilities that have been provided. Although the addition of public telephone *coin* continues to grow, but the public telephone coin enthusiasts began to decrease. Technological developments also affect the development of existing telecommunications facilities in Indonesia. In the early 2000s, cell phones began to appear in society. Its simple design and increasingly affordable price quickly made this device the preferred means of communication, replacing the role of coin-operated public phones (Sujatmiko, 2018).

In the period 2000-2012 marked the era of rapid increase in the popularity of mobile phones, characterized by a growing variety of brands and prices that are fairly friendly dikantong. The rise of mobile phone consumers is also looming, shifting the role of the means of public communication that used to be crowded in the 1980-1990s. The threat of disconnection of public communication facilities is not only based on one cause, but there are other causes, namely the use of *Wartel* (telecommunications stalls) in the early 2000s. Entering the modern era, with the continued development of cellular technology, PT Telkom began to withdraw coin payphones in 2011. This decision is based on the shrinking number of coin public phone userscoin, as well as the increasing number of destruction, theft and vandalism of boxcoin public phone boxescoin. The peak, in 2012 the emergence of smartphones with much more sophisticated technology makes coin public coinphones increasingly outdated, so people are reluctant to use them.

The Impact Of The Presence Of Coin Payphones For Public Communication

The presence of coin public telephones in Jakarta in the 1980s to early 2000s, certainly brought significant changes to the development of urban communication. As the first public means of communication that can be accessed by all people, coin payphone seems to be incarnated as a mother who is ready to facilitate all the needs of her children. PT Telkom has successfully completed its task in bringing people down the aisle with the development of telecommunications facilities in Indonesia. In the midst of the rapid development of Jakarta's modernity, PT Telkom is able to bring the face of coin public telephone as the prima donna of technological progress and a tool to democratize information access. Although on the other hand, there are impacts caused by technological developments such as challenges of social change and economic battles related to accessibility and sustainability.

Before cell phones came in to replace the beauty of coin payphones, these objects were very important in connecting communications for people who did not have access to landlines. Economic conditions were also the reason why at that time (1980-2000) the people of Jakarta preferred to use public telephones coin (Ariansyah, 2014). The existence of public telephones in places that are easily accessible, allows the occurrence of patterns of interaction between communities, such as the occurrence of spontaneous conversations between two individuals or more, a gathering place for people who are waiting in line to wait for their turn to call, exchange interactions, and even business opportunities for the community.

In addition to improving communication in public spaces, coin payphones are also present as an answer to the problems posed by Jakarta. Telephone usage rates are relatively cheap, answering the concern of PT Telkom with the condition of the majority of Jakarta's standard income. Although it is fairly cheap, the use of coin public telephones does not make users low, because all people can still use access to this public facility. ? positive from the existence of public telephones in the community, it seems that coin public telephones also create a negative connotation. The actions of irresponsible people who often damage, steal, scribble, even create a negative view of this coin payphone. The position of the phone that is too exposed to the crowd, making people afraid to use coin public phones, because crime can occur around it.

Since smart phones (smartphones) are growing in society, public communication has begun to decrease. Society is more interested in using smartphones and less communication in public spaces between individuals. Even the queuing habits that were once felt during the heyday of coin payphones, can no longer be felt.

CONCLUSION

The presence of coin payphones in the community has a positive and negative impact significantly. Coin payphones are able to awaken color in the completeness of the city's infrastructure, and even awaken communication between individuals around. The existence of coin public phone is not only felt by PT Telkom, but the Local Government and even the community are also splashed with fortune for the presence of the coin public phone. It was also noted that in the decade 1980-2000, the increase in the number of coin public telephone services continued to be improved, although on the other hand there were new faces that became the beginning of the decline in the existence of coin public telephones in Jakarta.

In closing, the history of coin public telephone in Jakarta from 1980 to 2012 is a record of an emerging, developing, and extinct technology. Ultimately, it is an integral part of the grand narrative of Indonesian modernization, reflecting both development ambitions and the complexities of urban communities responding to change. The lesson to be learned is that every communication technology carries with it certain social values, and technological transformation always involves a fight between the interests of various actors-the state, the market and society. The legacy of the coin payphone may have physically disappeared from The Jakarta landscape, but its story remains relevant as a reflection on the changing socio-political dynamics of contemporary Indonesia.

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