EVALUATION OF *E-TILANG* IMPLEMENTATION IN REALIZING GOOD GOVERNANCE IN YOGYAKARTA CITY
(CASE STUDY: CONSULTATION SERVICE OF *E-TILANG* (TICKET) AT DITLANTAS POLDA D.I YOGYAKARTA IN 2018)

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Abstract

In March 2017, the government operated a policy which is an appropriate step to improve the system of public service systems in the ticketing program namely eTilang. e-Tilang program as one of the programs implemented in the city of Yogyakarta, Indonesia, is needed to assist related parties such as the traffic police (Ditlantas Polda D.I Yogyakarta) and the society. The government consideration of the inception of the policy in the form of an e-Tilang program is stemming from the many problems that occur in law enforcement regarding traffic. The problems are for examples corruption collusion and nepotism, illegal levies, and pay-in-place terms as a quick step in the process of fine ticketing. For this reason, e-Tilang program is expected to solve all the problems related to traffic law, as well as to create more effective, efficient, and transparent public service system. Therefore, it can encourage and realize Good Governance in Yogyakarta City. The evaluation of the implementation of e-Tilang in realizing Good Governance is important to be studied and to be known by readers who read this research because this research described the advantages of e-Tilang as public service program. This research aims to analyze how the implementation of e-Tilang in realizing Good Governance based on community participation as the main point of the program, transparency as expected by government and citizen, and the effectiveness and efficiency of e-Tilang program.

Keywords: e-Tilang, Good Govennace, Implementation, Evaluation

INTRODUCTION

The number of vehicles has increased considerably every day. With the number of vehicles passing by in every city, traffic is the most important thing for riders who drive on the road. The riders must comply with THEtraffic signs, mainly due to human factors from both road users and vehicle users, as well as traffic congestion problems, which are caused by violations by users vehicle or road users. The other factors that cause congestion in addition to traffic violations are such as high volume of vehicles through certain roads, road conditions, and inadequate road infrastructures.

For this reason, the government is currently facing problems, pressures and challenges of various parties in the effort to improve the quality of public services and strive to increase the level of public understanding of active participation in traffic problems. Taking into account existing traffic problems, the government makes e-government or electronic government-based policies to play an important role in policy and decision-making (Setiyanto, 2017).

Different levels of knowledge and understanding of prevailing community rules create gaps that potentially cause problems in traffic, among road users and law enforcement officers on the road. Therefore, what happened was the imposition of the ticketing which has not been effective as a tool in enforcing laws to improv the discipline of society and riders. Thus the number of traffic violations can not be suppressed (Jogja, 2016)

Good governance has often been heard in the society, is a term and concept related to political science, namely acts and behaviors that are based on values, and which direct or control and influence public issues to realize values in everyday (Billah, 1996). Good governance in Indonesia began to be pioneered and implemented since the reform era in 1998, in which the overhaul of the government system demand a clean democratic process, therefore a good governance is one of the tools of reform that is absolutely applied in the new government (Setiawan, 2016).

However, when the implementation of good governance in Indonesia viewed from the development of reforms that have been running so far, it can not be said to succeed fully in accordance with the ideals of the previous reform. There is still much fraud and leakage in the management of state affairs. Basically, any reforms and changes in the life of a nation and state are meant in order to achieve a democratic government and create a better system of government. Along with the flow of globalization that brings the development of information and communication technology (ICT) to various countries in the world and Indonesia is no exception. One application of ICT in the administration of government is to improve the quality of administration services and interaction to the community named e-Government (Rakhmadani, 2017).

The government efforts to overcome traffic violation problems with the paper-based administration system is began to slowly be abandoned. With the development of modern application is became one of the government's references to the make electronic government.

Electronic government becomes one of the public policy issues discussed, and become a new thing launched a few years

ago with the initiative and innovations. In this regard, Indonesian government bureaucratic reform has an idea to provide the best and conducive service to society as determined by the 1945 Constitution Improving public service delivery should be a top priority for the government as concerns the social rights of the community.

Ministerial Decree on the Utilization of State Apparatus no 63 of 2003 outlines general guidelines of public administration in which the service as a process of fulfilling the needs through the activities of others directly. This is as a concept that is always actual in various institutions, not only in business organizations, but covers the order of government organizations also (Setiawati, 2016).

There are two main definition of e-Government above. The first is the use of information technology, one of which is the internet as a tool, and the second is the purpose of utilization, so the government can run the system more efficiently. As started before that e-Government is the process of utilizing technology as a tool to help run the government system more efficiently, which is easier in the process of extraction, and administration. However e-Government is not a substitute for government in dealing with society. In this concept e-Government communities can still connect with service posts and take over the telephone to get government services. Therefore e-Government in accordance with its function in the use of information technology can improve the relationship between government and other relevant parties, in which e-Government is an effort to organize electronic-based government in order to improve the quality of public services.

To face the challenges of the globalization era, the Republic of Indonesia has initiated to make a policy to utilize information technology in building electronic governance to form a good government integrated from the local government to the central level. The goal is that the ICT infrastructure to be built can be used together to coordinate by all institutions, both central and local. Convergence of information technology in e-Government can provide convenience for the public to obtain information or communicate interactively. So e-Government implementation can create online services or computer-based services as expected. In addition, e-Government is intended to support good governance.

One step taken by the Indonesian government in developing e-Government is by implementing electronic ticket (*e-Tilang*). The beginning of this policy departs starts from many problems that occur in law enforcement involving traffic violations, ranging from illegal levies, terms of peace in place, problems with court tickets in court to fines meanwhile tickets are one of the state's non-tax revenues (PNBP) (Rakhmadani, 2017).

e-Tilang is the digitization of the ticketing process, by utilizing the technology, it is hoped that the whole ticketing process will be more efficient. In article 272 of the law no. 22 of 2009 on road traffic and road transport, it is mentioned that to support the activities of violations in the field of road traffic and road transport, electronic equipment can be used (Setiyanto, 2017).

The results of the use of electronic equipment can be employed as evidence in court. Electronic means is an event recording device for storing information. Regarding what is written in article 272 of the law no. 22 of 2009 on road and road traffic, further stipulated in government regulation no. 80 of 2012 on the way motor vehicle inspection on roads and violation action past and road transport based on results:

1) findings in vehicle inspection process

2) reports

3) recording of electronic equipment

Implementation of e-Tilang is a good step taken by the government in realizing Good Governance so that public service can be more effective, efficient, transparent and accountable. To run an e-Tilang programs, *Kakorlantas* (Head of the Traffic Corps) instructed all police to coordinate with Criminal Justice System (CJS), courts and prosecutors to determine the number of speeding sanctions in each region. In implementing e-Tilang, police officer must coordinate with the CJS, the prosecutor and the court.

Kakorlantas hopes that the e-Tilang program can erase the negative perception in the community against traffic police who assume the police always take the ticket for themselves. The enactment of electronic traffic or known as eticket at *Polda* (regional police) DIY, Commissioner Aris Waluyo explained there are as many as 250 number of ticketing, which have been prosecuted throughout DIY. Meanwhile, the perpetrator is only paying in the

ATM, or for those who have Mobile Banking can be pay directly online. Moreover for those who do not have ATM or Mobile Banking can directly pay to BRI counter (Jogja, 2017). In contrast to Indonesia, several cities in different countries have used and implemented a CCTV based ticket, such as one of the neighboring countries of Indonesia, Thailand has long implemented a CCTV-based ticketing system, where police have nearly two thousand cameras on functional streets as a surveillance camera for road users (traffic), and can not be denied that the existence of this program can reduce crime on the highway and for traffic users, they will be more careful and orderly.

The police officer in Indonesia recognize that the technology currently applied is not completely perfect, due to the lack of facilities to support the CCTV-based ticketing program (Hirunburana, 2016). The data indicated by the Directorate General of Land Transportation (ATCS) which is a traffic control system consisting of central server, CCTV, vehicle detection and controller from intersection, is owned by several local governments, including the provinces of Bali, DKI Jakarta, Yogyakarta, Medan, Surakarta, Bandung, Padang, Surabaya, Pekalongan, and the city of Kediri became the initial cities to implement the application (Jogja, 2017).

Electronic ticket has an advantage in service aspect is the usage which is faster than the usage of conventional ticketing. Therefore, this system is well applied in Yogyakarta city because it is very

practical and fast. The implementation of electronic ticketing system is to facilitate society with appropriate procedures and convenience, the openness of the implementation of the ticketing process and as a substitute for the on-site ticketing process.

Some benefits for the Yogyakarta community, especially for traffic violators in the presence of e-Tilang system performs the transparency of actions conducted by public officials in the implementation of government programs. It also to community empowerment where the community is expected to transmit the attitude of traffic after knowing the rules that exist to people and the community around they would not violate the regulations.

The practice of bribery in streets during traffic operations has become a commonthings in Indonesia, thus becoming one of the underlying reasons for the Indonesian republican police to apply e-Tilang. e-Tilang which is believed to reduce the practice of illegal levies and bribery, is widely to the implemented simultaneously in Indonesia on December 6, 2017 (Setiyanto, 2017).

In this case the authors chose the city of Yogyakarta as the location of research on government policies in the evaluation of the implementation of eTilang in forming Good Governance by the government of Yogyakarta, is because the author believes that the city of Yogyakarta is known as a student city which has more than dozens of campuses scattered in the city. It certainly has a high and growing population of riders and motorists in every year, and certainly has many cases related to vehicles and traffic violations.

Therefore, the placement to conduct research in this city is the righthing. Which, it is expected to suppress and reduce the number of violations of the law in Yogyakarta City.

RESEARCH QUESTION

Looking from the background that has been explained, then the result of problem formulations are:

1. How was the evaluation of the implementation of e-Tilang in realizing good governance in Yogyakarta City?
2. What are obstacles faced by the government in applying e-Tilang to the people of Yogyakarta City?

THEORETICAL FRAMEWORK

a. Evaluation

Evaluation is a process to determine the relevance, efficiency, effectiveness and impact of program or project activities in accordance with the objectives to be achieved the systematically. Soekartawi (1999) argues that in assessing the effectiveness of a program or project it must see the achievement of the program or project results in accordance with the stated objectives (Tukasno, 2013).

Evaluation is also defined as a measurement of the desired consequences of an action that has been done in order to achieve the objectives to be assessed. Values can be interpreted as every aspect of a situation, event, or object categorized by an interest preference into criteria: "good", "bad", "desired" and "unwanted".

Evaluations can be visualized into a process cyclical, starting from and returning to the formation of values, as presented in the figure below:

Graph 1.1 Evaluation Process
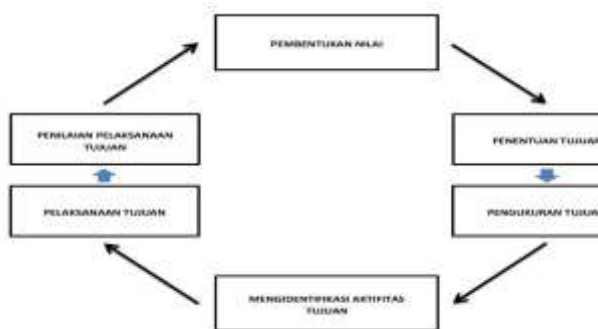
Source: (Tukasno, 2013)

Description and cyclical process in figure 1, shows the relationship among each other, that is about evaluation of program planning and program implementation. The values are have an important role in each service program objectives, as well as any evaluation of the consequences of the desired program and the unwanted will always take into account the social values (Tukasno, 2013).

Department of agriculture (1990) suggests 4 types of evaluation to evaluate a program that is:

1. Input Evaluation

Input evaluation is an assessment of the suitability between program inputs and program objectives. Inputs are all types of goods, services, funds, manpower, technology and other resources. That need to be available for the implementation of an activity in order to produce the output and purpose of a project or program.

2. Output Evaluation

An output evaluation is an assessment of the outputs produced by the program. Output is a product or service that is expected to be generated by an activity of available input, to achieve the project or program objectives.

3. Effect Evaluation

The effect evaluation is an assessment of the results obtained from the using of program outputs. An example is the effect that results from a changing in the behavior of a trainee. Effect is usually have a start to appear during the time of the program but the full effect is only visible after the program is completed.

4. Impact Evaluation

Impact evaluation is an assessment of the results obtained from project effects that are real facts generated by the project at a broader level and make long-term projects. Evaluation is part of the management system is planning organization implementation, monitoring and evaluation. Without evaluation, it will not be known how the condition of the evaluation object in the design, implementation and results.

The term evaluation has become a vocabulary in the Indonesian language, but this word is the word absorption of the English language is evaluation which means assessment or assessment, whereas according to the term evaluation term is a planned activity to know the state of an object by using the instrument and the results compared

with benchmark to come to a conclusion (Muryadi, 2017).

Evaluation is the process used to assess, the same thing put forward by (Muryadi, 2017, p. 3). Understanding of the definition of evaluation according to the definition of evaluation varied by evaluation experts. According to Lababa (2008), evaluation is the process of delineating, obtaining, and providing useful information for judging decision alternatives.

According to *Bappenas* (National Development Planning Agency) (Bappenas, 2009). states that evaluation serves to see the impact by isolating the effects of an intervention. In its implementation evaluation requires more complex data and methodology of monitoring. Self-evaluation can be the impact of whether the program achieves its initial objectives, the process of how the program is conducted and what benefits the participants receive, or the cost analysis of the program itself.

Then to get a good evaluation required baseline data as a reference and perform planning evaluation from the beginning such as setting goals, methodology, schedule, and financing. Then the best method of evaluation is the combination of quantitative and qualitative methods (Ayurestianti, 2017).

According to *Bappenas* evaluation is a process for making a systematic assessment of a policy, program, project, or activity based on information and analysis results compared to relevance, cost effectiveness, and success for interest-based purposes (Bappenas, 2009).

a. Types of Evaluations by Time of Execution:

• Formative Evaluation

- Implemented at program execution time
- Aims to improve the implementation of the program

- Key findings in the form of problems in program implementation

• Summative Evaluation

- Implemented when the program is completed

- Aims to assess the results of program implementation

- Key findings in the form of achievement of program

implementation

b. Types of Evaluation According to Purpose

• Process Evaluation

- Review how the program works with focus on service delivery

issues

• Evaluation Of Costs And Benefits

- Assess program costs relative to alternative use of resources and benefits of the program

• Impact Evaluation

- Assess whether the program has the desired effect on individuals, households, communities and institutions based on the program implementation process

There are many evaluation model concepts developed by experts that can be used in evaluating a program including the evaluation of the CIPP model which are (Context, Input, Process, and Product) and The concept of the Stake evaluating (Countenance Model). CIPP model which was first conceived by Stufflebeam in 1965 as a result of its efforts to evaluate ASEA (the Elementary and Secondary Education Act). This concept provides the view that evaluation aims not to prove but to fix it all happen (Muryadi, 2017).

Evaluation of the CIPP model can be applied in various fields such as education, management, companies, etc. in various levels, including projects, programs and institutions.

- Context: situation or background that affects the types of goals and strategies of the program to be developed in the relevant system. It seems like the core problem of a program.
- Input: facilities/capital/materials and strategic

plans determined to achieve educational goals.
- Process: implementation of strategies and use of facilities/capital/ materials in real program activities in the field.
- Product: results achieved both during and at the end of the development of the system in the related program.

The concept of the Stake evaluating (Countenance Model) said emphasizes the existence of two basic activities in evaluation, namely description, and judgment. What distinguishes there are three stages in the training program, namely context, process, and outcomes.

Stake said that if assessing a program must make a relative comparison between programs with other programs, or an absolute comparison that compare a program with certain standards. A general emphasis or importance in this model is that evaluators who make judgments about the program being evaluated.

In the input transaction model process and outcome the data it must be compared not only to determine whether there is a difference between the objective and the actual situation, but also compared to the absolute standard to assess the benefits of the program.

b. Electronic-*Tilang* (e-Ticket) Concept

Electronic is a tool that is made based on the principles of electronics or can also be interpreted as things or objects that use tools that are formed or work on the basis of electronics. The electronic term itself has become a familiar thing in the real of law because electronics itself is often referred to as a number of rules such as the law No.19 of 2016 concerning electronic information and transactions where in the law also describes several things that have been based on electronics such as electronic information, electronic transactions, electronic documents and everything that is electronically based.

The existences of electronic information, electronic documents and electronic documents is binding and recognized as a valid evidence to provide legal certainty for the implementation of electronic systems and electronic transactions, especially in the verification and matters relating to legal actions carried out through electronic systems.

Electronic ticketing is the result of technological developments which are then used positively in law enforcement in Indonesia. To uncover and prove the occurrence of criminal acts that require evidence other than those that have been known in the criminal procedural law, for example data or information stored in electronic storage media. So that the rules and regulations regarding electronic evidence are regulated in government regulations and other regulations.

Evidence of electronic violations has been regulated in law number 22 of 2009 in Article 272 paragraph (1), namely to support acts of repression of violations in the field of traffic and road transportation, electronic equipment can be used. In the next paragraph, it is explained that the results of the use of electronic equipment as intended in paragraph (1) can be used as evidence in court. This article explains that the evidence of violations given to customers is made possible by using electronic equipment that supports relevant, so that the public, especially for customers, must also adjust to the changes stipulated in this law number 22 of 2009.

Electronic equipment referred to in this law is an event recording device for storing information. The difference between the electronic ticketing system is that the violating driver will be given ticket and account numbers to pay the fine, then the offender is directed to pay through the BRI bank teller or through interbank transfers also through m-banking services, the last violator will get a ticket registration number will be proof to retrieve ticket files. The e-Tilang server will be connected to the online SIM server and *e-Samsat* (administrative unit unite one line), if the violator has not paid the ticket penalty, they will not be able to renew their SIM or vehicle registration (Setiyanto, 2017).

Electronic equipment described can be used in providing evidence of violations in law number 22 of 2009 concerning road and road transport traffic which is further regulated in government regulation number 80 of 2012 concerning procedures for inspecting motorized vehicles on the road and enforcing traffic violations and Article 23 of road transport which stipulates that the enforcement of traffic violations and road transport is based on results:

1. Findings in the process of inspecting motorized vehicles on the road

2. Report

3. Electronic equipment recordings

This encourages the use of electronic devices to become legitimate because there are rules that govern.

Electronic equipment is a new innovation in law enforcement in Indonesia, one of which is the traffic in order to facilitate the verification, in addition to simplifying ticketing procedures to facilitate the public. e-Ticket, which was launched by the National Police Coordination Unit, was the first step to reduce illegal levies by officers, this concept was considered capable of reducing the practice of deviating officers in the field and reducing the number of violations, this is one of the reasons why e-Ticket is implemented in Indonesia.

As we know when someone breaks the rules or discipline then the person will be subject to sanctions. Sanctions are given as punishment for what a person has done in the event of breaking the rules or order.

Sudikno Mertokusumo (2007: 76) (Junef, 2014), said that sanctions are the reaction of consequences or consequences of violation of social norms. In traffic the users of vehicles often commit violations of established rules or rules. Sanctions are given in the form of proof of ticket or better known by the term ticket.

Along with technological advances and information now the ticket has been using electronic system better known as e-Ticket system. e-Ticket is the digitization of the ticketing process, by utilizing technology, it is expected that the whole ticketing process will be more efficient and can also assist the police in administrative management.

c. Public Policy

According to Law No. 25 of 2009 concerning public services, it is explained that what governs the principles of good governance is the effectiveness of the functions of government itself. Public services carried out by governments or effective corporations can strengthen democracy and human rights, promote economic prosperity, social cohesion, reduce poverty, enhance environmental protection, be wise in the use of natural resources, deepen trust in government and public administration.

The state is obliged to serve every citizen and population to fulfill their basic rights and needs within the framework of public services which is the mandate of the 1945 Constitution of the Republic of Indonesia, building public trust in public services carried out by public service providers is an activity that must be carried out in line with expectations and the demands of all citizens and residents about improving public services.

As an effort to reinforce the rights and obligations of every citizen and population as well as the realization of state and corporate responsibility in the implementation of public services, legal norms are needed which clearly regulate, in an effort to improve quality and

guarantee the provision of public services in accordance with the general principles of good governance and corporations and to provide protection for every citizen and population from abuse of authority in the administration of public services.

The coach in the implementation of public services is carried out by the heads of state institutions, leaders of ministries, leaders of non-ministerial government institutions, leaders of state or similar commission institutions, and leaders of other institutions against the heads of state institutions and leaders of state commission institutions or the like established by law, provincial governors report the results of the development of their respective public service performance to the provincial legislatures and ministers and regents at the district level along with mayors at the city level must report the results of the development of their respective public service performance to the district/city regional legislatures, and the governor and the person in charge have the duty to coordinate the fluency of public services in accordance with service standards in each work unit, to do evaluate the implementation of public services and report to the supervisor of the implementation of the service the purpose of public services in all work units of the public service units.

The Minister responsible for the utilization of the state apparatus is tasked with formulating national policies on public services, facilitating relevant institutions to resolve problems that occur between providers that cannot be resolved by existing mechanisms, monitoring and evaluating performance of public service delivery by announcing national policies on public services on the results of monitoring and performance evaluation, as well as coordination results, periodically ranking the performance of the organizers and can give awards to the organizers and the organizers and all parts of the organizing organization are responsible for incompetence, violations and failure of service delivery.

Pressman and Widavsky as quoted Budi Winarmo (2002: 17) defines public policy as a hypothesis that contains the initial conditions and forecasts are predicted. Public policy should be differentiated from other policy forms such as private policy. This is influenced by the involvement of non-governmental factors.

Robert Eyestone as quoted Leo Agustino (2008: 6) defines public policy as the relationship between the government unit with the environment (Tusshololiqah, 2014). Many people assume that the definition is too broad to understand, because what is meant by public policy can cover many things.

According to Woll as quoted Tangkillisan (2003: 2) states that public policy is a number of government activities to solve problems in the community, either directly or through various institutions that affect people's lives (Tusshololiqah, 2014).

There are some experts who define public policy as an action taken by the government in responding to a crisis or public problem. Likewise with Chandler and Plano (2003 : 1) stating that public policy is a strategic utilization of existing resources to solve public or government problems. It goes on to say that public policy is a form of intervention perpetuated by the government for the benefit of disadvantaged groups in society so that they can live, and participate in broad development.

David Easton (2009 : 19) (Basyarahil, 2011) have own the definition of public policy as the authoritative allocation of values for the whole society, this definition asserts that only the owners of authority in the political system of the government that can legitimately do something to the community and the choice of government to do something or not do something is realized in the form of allocation of values.

This is because the government is included in the authority in a political system, namely the rulers in the political system involved in the affairs of the day to day political system and have a responsibility in a particular problem where at some point they are asked to take decisions for the future and bind most members of the community for a certain period of time.

Based on the opinion of various experts it can be concluded that public policy is a series of actions performed or not done by government oriented to a particular purpose to solve public problems or for the public interest. Policies to do things are usually contained in the provisions or laws and regulations made by the government so as to have binding and coercive properties.

As for according to the Decree of *MENPAN* (minister of state empowerment of the state apparatus) No. 63 of 2003, regarding the service are as follows:

a. Public service is all service activities performed by public service providers' in efforts to meet the needs of the service recipient or the implementation of the provisions of the legislation.
b. The organizers are the Public Service is Government Agencies.
c. The Government agency is a collective designation covering a unit of work unit of the organization of the Ministry, Department, Secretariat Institution of the Highest and High State, and other Government agencies, both Central and Local, including State-Owned Enterprises, State-Owned Legal Entity and Regional Owned Enterprises.
d. Units of public service providers are a unit of work on Government agencies

that directly provide services to recipients of public services.

e. Public service providers are the officials/employees of government agencies that carry out the duties and functions of the public service in accordance with the laws and regulations.

f. Recipient of public services is the people, the community, government agencies and legal entities that receive services from government agencies (Sutopo, 2015).

d. e-Government

Before explaining further about e-Government required an understanding of the definition of e-Government itself, the term e-Government has many definitions, as for the definition used as a reference in this study is the definition according to World Bank (2004) which provides the definition that e-Government refers to the use by government agencies of information technologies that have the ability to transform relations with citizens, business, and other arms of government.

Better delivery of government services to citizens, improved interactions with business and industry, citizen empowerment through access to information, or more efficient government management. The resulting benefits can be less corruption, increased transparency, greater convenience, revenue growth, and cost reductions (Irawan, 2013).

According to UNDP (United Nations Development Program) defines eGovernment more simply, that is e-Government is the application of the Information and Communication Technology (ICT) by government agencies

(Irawan, 2013). In order to improve the quality of public services, improve efficiency and transparency, as well as many other benefits, e-Government is something that the government of the e-Government organization needs to be very popular in line with the development of information and communication technology (ICT).

e-Government is basically the process of utilizing information technology as a tool to help the system of government more efficiently. Therefore, there are two main things in the meaning of e-government above the first is the use of information technology (one of which is the internet) as a tool, and the second is the purpose of utilization, so that government can be run more efficiently.

However, e-Government does not mean changing the way governments deal with society. In the concept of e-government, people can still connect with service posts, talk through the phone to get government services, or send letters, e-government according to function, is the use of information technology that can improve the relationship between government and other parties.

Loop e-Government is an effort to develop the implementation of electronic-based government in order to improve the quality of public services effectively and efficiently (Susena, 2016).

In Indonesia, initiatives to government electronics have been introduced since 2001 through Presidential Instruction No. 6 of 2001 on Telematics (Telecommunications, Media and Information) stating that government officials must use telematics technology to support Good Governance

and accelerate democratic processes. Then the release of Presidential instruction No. 3 of 2003 on policies and strategies National Development of e-Government is a serious step of the Government of Indonesia to utilize information and communication technology in the process of government and create an information-based Indonesian society (Susena, 2016).

The World Bank defines e-Government as follows: "e-Government aims to be used by all government agencies (such as WAN, Internet, Mobile Computing) that have the ability to transform relationships with communities, businesses and government-related parties " (Susena, 2016).

Conceptually, the basic concept of e-Government (e-Government) is really a way of providing electronic services (e-Service), such as through the internet, mobile phone and computer networks, and multimedia. Through the development of e-Government, then in line with it is also done in structuring management information system and public service process and optimize the utilization of information and communication technology.

According to Mark Forman the scope of e-Government is the interaction between government and society (G2C-government to citizens), government and business enterprises (G2B-government to business enterprises) and intergovernmental relations (G2G-inter-agency relationship). Meanwhile, Forman provides the definition of e-Government is more specific, namely the use of digital technology to transform rural activities aimed at improving the effectiveness and efficiency of services. From the definition that proposed by Forman it means bring delivery of services through digital technology can provide a

level of efficiency and effectiveness of government work better (Oktavya, 2015).

As for the definition of e-Government by Okut-Uma and caffrey, as cited by Suprawoto, e-Government is defined as processes and structures related to electronic delivery of government services to the public (Oktavya, 2015).

According to Tosaki (2003) (Muftikhali, 2017) there three ways to think about the purpose of e-Government, these three ways include:

1. Publish: Interactive e-Government has a nature that involves two-way communication, starting with email contact information for government officials or a response form that allows users to submit comments or legislative proposals, policies and governmental organizations concerned.

2. Interact: Interactive e-Government has a nature that involves two-way communication, starting with email contact information for government officials or a response form that allows users to submit comments or legislative proposals, policies and governmental organizations concerned.

3. Transact: Allows citizens to get government services or transact business with government online. A website that has a transaction character, offers direct links to government services and is available at all times. Transact sites can increase productivity in both the public and private sectors by creating processes that require government assistance or simpler, faster, and cheaper approvals.

e. Good Governance

Good Governance is a solid and responsible development management

administration that is in line with the principles of democracy and an efficient market, avoidance of misallocation of investment funds and prevention of corruption both politically and administratively running budget discipline and legal and political framework for the growth of business activities.

Good governance is basically a concept that refers to the process of decision making and its implementation that can be accounted for together. As a consensus reached by the government, citizens and the private sector for the administration of government in a country. Sumodiningrat (1999) (Azlim, 2012) declared Good Governance is a mandate of governmental efforts and to create Good Governance the government needs to be decentralized and in line with rules of governance that is clean and free of corruption, collusion, and nepotism.

Meanwhile, the World Bank defines Good Governance as a solid and responsible management of development that is consistent with the principles of democracy and efficient markets. Various opinions expressed by experts in understanding the meaning of Good Governance, one according to Robert Charlick in Pandji Santosa (2008: 130) (Yennny, 2013) defines Good Governance as the management of all kinds of public affairs effectively through the creation of good regulations and policies in order to promote community values.

Bintoro Tjokroamidjojo views Good Governance as a form of development management, also called development administration, which places the central government's role of being the Agent of change of a developing society within a developing country (Yennny, 2013).

In government regulation number 101 of 2000 the principles of good governance consist of:

a. Professionalism, improve the ability and morale of government officials to be able to provide services that are easy, fast, precise at an affordable cost.

b. Accountability, enhances accountability of decision makers in all areas of public interest.

c. Transparency, creating mutual trust between the government and the community through the provision of information and ensuring ease in obtaining accurate and adequate information.

d. Excellent service, the implementation of public services that include good procedures, clarity of rates, certainty of time, ease of access, completeness of facilities and infrastructure as well as friendly and disciplined service.

e. Democracy and Participation, encouraging every citizen to exercise the right in the delivery of opinion in the decision-making process, which concerns the public interest either directly or indirectly.

f. Efficiency and Effectiveness, ensuring the delivery of services to the public using the resources available optimally and responsibly.

g. The rule of law and acceptable to the whole society, realizing a just law enforcement for all parties without exception, upholding human rights (Human Rights) and paying attention to the values that live in society.

Understanding Good Governance by Mardiasmo (1999: 18) (Muftikhali, 2017) is a concept of approach oriented to

the development of the public sector by good governance.

According to Mulyadi (2016) (Muftikhali, 2017), governance is a series of socio-political interaction process between government and society in various fields related to public interest and government intervention on those interests.

The elements of Good Governance include: (1) State / Government: the concept of governance is essentially a state activity, but further than that it involves the private sector and civil society institutions; (2) Private sector: sector actors include private companies active in interactions in the market system, such as trade processing industry, banking and cooperatives, including informal activities. And (3) Civil Society: community groups in the context of the state are basically between or between the government and individuals, including both individuals and societal groups that interact socially, politically and economically.

The key to understanding Good Governance in according to the Indonesian Transparency Society (MTI), is an understanding of the underlying principles for gaining a government performance benchmark. According to Mulyadi (2016) (Rakhmadani, 2017) these principles include:

1) Community Participation

2) Enforcement of the law supremacy

3) Transparency

4) Caring for stakeholder posts

5) Equality

6) Effective and Efficient

7) Accountability

8) Strategic Vision

RESEARCH METHODOLOGY

This study uses a type of research with qualitative methods, which is used to examine the condition of natural objects in e-Tilang research. This acts as a key instrument, is descriptive and emphasizes the process of analysing inductive data, speech or writing and behavior that can be observed from the people (subjects) themselves. This approach immediately shows the settings and individuals in the setting as a whole the subject of the investigation, whether in the form of an organization or individual, is not narrowed down to a separate variable or becomes a hypothesis, but is seen as part of a whole.

From this definition, it encouraged me to do e-Tilang research using qualitative method, because with this method the researcher can find out the perspective of deeper research objects that cannot be represented by statistical numbers and and also the research data obtained from this qualitative method is deeper and stronger. The results of qualitative research emphasize more than general meanings. In qualitative research, data is presented descriptively in the form of reports and descriptions (Lindsay, 1988).

This study was also designed to obtain objective information. For this study, researchers focused on how the government attempts to implement eGovernment policies in implementing e-Tilang to realize good governance in Yogyakarta, especially in the Directorate of Traffic in Yogyakarta.

In qualitative research, samples and instruments were selected by purposive sampling where sampling, the source of data with certain considerations, such as people who are considered to know the most about what we expect (Lindsay, 1988). The sample selection is taken from the head of *Ditlantas* and the community as the party that receives public services.

Based on my source of data is divided into 2, namely primary data and secondary data. Primary data is data obtained directly from the original source or the first party. While the secondary data is a source of research data obtained by researchers indirectly through media intermediaries. Secondary data are generally in the form of evidence, records, or historical reports composed of both published and unpublished archives (Lindsay, 1988, p. 94). Sources of data that the authors use in this study are:

a. Primary Data

Data obtained directly from research subjects related to the problems that exist in the scope of the research ranging from data on the number of ticketing and other traffic problems, through the process of interviews and direct observation in the field.

b. Secondary Data

Data collected by researchers from other sources to complement and support primary data. Secondary data is usually not collected from the direct field. In this study, secondary data are books, journals, web sites, and other literature that can explain how the e-Government policy in Yogyakarta city e-Tilang and the problem of the number ticketing or problems that occur.

RESEARCH LOCATION

This research was conducted by researcher in the city of Yogyakarta because the city of Yogyakarta is a student city that has many students which certainly affects the increase in the number of two-wheeled and four-wheeled vehicles so that the use of roads in the city of Yogyakarta is increasingly crowded, with the growth of vehicles in the city of Yogyakarta, it also makes traffic violations increased, on the other hand cases of extortion that are rampant in the city of Yogyakarta also become a reference for the selection of research sites by researcher.

The first objective of this study is to identify e-Government policy in the city of Yogyakarta in 2018, the second is the ability to manage e-Government as an e-Government tool, and the third is to determine the efficiency and effectiveness of public involvement through e-Tilang. The object of this study was in the Yogyakarta city government itself and the police and the community related to e-Tilang.

a. Unit of Analysis

The research unit is a tool to strengthen data recording. The research unit used by researcher are *Ditlantas* of Yogyakarta and from Department of Transportation in Yogyakarta city.

The informants used in this study are as follows:
1) Head or staff *Ditlantas*
2) Head or staff of Transportations Department
3) Yogyakarta Society

b. Data Collection Technique

Data collection techniques used in this study are:

a. Interview Techniques, namely by using direct questions and answering with government and public users of government web services. An interview is a data collection tool by asking several questions about the research concept (or related) to the respondent as a research analysis unit (Mudjiman, 1984, p. 21). Indepth interview method is the process of obtaining data related to the implementation of e-Tilang policy in the city of Yogyakarta.

Here the researcher will conduct data collection by interviewing the head or staff of *Ditlantas* and the head of the Transportation Department in Yogyakarta or delegation to get the data needed.

b. Documentation techniques are those that examine government writing material and government documents related to research. Documentation is a data collection technique that is obtained from documents, archives, books, and other data sources that can be said data collection techniques obtained through libraries (library material) relating to the problem to be studied.

To support this data researchers also use appropriate bibliography, such as journals, magazines, newspapers, and other sources to obtain traffic-related data such as data on the number of ticket and accident cases in Yogyakarta in 2018. These data are used as a reference for research results and documentation derived from research objects, for example in the form of document rules that can support research descriptions and complete basic research writing (Mudjiman, 1984, p. 22).

c. Techniques of Collecting Information through books that have links with e-Government and public services to be used as a theory in completing the preparation of thesis.

The method used is descriptive method and inductive method. Where this research referred to make systematically, factually, and accurately about the facts and the properties of a particular population. Descriptive method is to provide a clear picture of the situation under study. Begin by collecting data, classified, analysed and then interpreted. Qualitative methods follow the inductive method starting with empirical data, followed by abstract ideas, followed by connecting ideas with data, and ending by combining, ideas with data so that more interactive (Lindsay, 1988).

c. Data Analysis Technique

The researcher use data analysis technique such as of library research in collecting data from academic journal, article, interview, and archive data that are relevant to this research the process of data

analysis in this research includes collecting data, analysing data and then making a conclusion to the analysed data.

There are four steps in qualitative data analysis:

1) Compilation of data which includes obtaining relevant data to the research

2) Data classification what of data is useful and what is not

3) Data processing which involves interpreting the data for qualitative data analysis

4) Research conclusion from the gathered and analysis data (Lindsay, 1988).

    a. Data Collection Process

Data collection is done by plunging into the field. In this study data collection is obtained from the record all objective and objective data in accordance with the results of observation, interviews and documentation in the field.

    b. Data Reduction

Data reduction is the process of selection, centralization, attention, extracting and transforming crude data from the field. This process takes place during the study, from beginning to end research. At the beginning, for example; through conceptual framework, problems, approaches, gathering data obtained.

During data collection, for example create a summary, code, find the code, search for themes, write memos, and others. Reduction is part of analysis, not separate. Its function is to sharpen, classifying, directing, discarding, unnecessary, and organize so that interpretation can be drawn. From this reduction researchers looking for the valid data.

c. Presentation of Data

It is a set of organized information that gives the possibility to draw conclusions and take action. Presentation forms include narrative texts, matrices, graphs, networks, and charts. The goal is to makes it easy to read and draw conclusions.

Therefore, the dish should be arranged nicely.

The presentation of data is also a part of the analysis, even including data reduction. In this process the researchers categorize similar things into category or group 1, group 2, group 3 and so on. Each group exhibits typology which is in accordance with the formulation of the problem. Each typology consists of sub-sub typology that may be sequences, or priorities of events.

In this stage the researchers also perform systematic display of data in order to make more easy to understand interactions between parts of it the intact context is not segmental or fragmental apart one with others. In this process, the data is classified based on core themes.

RESEARCH OBJECT DESCRIPTION
A. Yogyakarta
a. Geographical, Topographic and Administrative Boarders

Graph 2.1 Map of Yogyakarta City

Source: Kota Yogyakarta Dalam Angka 2018 (BPS, 2018)

The research area in which the city of Yogyakarta is part of the D.I.Yogyakarta area which is administratively the special area of Yogyakarta is located in the southern part of the island of Java, bordering the Central Java Province and the Indian Ocean (BPS, 2018).

Yogyakarta Special Region itself has an area of 3,185.80 km^2. As geographically D.I.Yogyakarta located at 830-720 south latitude and 10940-1110 east longitude. Based on the landscape, the Yogyakarta Special Region can be grouped into four physiographic units, which are the physiographic units of Mount Merapi, the physiographic unit of Kulon Progo Montains, the physiographic unit of the Thousand Mountains and the Sewu Mountains, and the Lowland physiographic unit (Prabandaka, 2017).

The capital of the Special Region of Yogyakarta is the City of Yogyakarta itself, which is located between 1102419-1102853 East Longitude and between 74926-71524 South Latitude with an area

of 32.5 km2 or 1.025% of the total area of the Special Province of Yogyakarta. The farthest distance from north to south is less than 7.5 km and from west to east approximately 5.6 km. The city of Yogyakarta has encompassed a number of surrounding areas, which makes administrative boundaries not prominent, for the sake of maintaining the sustainability of the region's development a secretariat called Kartamantul (Yogyakarta, Sleman and Bantul) was formed.

Yogyakarta City is located on Merapi Mountains valley having an inclination of between 0-2%. The land is on the average of 114 meters from sea surface. Yogyakarta have a number of 1,657 hectares on the height of less than 100 m and the rest (1,593 hectares) is located around 100-199 m height from the sea surface, and the type of land is contain regosol.

Administratively, Yogyakarta City consists of 14 sub-districts and 45 villages, 616 RW (citizens association) and 2,532 RT (neighborhood association) and an area of 32.5 km^2 with territorial boundaries (BPS, 2018).

North   : Sleman Regency

East   : Bantul and Sleman Regency

South   : Bantul Regency

West   : Bantul and Sleman Regency

Graph 2.2 Percentage area of Yogyakarta City by Sub-district 2017-2018
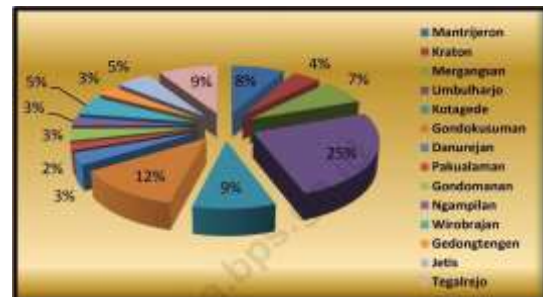
Source: Kota Yogyakarta Dalam Angka 2018 (BPS, 2018)

b. Population

The main source of population data is a population census that is carried out every ten years. The population census has been implemented six times since Indonesia's independence, namely 1961, 1971, 1980, 1990, 2000, and 2010. In the population census, enumeration is carried out on all residents who are domiciled in Indonesia's territorial territory including foreign nationals except members of the diplomatic corps of friendly countries and their families. Methods of data collection in the census were carried out by interviews between census officers and respondents and also through e-Census (BPS, 2018).

Population recording uses the usual residence concept, which is the concept in which ordinary people reside. The population of each region in Yogyakarta City influenced by the birth, death and migration or movement of people, Yogyakarta City population growth changes in every year. Changes in

the structure and composition of the population also can be seen from the comparison of the population shape in which the population of Yogyakarta is dominated by young people. Total population in Yogyakarta City in 2017 based on Population Projection by BPS-Statistic Indonesia was 422.732 people, 206.421 people was male and 216.311 people was female. Population density can be calculated based on the number of population for each square kilometer. As known as the most densely of population in Ngampilan that was equal to 20.770 people per km^2. Different from Ngampilan that Umbulharjo have a most sparsely populated around 11.179 people per km^2 (BPS, 2018).

Table 2.1 Population Distribution and Density by Sub-district in Yogyakarta City 2017-2018

NO	Kecamatan Subdistrict	Persentase Penduduk Percentage of Total Population	Kepadatan Penduduk per km2 Population Density per sq.km
1	Mantrijeron	7,90	12 799
2	Kraton	4,16	12 554
3	Mergangsan	7,25	13 275
4	Umbulharjo	21,47	11 179
5	Kotagede	8,77	12 070
6	Gondokusuman	11,23	11 895
7	Danurajen	4,52	17 389
8	Pakualaman	2,21	14 827
9	Gondomanan	3,24	12 229
10	Ngampilan	4,03	20 770
11	Wirobrajan	6,15	14 768
12	Gedongtengen	4,35	19 154
13	Jetis	5,67	14 108
14	Tegalrejo	9,04	13 139
Kota Yogyakarta Yogyakarta City	100,00 Male: / Female:	13 007 / 422.732	

Source: Kota Yogyakarta Dalam Angka 2018 (BPS, 2018)

Labor is one of the most decisive factors in the development process in a region. The greater the number of workers, especially if accompanied by sufficient skills and expertise, the development of the region will be increasingly rapid. The labor force participation rate in 2017 was 65.72 percent. When classified by gender, the female TPAK level is 60.05 percent smaller than the male TPAK which reaches 71.81 percent. The unemployment rate in 2017 was 5.08 percent. When viewed from the sexes, the male unemployment rate is 6.06 percent higher than the female unemployment rate which is only 4.01 percent (BPS, 2018).

c. Government

The Regional Government is the Regional Leader and the House of Representatives (DPRD). The Regional Leader is responsible as the executive and the DPRD is responsible as a legislator.

The House of Representatives (DPRD) is the Regional Legislature. Yogyakarta City DPRD 2014-2019 service period consists of 40 members from six factions consisting of 40 percent PDI-P faction, 12.5 percent FPAN, 12.5 percent Gerindra Party, 12.5 percent FPG, 12.5 FPKS percent and FPPP 10 percent. The Regional Government is the Regional Leader and the House of Representatives (DPRD). The Regional Leader is responsible as the executive and the DPRD is responsible as a legislator (BPS, 2018).

The most civil servants at the sub-district level in Umbulharjo Subdistrict were 54 employees and the second was followed by Gondokusuman District with 45 employees. For the most vertical civil servants, the Office of the Ministry of Religion of Yogyakarta City reached 363 employees.

Table 2.2 Number of Members of the Regional House of Representatives by Political Parties and Sex in Yogyakarta City 2017-2018

NO	Partai Politik Political Parties	Jenis Kelamin/SEX		
		Laki-laki Male	Perempuan Female	Jumlah Total
1	PDI Perjuangan	14	1	15
2	Demokrat	1	0	1
3	PAN	4	1	5
4	PKS	4	0	4
5	Nasdem	1	0	1
6	Golkar	3	2	5
7	PPP	3	1	4
8	Gerindra	0	5	5
	Kota Yogyakarta Yogyakarta City	30	10	40

Source: Kota Yogyakarta Dalam Angka 2018 (BPS, 2018)

d. Justice and Criminality

The level of crime can describe the occurrence of social inequality in society, as well as a social phenomenon that requires serious handling. In 2017 the number of violations that entered the Yogyakarta City Court were 29,739 cases increased from 2016. All cases received a criminal decision and punishment, none of them were free, appealed and punishment reduction or we called clemency. The number of cases included in the Yogyakarta City Prosecutor's Office increased from 363 in 2016 to 407 in 2017. Residential detainees decreased by 11.90 percent to 370 in 2017 (BPS, 2018).

e. Tourism

Yogyakarta City being known as a student city, is also known as a cultural city and tourism city. Many of the tourism potentials of this city include shopping, culinary tourism, nature

tourism, and cultural tourism with all those unique things that Yogyakarta have.

The number of tourist visitors in 2017 was 3.89 million million visitors, with foreign visitors as much as 11.12 percent and domestic 88.88 percent. With considerable tourism potential, it is expected to be a mainstay of power to increase regional income (Prabandaka, 2017).

f. Transportation

The availability of adequate infrastructure/infrastructure is one of the basic capital to increase the activities of a region's community, both for activities that are social and economic activities. One of the basic infrastructure/infrastructure is the road. Increasingly, development efforts demand an increase in road construction to facilitate population mobility and facilitate inter-regional trade.

The length of the road in the entire area of Yogyakarta City in 2017 is 233.21 km, all of which are under the authority of the City of Yogyakarta whose surface is entirely asphalt. Road conditions in general can be said to be feasible to pass, 44.63 percent of good road conditions, 37.34 percent of moderate road conditions, and 18.02 percent of damaged road conditions (BPS, 2018).

Graph 2.3 Percentage of Road by Condition in Yogyakarta City 2017-2018
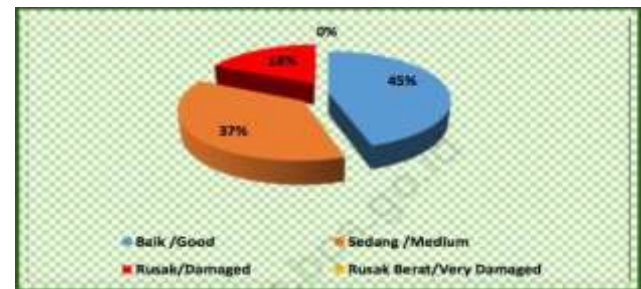
Source: Kota Yogyakarta Dalam Angka 2018 (BPS, 2018)

To meet land transportation, there are two main types of land transportation vehicles, motorized vehicles and trains. In 2017 the number of motorized vehicles was 507,332 units. Its composition in 2017 is at most 84.44 percent motorcycle, passenger car 12.23 percent and car load 2.81 percent.

The railway transportation in the city of Yogyakarta includes transportation for passengers and goods, which consists of two stations namely the Tugu station which is specifically intended for the departure of business and executive train passengers, and the Lempuyangan station which is intended for the departure of economic train passengers and goods (BPS, 2018).

Graph 2.4 Trend Chart of The Number of Motorized Vehicles in Yogyakarta

City 2013-2018

Source: Kota Yogyakarta Dalam Angka 2018 (BPS, 2018)

Tablel 2.3 Number of Motorized Vehicles in Yogyakarta City 2017-2018

Source: Kota Yogyakarta Dalam Angka 2018 (BPS, 2018)

g. Social Conditions

The movement of people in Yogyakarta City especially with private vehicles cannot be separated from the social conditions of the community. Private vehicle ownership can improve a person's social status, so that it can cause everyone to be more accustomed to using private vehicles to travel than using public transport. this also causes the people's habit of walking to be less, so that when traveling in the community it is more comfortable to use a motorized vehicle than walking even though the distance is only close (Prabandaka, 2017).

The situation in Yogyakarta where political, economic, political and cultural conditions have created traffic congestion situations caused by excessive use of private vehicles. Private vehicle use that has increased has resulted in a decrease in the quality of private public transport services. thus the role of government authority is very important to determine and control the congestion that occur in the city of Yogyakarta.

B. Ditlantas Polda D.I Yogyakarta

Ditlantas is in charge of organizing traffic activities which include Education for Traffic Communities (Dikmaslantas), law enforcement, assessment of traffic problems, administration of regident drivers and motorized vehicles, conducting highway patrols between regions.

Ditlantas was led by Dirlantas (traffic director) which was responsible to the Regional Police Chief and in carrying

| No	Jenis Kenderaan / Type of Vehicle	2014	2015	2016	2017/2018
1	Mobil Penumpang	51 737	54 546	59 401	62 057
2	Bus	2 213	2 233	2 226	2 390
3	Mobil Beban	13 433	13 875	14 149	14 236
4	Kenderaan Khusus	259	273	280	279
5	Sepeda Motor	381 770	399 615	415 749	428 370
Jumlah/Total		449 412	470 542	491 805	507 332

out daily tasks under the control of the Regional Police Chief. Dirlantas in carrying out its duties is assisted by Wadirlantas (vice traffic director) who is responsible to Ditlantas.

Ditlantas consists of:

1. Subbagian Perencanaan dan Administrasi (Subbagrenmin)

2. Bagian Pembinaan Operasi (Bagbinopsnal)

3. Subdirektorat Pendidikan Masyarakat dan Rekayasa (Subditdikyasa)

4. Subdirektorat Pembinaan Penegakan Hukum (Subditbingakkum)

5. Subdirektorat Registrasi dan Identifikasi (Subditregident)

6. Subdirektorat Keamanan dan Keselamatan (Subditkamsel)

7. Satuan Patroli Jalan Raya (Sat PJR)

Graph 2.5 Struktur Organisasi Ditlantas Polda D.I Yogyakarta
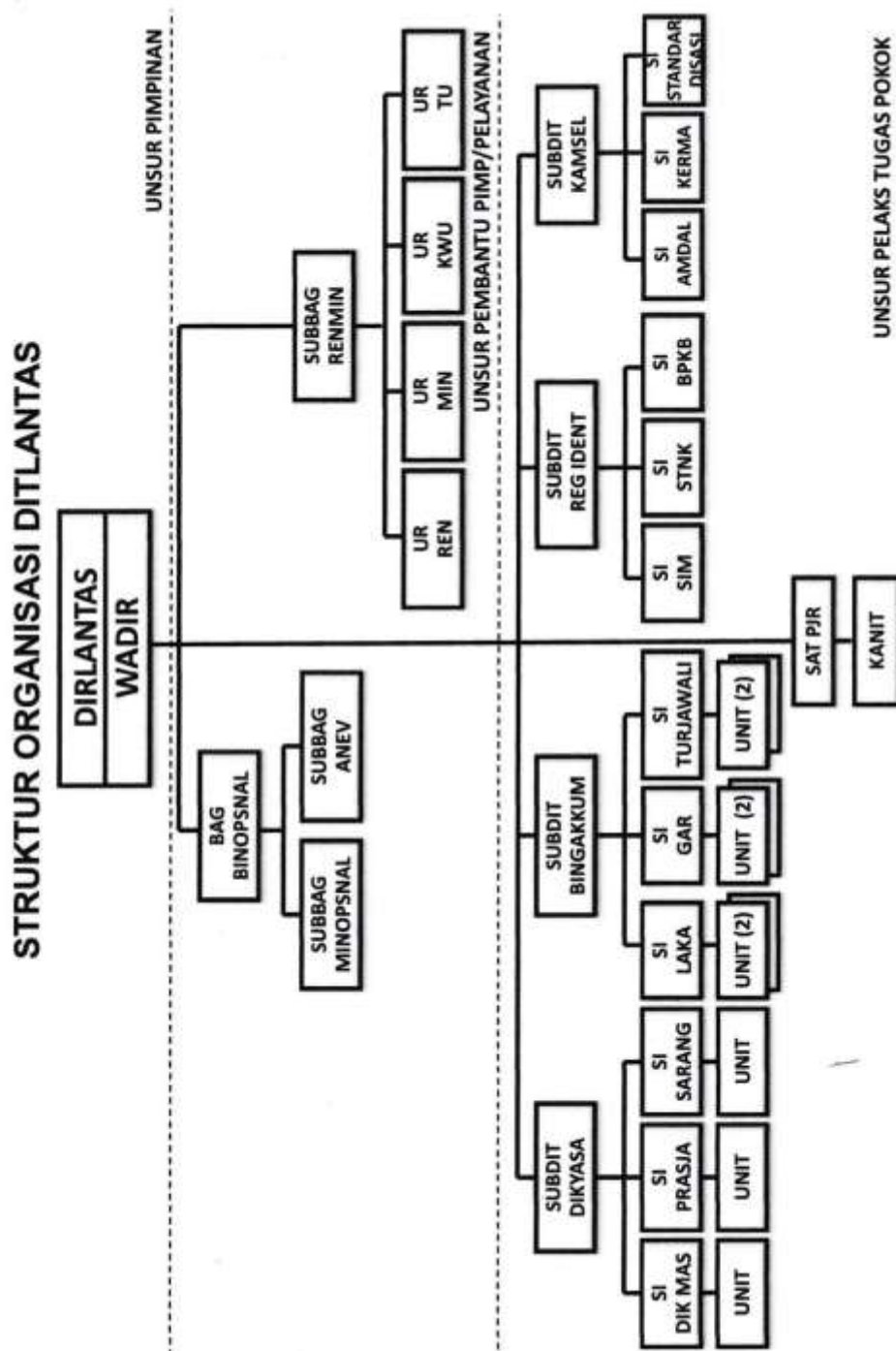
DAFTAR SUSUNAN PERSONEL DITLANTAS

NOMOR		URAIAN	PANGKAT	ESELON	JUMLAH	KETERANGAN
UNIT	JAB					
1	2	3	4	5	6	7
20	00	**DITLANTAS**				
	01	**PIMPINAN**				
	01	Dirlantas	KBP	II B	1	
	02	Wadirlantas	AKBP	III A	1	
					2	
	02	**SUBBAGRENMIN**				
	01	Kasubbagrenmin	KP	III B	1	
	02	Kaurren	AKP/PNS III c/d	IV A	1	
	03	Kaurmin	AKP/PNS III c/d	IV A	1	
	04	Kaurkeu	AKP/PNS III c/d	IV A	1	
	05	Kaurtu	AKP/PNS III c/d	IV B	1	
	06	Pamin	IP/PNS II a/b		7	
	07	Bamin/Banum	BA / PNS II / I	-	5	
					17	
	03	**BAGOPSNAL**				
	01	Kabagbinopsnal	AKBP	III A	1	
	02	Kasubbagminopsnal	KP	III B	1	
	03	Kasubbaganev	KP	III B	1	
	04	Paur pada subbag	AKP	IV A	2	
	05	Bamin/Banum	BA/PNS II/I	-	2	
					7	

Source: Ditlantas Polda DIY

NOMOR		URAIAN	PANGKAT	ESELON	JUMLAH	KETERANGAN
UNIT	JAB					
1	2	3	4	5	6	7
04		**SUBDITDIKYASA**				
	01	Kasubditdikyasa	AKBP	III A	1	
	02	Kasidikmas	KP	III B	1	
	03	Kasiprasja	KP	III B	1	
	04	Kasisarang	KP	III B	1	
	05	Kanit	AKP	IV A	3	
	06	Banit	BA	-	6	
	07	Banum	PNS II / I	-	3	
					16	
05		**SUBDITBINGAKKUM**				
	01	Kasubditbingakkum	AKBP	III A	1	
	02	Kasilaka	KP	III B	1	
	03	Kasigar	KP	III B	1	
	04	Kasiturjawali	KP	III B	1	
	05	Kanit	AKP	IV A	6	
	06	Banit	BA	-	6	
	07	Banum	PNS II / I	-	3	
					19	

Source: Ditlantas Polda DIY

| NOMOR | | URAIAN | PANGKAT | ESELON | JUMLAH | KETERANGAN |
UNIT	JAB					
1	2	3	4	5	6	7
	06	**SUBDITREGIDENT**				
	01	Kasubditregident	AKBP	III A	1	
	02	Kasi SIM	KP	III B	1	
	03	Kasi STNK	KP	III B	1	
	04	Kasi BPKB	KP	III B	1	
	05	Paur pada seksi	AKP	IV A	3	
	06	Pamin pada seksi	IP	IV B	6	
	07	Bamin/Banum	BA / PNS II / I	-	9	
					22	
	07	**SUBDITKAMSEL**				
	01	Kasubditkamsel	AKBP	III A	1	
	02	Kasiamdal	KP	III B	1	
	03	Kasikerma	KP	III B	1	
	04	Kasistandar	KP	III B	1	
	05	Paur pada seksi	AKP	IV A	3	
	06	Bamin/Banum	BA / PNS II / I	-	6	
					13	

Source: Ditlantas Polda DIY

NOMOR		URAIAN	PANGKAT	ESELON	JUMLAH	KETERANGAN
UNIT	JAB					
1	2	3	4	5	6	7
	08	SATPJR				
	01	Kasat PJR	AKBP	III A	1	
	02	Kanit	AKP	IV A	5	
	03	Panit	IP	IV B	10	
	04	Banit	BA	-	40	
	05	Banum	PNS II / I	-	5	
					61	

Source: Ditlantas Polda DIY

Ditlantas main tasks:

1. Police traffic guidance
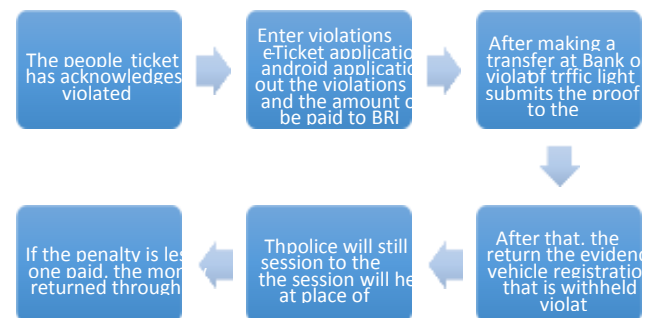2. Fostering community participation through traffic-sectoral collaboration, social security, and assessment of traffic problems
3. Conducting traffic police operations in the context of law enforcement and traffic order

4. .Administrative guidance for registration and identification of motorized vehicles and drivers
5. Conducting road patrols and prosecuting violations and handling traffic accidents in the context of traffic law enforcement, as well as guaranteeing kamseltibcarlantas (security, safety, order and smooth traffic)
6. Security and rescue of road users
7. Data collection and processing and presentation of information and documentation of Ditlantas activity programs.
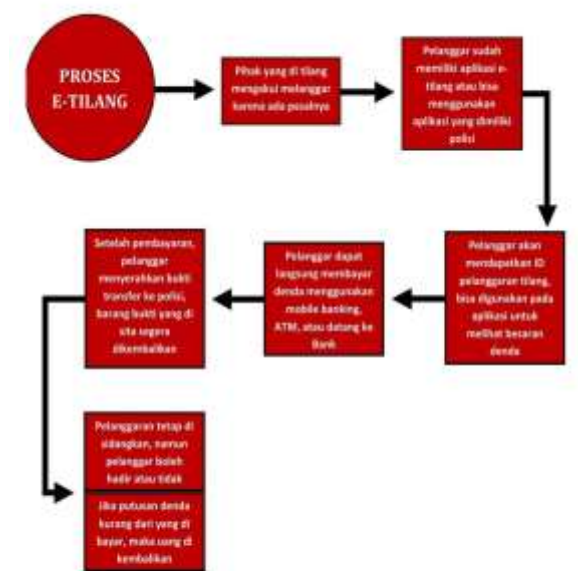
C. Mechanism of e-Tilang

Graph 2.6 The Mechanism of e-Tilang

Source: Ditlantas Polda DIY

e-Tilang process:

Graph 2.7 The Mechanism of e-Tilang

Source: Organized by researcher 2018

In general the mechanism of e-Tilang is as follows:

First, the offender will receive a ticket in the form of a ticket. Second, the violator will get a BRI number and the amount to be paid as a fine from the redemption. Third, after payment the customer will be in the on-site trial and after that can retrieve the evidence that has been detained.

RESULT AND DISCUSSION

A. Respondent Information

This research examines the evaluation of e-Tilang implementation in realizing good governance in two institutions, through an interview at the office of Ditlantas Polda D.I Yogyakarta, and Transportation Department of

Yogyakarta City. In addition, the researcher also conducted interviews with several communities that were divided into several groups which are students, workers, and unemployed.

In this chapter, researcher have conducted and finished the research and will explain the results that has been on how

the evaluation of e-Tilang formulation in realizing good governance in 2018.

Table 3.1 Informant List (Yogyakarta Government)

No	Department	Name of Respondent	Position	Adress/Email/Telp
1	Sub Direktorat Penegakkan Hukum Ditlantas Polda DIY	Mrs. AKP Sukaryati	Kepala Unit Laka Lantas	Jl. Bromo F2, Perumahan Griya Arga Permai Yogyakarta. 081227895500/ sukaryati.bromo@gmail.com
2	Penyelenggaraan Angkutan Bidang Keselamatan dan Pengendalian Operasional	Mr. Danar Nugroho, ST	Staff	JL. Asam Gede No. 137, Berbah, Pengasih, Yogyakarta danar.adi.st@gmail.com

Source: Organized by researcher 2018

Table 3.2 Informant List (Members of Yogyakarta)

No	Name of Respondent	Position	Adress/Email/Telp
1	Mr. Sugiono	Private Employs	Ngampel, wonorejo, rt 002, rw 004
2	Vita Ramadhanti, S.Kep	Student	Godean Km 6,5 cokrobedog sidoarum. 082291286453
3	Susilo	Student	Kebumen, Wergonayan susilo@gmail.com
4	Tri Wahyu Etikawati	Private Employ	Jl. Suroharjo No, 717 Mujamuju Yogyakarta triwahyu.etikawati@gmail.com 082242575522

5	Wulandari	Housewife	Jl. Magelang, Yogyakarta 085640651454
6	Estiana Dwi Mawarni	Student	Jl. Pundung, Yogyakarta Estianadm8@gmail.com 089519999038
7	Rafli Parebba	Unemploy ment	Jl. Seturan, Yogyakarta Rafli.jarot@gmail.com 081246841572

Source: Organized by researcher 2018

The researcher has gone through a lengthy procedure to be able to conduct interviews with representatives of the departments concerned with the title of this research. Starting from sending permission to the department that want to go to as the research location.

Each respondent interviewed from the institution has the authority to carry out the e-Tilang process in the city of Yogyakarta. The information has given to the correspondent is information that has value and appropriate to be presented for reader of this research. Unlike the community, researcher only ask about the evaluation of e-Tilang opinion and provide some general questions based on the knowledge and mechanism of e-Tilang. The community will provide answers in accordance each person and based on events that happen.

B. Evaluation of e-Tilang Implementation in Realizing Good Governance in Yogyakarta City

e-Tilang in Yogyakarta City was officially implemented since March 2017, in the current era of globalization e-Tilang is a new program that has implemented against the traffic violators, such as motorists who against the flow, break through the traffic lights, and do not carry vehicle documents and have no attributes predetermined vehicle. During conducting research, researcher saw that e-Tilang has long been implemented with good progress until now 2018.

For e-Tilang process when the offender was ticketed, the police immediately entered the violation data and violator data into the e-Tilang program. After that the police will notify the violator how much the fine must be paid, then the violator can pay the fine at BRI Bank, which has cooperated with the police.

After paying to BRI Bank, the payment receipt is brought back to the police. And the sign in the police e-Tilang system will turn red to green which indicates that the fine has been paid. After showing the receipt to the officer, the driver license or vehicle registration that is being held as collateral can be taken immediately after conducting a session at the place.

The money paid by violators through BRI Bank will go directly to the

prosecutor office and the local court so that there will be no more extortion practices which have been polemic in the ticketing action.

a. e-Tilang Evaluation

a.1. Context of evaluating the e-Tilang development conditions

The context of evaluating inmplemtation e-Tilang in realizing Good Governance in Yogyakarta City is a context how the development conditions of the e-Tilang program, and the evaluation target include the problems faced by the police officers (Ditlantas D.I Yogyakarta) of the program implementation. The e-Tilang evaluation has done to find out whether the implementation of e-Tilang program can realize good governance in Yogyakarta or not, judged from the purpose of this e-Tilang program had expected to overcome some problems that have caused harm to the community and the country.

The act of ticketing two-wheeled and four-wheeled vehicles conducted by Ditlantas Polda D.I Yogyakarta in the city of Yogyakarta has been used by applying e-Tilang. Response and explanation from respondent is below:

"*Services carried out by Ditlantas to the community, especially residents of the Yogyakarta City, by maximizing the implementation of e-Tilang actions for violators, e-Tilang is very useful in anticipating KKN actions. The*

implementation of e-Tilang in Yogyakarta so far has been going well, seen from 2017 to 2018. The implementation of the e-Tilang that we did can be seen from the number of data of the ticketing and the ticket operations that we have done (Interview with the Sub Directorate of Law Enforcement Ditlantas Polda DIY Mrs. AKP Sukaryati as the Head of Unit Laka on October 7th, 2018, at 10.15 AM)

The response and explanation from the respondent of Department Transportation is below:
"In the operation of implementing the e-Tilang, we did not directly participate with the police and Ditlantas officers, but we helped the police when they were launched by the Indonesian Regional Police to carry out large-scale ticketing operations called joint operations. in my opinion the application of e-Tilang in the city of Yogyakarta has been going well even though there are still a few obstacles faced such as people who are not very familiar with this program". (Interview with the staff of implementer of Transportation in the Field of Safety and Operational Control of Transportation Department in Yogyakarta Mr. Danar
Nugroho, ST on October 11th, 2018, at 10.00 AM)

The researcher concludes from the statement of the Ditlantas Polda D.I Yogyakarta and Transportation Department respondents above that the conditions of the implementation of e-Tilang in Yogyakarta have been going well, this is seen from the efforts of the police to carry out the reductions involving the transportation agency in the ticket action, even though there were obstacles in the

implementation the community does not yet know and clearly understand how this e-Tilang program is.

The researcher can find out that the evaluation of the development of the implementation of e-Tilang has reached a good point of progress, the ticket switched to an electronic ticketing process supported by network-based software so that it makes it easier for people to shorten the manual ticketing process. The response and explanation from the respondent of Ditlantas Polda D.I Yogyakarta is below:

"Several problems related to the e-Ticketing implementation is the network constraints for the operation of e-Tilang applications on android held by police officer, like Android network is sometimes lost, making it difficult to access the eticket application on the cellphone and the awareness of citizen about e-Tilang. The development of the application of e-Tilang has been carried out as much as possible with the hard work of the officers who carried out the ticketing operations that were carried out as often as possible in the city of Yogyakarta". (Interview with the Sub Directorate of Law Enforcement Ditlantas Polda DIY
Mrs. AKP Sukaryati as the Head of Unit Laka on October 7th, 2018, at 10.15 AM)

From the result of interview above the researcher found the lacks of the eTilang process are there is network accessibility of applications that use 3G and 4G networks where if the network experiences network interference or availability or the signal is bad due to weather or technical, it will directly affect the application network and service interrupted, and make the e-Tilang service is not optimal. And another problem that was found is the awareness of the people of Yogyakarta who did not fully understand and use the e-Tilang as the ticketing process.

Government efforts in running the e-Tilang program are considered to be good, with the development of the e-Tilang program certainly expected to reduce the corruption, nepotism and collusion that still occur. Besides on that the government and the police officer in Ditlantas Polda D.I Yogyakarta must also think about how to solve the problem in the implementation of e-Tilang, therefore can develop e-Tilang program with positive value as expected.

a.2. Input of evaluating the e-Tilang Facilities

Evaluation of e-Tilang input is an evaluation of involving information and facilities from the e-Tilang program, whether the information and facilities used for e-Tilang have good quality. With the evaluation of the e-Tilang facility, it can assist the police in improving the repair of e-Tilang facilities in the city of

Yogyakarta.

From 2017 to 2018 the facilities used in the e-Tilang process have not been changed and added, because the program implemented is still in the form of electronic redemption using a Bank or ATM as a third party in the process of paying the fine e-Tilang, Response and explanation from respondent is below:

"The e-Tilang facility in DIY is still the same as the first year (2017) of the eTilang implementing, nothing has changed because so far the facilities used in the process of implementing e-Tilang are only

in the form of android and ticketing paper. The ticketing by CCTV has not been implemented in Yogyakarta, because of the level difficulty, regulations and inadequate facilities." (Interview with the Sub Directorate of Law Enforcement Ditlantas Polda DIY Mrs. AKP Sukaryati as the Head of Unit Laka on October 7ᵗʰ, 2018, at 11.00 AM)

The addition of response and explanation from respondent is below:

"The facilities used by the police in the implementation of e-ticketing are very different from the previous manual ticketing, using only the android cellphone process can be carried out, and what makes the process faster is the payment process that is directly transferred to the ATM and conducts a trial on site.". (Interview with the member (student) of Yogayakarta Miss, Vita Ramadhanti, S.Kep on October 24ᵗʰ, 2018, at 01.00 PM)

The facilities used in the implementation of e-Tilang are still with standard facilities such as an android phone with access to applications and networks 3G and 4G. The using of CCTV has indeed been in several traffic light spots in the city of Yogyakarta but not for the e-Tilang program because it has a different function namely only as a tool that is installed for 24-hour security at that point.   In the modern era of all technology as now, the e-Tilang facilities that use android and cellular networks are considered to be standard for implementing this program. it does not require a lot of paper and saves time in the process of adding. e-Tilang is a new thing for the people of Indonesia, such as Yogyakarta, who just implemented e-

Tilang on March 2017, as a new innovation to take action for against the violate regulations. e-Tilang program that is created and implemented by the government for the public aim to facilitate the people in overcoming problems that occur in traffic, it seen from standard facilities used by the police that are not difficult to reach by the community, where people can download the application. Therefor the public can find out the violations committed because all violation data is entered into the android application.

In this case the collaboration among the police and the community is needed, where the police must deliver and provide education regarding e-Tilang, what are the benefits and of e-Tilang for the people and the city of Yogyakarta itself, and then the community is expected to provide good responses and support this e-Tilang program, because in order to create a good government there must be cooperation between the two parties to maximize this program.

The citizen of Yogyakarta must understand the e-Tilang program, understand what facilities are used in the e-Tilang process, understand the process of e-Tilang, and understand the advantages and disadvantages of using e-Tilang, and the public must know the main reasons detailed and applied in the process of ticketing.

And for the development of the e-Tilang the citizen of Yogyakarta hopes that the e-Tilang facilities will also develop, such as cities abroad that have used CCTV as one of the supporting tools of the e-Tilang program.

a.3. The evaluation of monitoring e-Tilang implementation

The evaluation of monitoring e-Tilang implementation is the evaluation about how the monitoring carried out by the government on the implementation of e-Tilang in Yogyakarta City which the monitoring carried out must be in accordance with applicable procedures. This evaluation was conducted to find out whether the implementation of e-Tilang in Yogyakarta has been running effectively or not, therefor the government can determine the right steps in dealing with the problems that will occur.

In the ticketing process, good monitoring is really needed to examine the program. When there is a violator of the traffic affected by the e-Tilang, the police will record the cellphone number, identity, type of violation committed, and fines to be paid. After all the data needed is held by the police the data will be sent to the BRI server, traffic violators who get a ticket will be get a session at the place and after making a payment, the violator can take the evidence held in the form of a SIM (driver license) or STNK (vehicle registration certificate), then will be welcome to continue his journey.

We can see from the e-Tilang process that this program is very efficient and supports good governance in Yogyakarta, good governance is not only measured by the good economy and infrastructure, but all aspects that can advance the city, society and government are things intended in good governance.

In 2018 road users in the city of Yogyakarta have been soaring and increasingly congested, of course police officers are being increasingly challenged to work harder in monitoring e-Tilang. Police officers are required to be ready and alert at busy times for road users, because police preparedness is very helpful in expedite traffic flow, and reducing the level of violations that occur. Even though the police have guarded every road-prone point, there are still many people who violate traffic, this is something that is not profitable, in fact people already understand the existing traffic rules, but the fact is happen is contrary to the knowledge of these communities, this is due to a lack of awareness of society.

On October untill November, the Ditlantas Polda D.I Yogyakarta were carried out a wide-scale ticketing operation, from it we can evaluate whether the e-Tilang is running properly or not, and also whether traffic violators use e-Tilang or manual ticketing. from research carried out in the field, researchers found that not a few traffic violators used manual speeding tickets. however, the police in charge as much as possible will suggesg the traffic violators to use the e-Tilang as a settlement.

Graph 3.1 Ticketing Proof

Source: Organized by researcher 2018

According to the picture above, we can find out that the ticketing process in the

city of Yogayakarta has been running well and monitored well. Police officers have carried out the e-Tilang action as expected. In the action of a ticketing made by police officers, the community chose the right to choose a ticketing route that is through e-Tilang or manual ticketing. Response and explanation from respondent is below:

"*The violation that I had committed was a violation of breaking down the traffic lights on Sudirman street in the city of Yogyakarta, the police immediately stopped me and explained the violation that I had committed, the police immediately checked the vehicle registration and the driver's license and take them as evidence, then determined the penalty ticket, after that the police asked me for the ticketing procedure that I want whether want to go through e-Tilang, which is an electronic ticket or through a conventional ticket or manual that must go through a session at the Yogyakarta city prosecutor's office*". (Interview with the member private employs) of Yogayakarta Mr. Sugiono on October 23th, 2018, at 03.10 PM)

In additional interview is:

"*According to me, monitoring of the implementation of e-ticketing in Yogyakarta has been carried out, because the demolition operations carried out by the police and the community like me cannot avoid if they make mistakes in traffic. not a few students like me were caught in the reductions carried out by traffic police*". (Interview with the member (student) of Yogayakarta Miss. Estiana on October 31th, 2018, at 09.05 AM)

From the informations above, it shows that the police effort in running the

e-Tilang program has proceeded properly, the fact the citizens of Yogyakarta had known, that the city of Yogyakarta has implemented e-Tilang, but there are still some residents of the city of Yogyakarta who do not know yet what e-Tilang is and how e-Tilang procedures and mechanisms are complete settlement. More than one year is still less in providing direction and education about e-Tilang to the public, it was need an extra hard work is to conveying instructions about e-Tilang.

In addition to the community's knowledge of e-Tilang, the community must be known of the types of traffic violations that can be set to a fine ticketing. Response and explanation from respondent is below:

"*There are several types of violations that can be hit by e-Tilang or Tilang manual namely visible violations, among others: speed violations that are not in accordance with provisions, violation of markers or traffic signs, driving against the flow, stopping carelessly, illegal parking, using cellphones while driving, do not using seat belts for car users, and do not using helmets for motorbike riders*". (Interview with the Sub Directorate of Law Enforcement Ditlantas Polda DIY Mrs. AKP Sukaryati as the Head of Unit Laka on October 7th, 2018, at 11.35 AM)

The statement given from both parties, which are the Ditlantas and the community has continuity, when the occurrence of the ticketing, the police have carried out an action in accordance with the applicable process, and traffic violators know the legal process of the e-Tilang occur.

The e-Tilang action carried out by police officers in the city of Yogyakarta is

based on prevailing procedure, the ticketing is carried out by Polresta YKA and Ditlantas, they obliged to carry out safeguards and operations as a form of implementation of e-Tilang, at times certain officers from the Transportation Government also participated in operations of the ticketing as wide-scale.

This operation aims to maximize the program, as well as controlling traffic, anticipating violations and also with this operation the community will be more careful in using vehicles on the road, and was carried out in the city of Yogyaarta evenly by involving many officers as well.

From all the actions carried out by the Ditlantas Polda D.I Yogyakarta explained that the effectiveness of monitoring e-Tilang process has so far been implemented properly.

a.4 The result of evaluating e-Tilang program

The results of the e-Tilang evaluation is the final point of the results evaluation that seen from the context, input, and monitoring carried out by several related parties, namely the Ditlantas Polda D.I Yogyakarta, the Yogyakarta Department of Transportation, the community and researcher.

The data in the next page will shows the beginning of the e-Tilang implementing in Yogyakarta, which shows the number of e-Tilang actions carried out by Ditlantas and YKA Regional Police officers from the month and the number of ticketing carried out. The data above it was real data taken with an agreement with the officer which cannot be published to the entire community, the data is obtained due to research purposes where it has been approved by the Kapolda DIY. The data intended from the researcher from Ditlantas Polda D.I Yogyakarta also the analysis are below:

Graph 3.2 e-Tilang Data Ditlantas Polda D.I Yogyakarta

KEPOLISIAN NEGARA REPUBLIK INDONESIA
DAERAH ISTIMEWA YOGYAKARTA
DIREKTORAT LALU LINTAS

DATA E TILANG POLRES/TA JAJARAN DITLANTAS POLDA DIY TAHUN 2017

NO	KESATUAN	JANUARI	FEBRUARI	MARET	APRIL	MEI	JUNI	JULI	AGUSTUS	SEPTEMBER	OKTOBER	NOVEMBER	DESEMBER	JUMLAH
1	DIT LANTAS	0	0	5	42	333	10	52	50	131	82	1,574	40	2,319
2	POLRESTA YKA	0	0	890	889	1,405	521	507	1,126	2,863	4,807	5,408	1,242	19,658
3	RES BANTUL	0	0	833	296	963	554	231	867	1,889	1,188	1,154	611	8,586
4	RES K. PROGO	0	0	651	1,151	1,266	269	225	725	645	1,761	3,680	860	11,233
5	RES GN KIDUL	0	0	227	307	931	153	171	852	1,728	1,543	2,866	948	9,726
6	RES SLEMAN	0	0	213	283	1,518	2,812	3,174	5,029	2,769	2,886	10,431	3,904	33,019
	JUMLAH	0	0	2,819	2,968	6,416	4,319	4,360	8,649	10,025	12,267	25,113	7,605	84,541

Yogyakarta,   Oktober 2018
KASUBDIT BIN GAKKUM

HERU SETIAWAN
AKBP NRP 63060142

Source: Ditlantas Polda D.I Yogyakarta

Graph 3.3 e-Tilang Data Ditlantas Polda D.I Yogyakarta 2018

KEPOLISIAN NEGARA REPUBLIK INDONESI/
DAERAH ISTIMEWA YOGYAKARTA
DIREKTORAT LALU LINTAS

DATA E TILANG POLRES/TA JAJARAN DITLANTAS POLDA DIY
TAHUN 2018

TAHUN 2018

NO	KESATUAN	JANUARI	FEBRUARI	MARET	APRIL	MEI	JUNI	JULI	AGUSTUS	SEPTEMBER	OKTOBER	NOVEMBER	DESEMBER	JUMLAH
1	DIT LANTAS	186	292	4	81	140	1	1	4	0	0			709
2	POLRESTA YKA	2,155	2,296	988	1,656	3,464	185	429	2,386	3,373	1,575			18,507
3	RES BANTUL	2,917	5,577	773	1,317	2,699	284	271	1,245	828	559			16,470
4	RES K. PROGO	1,691	3,117	610	1,315	2,166	50	107	2,040	560	207			11,863
5	RES GN KIDUL	3,538	2,953	157	786	3,168	89	144	3,221	1,672	516			16,244
6	RES SLEMAN	8,879	7,523	3,005	4,922	7,203	1,051	975	7,707	7,733	2,994			51,992
	JUMLAH	19,366	21,758	5,537	10,077	18,840	1,660	1,927	16,603	14,166	5,851	0	0	115,785

Yogyakarta,   Oktober 2018
KASUBDIT BIN GAKKUM

HERU SETIAWAN
AKBP NRP 63060142

Source: Ditlantas Polda D.I Yogyakarta

The data above is the data obtained by researcher while taking data at Ditlantas Yogyakarta, the data obtained by researcher is very helpful in describing and explaining the monitoring of the e-Tilang implementation as the topic had chosen.

We can do the e-Tilang evaluation by looking at the data and graphs in the results of this study, whether the implementation of e-Tilang as applied in the city of Yogyakarta is in accordance with what is expected, and whether it can comply the procedures for achieving good governance in Yogyakarta City.

The implementation of e-Tilang in realizing Good Governance is not as easy as imagined because every running program will find the lack and difficulties in implementation. But the progress of an increasingly modern era, of course eTilang is a program that is very efficient in helping people and governments as discipline to use vehicles and roads properly.

Charts and analysis are made based on the data above, which aims to make it easier for readers to understand the results of the research that has been done, graphs and this analysis can also help determine the amount of reduction and we can see their monthly and annual comparisons.

Figure 3.1 e-Tilang Data Polres/TA Provided by Polda D.I Yogyakarta 2017
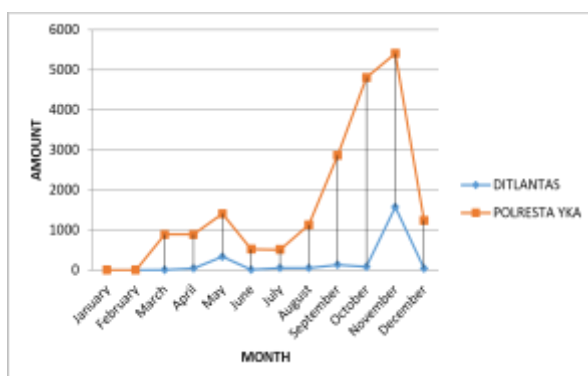
Source: Organized by researcher 2018

We can see from the chart above, showing that the e-Tilang implementation in Yogyakarta was carried out by Ditlantas and YKA Regional Police and has been running from March 2017. From these two departments there are a number of different e-Tilang actions, the ups and downs of the numbering are things that must be considered and analyzed.

In accordance with that chart, Ditlantas conducted e-Tilang in March to April where the e-Tilang action increased from the number 5 to 42, then April to 333, in June the number of reductions decreased to 10, in July and August experienced an increase from June which was not much different, namely 52 and 50, in September and October there was an increase and decrease which up to 131 and dropped to 82, then in November there was a significant enhancement in the number of e-Tilang violations in which violations of e-Tilang reached 1574, and in December the end of the year the number of e-Tilang reductions decreased to 40.

From the implementation of e-Tilang from March to December 2017 there are two points of the lowest and highest point, where the lowest point is in the first month of the e-Tilang implementation, this is caused people of Yogyakarta do not get enough knowledge about the implementation of the e-Tilang program, so that people still choose to use manual ticketing, while the highest point for implementing e-Tilang is in November which reached 1574.

The implementation of e-Tilang was shows, that month there were many violations due to police officers carrying out joint operations in entering the end of

December and there is a wide-scale of ticketing operations. Judging from the high number of e-Tilang violations, it indicates that the people of Yogyakarta have been aware of the e-Tilang system that uses the android application. The community has realized that the e-Tilang is a new program offered by the government to build a work system much better than before.

Furthermore, the operation of the e-Tilang made by the YKA Regional Police from March to December, in terms of prosecution of the e-Tilang Polresta has a greater number of violations of e-Tilang than Ditlantas. The number of violations of e-Tilang conducted by the police at the beginning of the month of the e-Tilang application in Yogyakarta, which was in March as many as 890 violators, decreased not too much in April, 889, then in May the number of eticket violations increased more than before reached 1405, and fell again in June at 521, and wane again to 507 in July. In August, the number of e-Tilang violations increased to 1226, still not exceeding the number of violations in May, in the following month namely the number of violations of e-Tilang increased to reach 4807, and continued to increase to 5408 in November, and decreased in December with the number 1242.

With the explanation above, it is explained that the YKA police station also had the two lowest and highest number of e-Tilang violations, where the lowest number of e-Tilang violations occurred in July, because people sometimes still did not choose e-Tilang as ticketing settlement and reason of not having money to be transferred at the time of the prosecution. The highest point for the number of e-Tilang violations is on November as many

as 5048, this was due to a large-scale operation carried out by local police officers. Thus the total violation of e-Tilang reductions in 2017 was 21977 violators.

Entering the e-Tilang violation data in 2018, the researcher graphed and analyzed changes in the number of violators from the month of the month, so that readers could find out whether the difference in the number of e-Tilang violations applied in the city of Yogyakarta. this graph will show the number of highs and lows of the numbers in each month in 2018.

Figure 3.2 e-Tilang Data Polres/TA Provided by Polda D.I Yogyakarta 2018
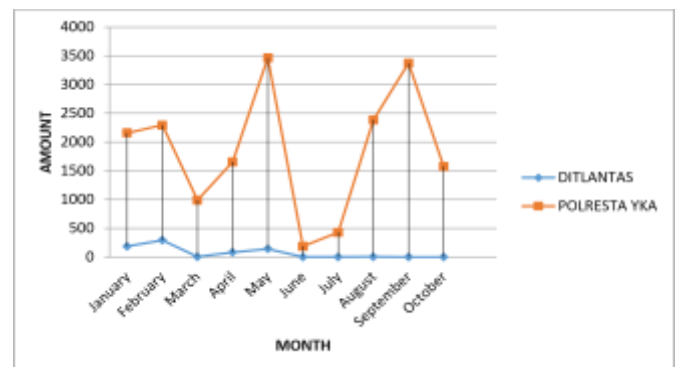
Source: Organized by researcher 2018

The chart above is the same as the previous chart, but has different contents in terms of the number of violations in different year which 2918. From the two departments that was carried out the actions of the ticketing in the city of Yogyakarta had a different number where the operations carried out by Ditlantas were counted fewer than the number of e-Tilang actions carried out by YKA Police, because the task of handling e-Tilang in Yogyakarta city was more focused on YKA Police.

It can be seen from the chart above that there are two different color lines, the blue line shows the number of ticketing made by Ditlantas with a total of 709, which in January 2018 the number of e-Tilang violations was 186, and increased to 292 in February, on the month March it down to 4 and up again to 81 in April, and up again to 140 in May, then in June and July the number of violations of eTilang was only 1, and August the number of e-Tilang up to 4, followed by 0 on September and October.

The analysis carried out based on the graph above, we can find out that in 2018 the police were implementing in carrying out a ticketing at the beginning of the year precisely from January to May.

Unlike the prosecution carried out by the Ditlantas, YKA Police has a number of e-Tilang violations more than the total owned by Ditlantas with a total of 18507, judging from the yellow line in the 2018 e-Tilang chart, that the number of violations of e-Tilang in January as many as 2155, and 2296 in 2296, in March the number of e-Tilang violations dropped to 988, Up again to 1656 in April, and continued to rise to 3464 in May, then decreased into 185 in June, and returned up to 429 in July, continued increased to 2386 in August, not until that number of eTilang offenders continued to rise to 3373 in September, and down again to 1575 in October.

The analysis was shows that the total violations of e-Tilang in the city of Yogyakarta were 19216. In May the number of violations of the e-Tilang was more than the other months with the number 3464, and in June the month had the least number of e-Tilang violations with a total of 185. Not much different from the previous reason why in each month the number of e-Tilang violators is changing, this is because people still sometimes choose the manual ticketing procedure compared to e-Tilang.

After analyzing of the two cgarts above, we must know the comparison of the number of e-Tilang violators in the city of Yogyakarta from the year 2017 to 2018, the following chart shows the comparison of the number of e-Tilang violators.

Figure 3.3 The Comparison of The Number of e-Tilang (2017-2018)
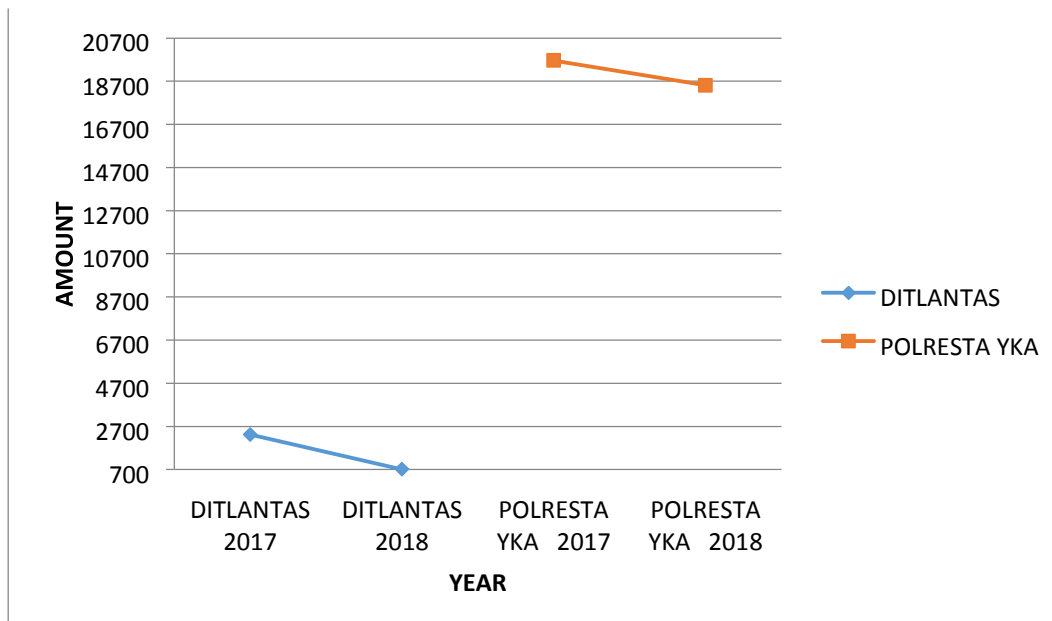
Source: Organized by researcher 2018

In accordance with the chart above, it can be seen that there are two lines in blue and yellow, where the blue line is the line that shows the number of violations of the e-Tilang that was carried out by Ditlantas, and the yellow line is the line that shows the number of e-Tilang that carried out by YKA police based on 2017-2018.

The e-Tilang action carried out by the police of YKA and Ditlantas in 2017-2018 has decreased where in 2017 the number of e-Tilang violators was 2319 to 709 in 2018, this decrease was caused by two factors, namely the factor of reducing traffic violators where the Yogyakarta city community was aware traffic regulations, and the second factor is that there are still many people who choose the manual ticketing as a way for completing the settlement.

The same is the case with the number of e-Tilang actions carried out by YKA police, which have decreased from 2017-2018, from 19658 to 18507, for the same reason. We can make this a reference in evaluating whether the e-Tilang can be accepted by all levels of society.

In this part the researcher shows the data about the number of violations and settlement of cases from January to September in 2018. With this data that seen the actions was taken in traffic control are two ways of verdicts and reprimand.

The number of violations handled by Ditlantas in 2018 reached 1844, and those who only received a number of reprimands of 2496, from the results of the reprimand were not included in the total number of violations, which counted only the number sentenced.

Like what was done by YKA police, the total actions taken to violators amounted to 16251, with violators being reprimanded by 36926. Of the total violations, the ticket fines collected reached Rp. 1,532,142,000.

Graph 3.4 e-Tilang Data Ditlantas Polda D.I Yogyakarta

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KEPOLISIAN NEGARA REPUBLIK INDONESIA
DAERAH ISTIMEWA YOGYAKARTA
DIREKTORAT LALU LINTAS

JUMLAH PELANGARAN DAN PENYELESAIAN PERKARA
BULAN : JAN S/D SEPT 2018

NO	KESATUAN	JUMLAH GAR	DI VONIS	TEGURAN	DENDA TILANG	KET
1	DITLANTAS	1,844	1,844	2,496		
2	POLRESTA YKA	16,251	16,251	36,926	Rp 1,532,142,000	
3	RES BANTUL	22,228	22,228	29,909	Rp 871,102,000	
4	RES KLN PROGO	20,250	20,250	20,886	Rp 811,215,000	
5	RES GN KIDUL	14,563	14,563	8,943	Rp 911,322,000	
6	RES SLEMAN	49,586	49,586	44,133	Rp 2,481,772,000	

Source: Ditlantas Polda D.I Yogyakarta

Response and explanation from respondent is below:

"*As students in Yogyakarta, the e-Tilang application is quite helpful for students in shortening time, because it reduces the execution time of the process of the ticketing and this is work differently from previous ticketing, but the problem with e-Tilang is money that not all students and the general public down who have cash that can be transferred directly at the time of redemption, for the lower middle class, the community does not all have debit cards*". (Interview with the member (student) of Yogayakarta Miss, Vita Ramadhanti, S.Kep on October 24th, 2018, at 01.10 PM)

The statement above proves that in modern times, not all people of Yogyakarta city are literate known with the technology, there are still some people who do not know what the e-Tilang is so that those groups will choose a manual ticket as a way to settle the settlement.

There must be more delivery and dissemination related to the implementation of the e-Tilang program, because it is seen from the results of observations that there are still people who do not understand the application of eticketing, as a good community where the community wants the right program to deal with all the problems in traffic. e-Tilang is a program and an effective way of government in realizing good governance in the city of Yogyakarta.

The level of understanding of e-Tilang from each individual community is different, as evidenced through interviews conducted with several communities selected according to their class. If the two previous respondents knew about the e-Tilang, it was different with others, because

this respondent did not know about the existence of the e-Tilang program and the information given that the settlement of ticketing process was through by pax process which the violator must pay a fine in place directly to the officer/police or attended a session in court.

Response and explanation from respondent is below:

"The ticketing process that i chose was a session process in court, because i did not know how detailed the e-Tilang was, and the officers who detained me did not offer an e-Tilang, but through a pax process or a session in the court in accordance with the specified time. After choosing the trial process at the court, the SIM that was confiscated could be taken again after finishing the trial and paying a fine in court" (Interview with the member of Yogayakarta Mr. Susilo on October 25th, 2018, at 11.10 AM)

From the respondent's statement above, it was explained there were still irresponsible police officers who wanted to take advantage of people who did not want to worry about the existing regulations. This explains that the illegal levies as KKN system still occurs today, this is something that is not justified and deviated from the applicable ticketing procedure.

This action certainly violates the law, for that as an officer who enforces the law should provide a good example and carry out program tasks according to the procedure. This must be supported by the existence of a good community, required to have full awareness and extensive knowledge, so that good governance can be created in the city of Yogyakarta.

The e-Tilang program certainly has an impact on student, as we can see in the fact that many junior and senior high school bring their own vehicles to the school. From here we can evaluate whether the e-Tilang has an impact on the student or not, according to the average age of students under 17 years, they do not have the sim that must be owned by motorists.

Response and explanation from respondent is below:

"I was got ticketing operation on October 25th, and the violation I did was not having a SIM, because of that my motorbike registration vehicle was detained and must to pay a fine, in that time I had chosen a manual ticket by attending a session at the Yogyakarta city prosecutor's office because I did not have a cash money to transfer as e-Tilang procedure payment". (Interview with the member (student) of Yogayakarta Miss. Estiana on October 31th, 2018, at 09.10 AM)

The researcher evaluates that the implementation of e-Tilang still has lacks in terms of the number of offenders who still choose manual ticketing, but it does not mean the e-Tilang is not going well, it has become the right of the community to choose what process to use. In accordance with the title of this study, the evaluation carried out was to find out whether the e-Tilang program could realize good governance or not, with the advantages possessed by e-Tilang, then good governance could be realized in Yogayakarta City by maximizing program implementing.

b. Realizing Good Governance

The implementation of e-Tilang in realizing Good Governance in the city of Yogyakarta will be discussed in four main points, namely

(1) Community Participation

(2) Transparency

(3) Effective and Efficient.

b.1. Community Participation

Talking about community participation, the researcher will absolutely focus on the results of interviews conducted with several respondents. Response and explanation from respondent is below:

"In my opinion e-Tilang procedure that is applied at this time has fulfilled the points in realizing good governance, we know that the government makes and issues e-Tilang policies with the aim of the good of society and the state. Based on consideration of several problems that occur in the traffic such as KKN, time, the level of public trust with the government as the officer who runs the program, and the responsible. For all reasons that happen it makes e-Tilang program a solution. In the implementation of the e-Tilang, Yogyakarta citizen participated in giving their participation in the form of supporting and complying with the legal basis of the applicable e-Tilang". *(Interview with the Sub Directorate of Law Enforcement Ditlantas Polda DIY Mrs. AKP Sukaryati as the Head of Unit Laka on October 16th, 2018, at 11.25 AM)*

In additional interview is:

"The implementation of e-Tilang in Yogyakarta became a government action in realizing good governance because with the number of vehicles in Yogyakarta which increasingly rapidly made the government have to work hard in overcoming problems in traffic, and the solution to this problem was the implementation of e-Tilang with all the advantages". (Interview with the staff of implementer of Transportation in the Field of Safety and Operational Control of Transportation Department in Yogyakarta Mr. Danar Nugroho, ST on October 11th, 2018, at 10.05 AM)

The two statements above explain the e-Tilang program can realize good governance in the city of Yogyakarta, with the advantages that e-Tilang gives to the public and the government making the e-Tilang worthy to be continue in his implementation and optimization. The statement above also concludes that the eticketing program has fulfilled the points in realizing good governance.

Community participation, defined as active and organized motivation and community involvement in all stages of policy, starting from preparation, planning, implementation to the evaluation phase. Participation of Yogyakarta citizen is a basic principle in implementing good governance, it necessary to establish indicators in implementing government activities that can be used as a reference for the government in carrying out its duties. The participation of people Yogyakarta City has already working well since the first year of implementing eTilang program.

The researcher found the citizen participation of e-Tilang implementation in Yogyakarta City are:

a.   The existence of decision-making based on consensus together. The decision making for e-Tilang policy is based on mutual agreement among citizen of Yogyakarta and Yogyakarta Government, because this does not only involve one institution, namely the police, prosecutors, court and the Bank as the place to deposit the fine ticket.

b.   Increasing quantity and quality of the criticism and suggestions, when the government made a policy in the form of an e-Tilang program, the Indonesian people, especially the people of Yogyakarta welcomed the implementation of this program, and many people hoped that this system could facilitate ticket management because the proses of e-Tilang make the bureaucratic more efficient.

c.   The citizen of Yogyakarta becoming more caring in e-Tilang services, law enforcement in every violation that commits the same offense will get the same penalties without any indiscriminate, so that the application of e-Tilang can increase public awareness of safety and the violator of traffic can be reduced.

From the three points of community participation the researcher concluded that the participation of the Yogyakarta community in the implementation of the e-Tilang was good, but the participation provided was not perfect because there were still some people who had not participated in the e-Tilang program due to financial constraints and grounds which cannot be forced by the police.

b.2. Transparency

Transparency is the principle that guarantees access or freedom for everyone to obtain information about government administration namely information about policies, making and implementing process, and the results achieved. Response and explanation from respondent is below:

"Back with the initial aim of the e-Tilang program, it was to reduce the KKN (corruption, collusion, nepotism) actions that occurred in traffic, of course this made public trust in the traffic police reduced, this was triggered because there was no transparency from the police who did not carry out existing procedure. for that e-Tilang is the right program for the problem solving, besides that e-Tilang is also a program that guarantees openness and transparency between the police and the Yogyakarta community itself, because information on the occurr can be accessed, therefor the community can know and see in detail any information desired". (Interview with the Sub Directorate of Law Enforcement Ditlantas Polda DIY Mrs. AKP Sukaryati as the Head of Unit Laka on October 16th, 2018, at 11.30 AM)

In additional interview is below:

"Base on my opinion, the e-ticket program has been very transparent compared to the previous ticket, because the e-ticket can guarantee the performance of police officers in the act of replacing it in accordance with the applicable procedures. there is no illegal payment because the information on the transaction can be accessed". (Interview with the member (private employe) of Yogayakarta Mrs. Tri Wahyu Etikawati on October 29th, 2018, at 10.25 AM)

From the results of the above statement the researcher can know that the clear points conveyed from transparency in realizing good governance in Yogyakarta are the creation of a continuity of relations

between the two parties namely the community and the government brokered by the e-Tilang program that supports the creation of good governance in Yogyakarta. Access to information that is ready and easy to reach, free to obtain and on time. In the application of eTilang access information that is ready and easily accessible is very guaranteed because all information about traffic violations will be in the application and has been standardized by the system based on system. e-Tilang application is freely obtained by anyone who wants to get it by downloading the application that provides it.

The knowledge and insight of the Yogyakarta citizen regarding the implementation of the government in this case regarding traffic violations can increase. The public is easy to know about the types of violations, the amount of fines imposed and the results of the court decision process.

The increases public trust in the government with the ease of information obtained by the community, the Yogyakarta citizen trust in the government increased, this is also supported by very guaranteed information disclosure because all information regarding traffic violations will be applied and has been standardized according to the policies of the relevant agencies.

Regarding the transparency of the e-Tilang program the researcher concluded that the transparency level was in accordance with the point in realizing good governance in Yogyakarta seen from the main objectives of this program and the responsiveness given by the citizen. And this is expected to continue and be stable like this as the the initial purpose of making the program.

b.3. Effective and Efficient

Effective and Efficient are the achievement of goals precisely or choosing the right goals from a series of alternatives or choice of choices and choosing from several other choices. effectiveness is the relationship between outputs with objectives of contribution of output to the achievement of goals, the organization more effective with the program and activity. Response and explanation from respondent is below:

"All actions taken by the Ditlantas Police of the D.I Yogayakarta Regional Police in the implementation of e-Tilang can be accounted for as well as possible, for this reason we monitor with our members. where all the e-ticketing actions are in accordance with the procedure, after that the party in charge must make an activity accountability report such as the data we provided earlier.". (Interview with the Sub Directorate of Law Enforcement Ditlantas Polda DIY Mrs. AKP Sukaryati as the Head of Unit Laka on October 16th, 2018, at 11.35 AM)

From the respondent statement above, the researcher knows that the effectiveness and efficiency of the e-Tilang to realize good governance in a procedure is good and in accordance with the requirements to realize good governance in the city of Yogyakarta. In implementing the e-Tilang program the police have carried out activities in accordance with existing procedures, only there are still many people who do not know about the mechanism of implementation. This is because there is still a lack of socialization provided to the community so that there is a need for maximum socialization so that the

community knows about the mechanism of e-Tilang correctly.

There are sanctions set for any errors or omissions in carrying out activities, in the e-Tilang application the amount of fines imposed is definitely no longer bargaining with police officers because there is no direct face-to-face process with police officers (usually called illegal levies) because criteria for the amount of fines according to the violations committed have been established. The basic foundation of e-Tilang by depositing a ticket penalty in the bank basically intends to make the violator or mthe public aware when committing a violation, the ticket penalty will be paid not to anyone. This will eventually make Yogyakarta citizen more responsible.

Effective and Efficient are the achievement of goals precisely or choosing the right goals from a series of alternatives or choice of choices and choosing from several other choices. effectiveness is the relationship between outputs with objectives of contribution of output to the achievement of goals, the organization more effective with the program and activity.

The implementation of e-Tilang is an effective choice that reaches the target in the implementation of ticketing for violators of traffic control. However, not all people in Indonesia are technology literate. There are still many of them who do not know about the existence of e-Tilang, so the need for more intensive and equitable socialization to the community. It cannot be said that the e-Tilang is effective because the implementation of e-Tilang in the city of Yogyakarta is still new and there has

been no evaluation for the improvement of the e-Tilang services in the future.

However, the choice to implement e-Tilang is very effective by utilizing the advances in information and communication technology. The less use of resources, the more efficient the program. Because the use of applications that are carried out from this e-ticket serves to simplify the process of manual reductions that were previously valid.

The efficient process is characterized by process improvements so that it becomes cheaper and faster. In terms of efficiency e-Tilang is very efficient because it is one of the right steps that can reduce operational costs. Without using paper all acts of traffic violations are recorded by the digital system thereby reducing paper costs as proof of violations. Even violators of traffic rules do not need to go back and forth and stand in line for the trial to resolve the problem. Because they will be sent a digital notification by the system when the case will be tried.

By utilizing technology, the entire ticketing process will be more efficient and also effective in helping the police in administrative management. The application is categorized into two users, the first is the police and the second is the prosecutor. On the police side, the system will run on tablet computers with the Android operating system while the prosecutor's system will run in the form of a website, as an executor such as a manual ticketing process.

Response and explanation from respondent is below:

"*The realization of good governance in the city of Yogyakarta can be said to be*

successful until this year, although there are still some obstacles and lacks. But when viewed from the period of application of this e-Tilang, it can be said that the police have implemented the program properly. With the main goal of good governance, the e-Tilang is one of the programs that can realize good governance in the city of Yogyakarta". (Interview with the member (private employe) of Yogayakarta Mrs. Tri Wahyu Etikawati on October 29th, 2018, at 10.10 AM)

In additional interview is below:

"As an ordinary citizen, I support the implementation of e-Tilang, because it is very helpful for the community, especially for housewives like me, in my opinion the e-Tilang program has been able to realize good governance in Yogyakarta City, the government performs a ticketing which e-Tilang according to good governance indicators". (Interview with the member (house wife) of Yogayakarta Mrs. Wulandari on November 1st 2018, at 10.10 AM)

In additional interview is below:

"The creation of good governance in the city of Yogyakarta in terms of the implementation of e-Tilang has been carried out, but KKN actions still occur sometimes, because there are still irresponsible people in carrying out the ticketing process without following the right process". (Interview with the member (private employ) of Yogayakarta Mr. Rafli Parebba on November 5th, 2018, at 10.10 AM)

All of the statements above shows the purpose of implementing e-Tilang in Indonesia (Yogyakarta City) does start from avoiding KKN that occurs, the existence of illegal payments made by the police, not infrequently the people who get ticketed directly choose to pay in a place determined by police officers, this is wrong and contrary to the concept of good governance. For this reason, the implementation of e-Tilang is an appropriate program in overcoming this problem, as one of the government programs that can realize good governance in the city of Yogyakarta.

The concern of the citizen are the top priority that must be considered by the government, compatible to community interest the e-Tilang program is considered very appropriate in implementing good governance in Yogayakarta City.

The effectiveness and efficiency of the e-Tilang program can be concluded after evaluating the points on how the implementation process and the results of the implementation process, where the researcher concludes that the e-Tilang program has been effective program but not been yet effevtive in implementing good governance in Yogyakarta, because there are still people who do not know about the e-Tilang program and certainly do not understand the developing technology. The researcher though and concluded the efficiency of the e-Tilang program it was quite efficient because the e-Tilang program was a new program that was better than manual ticketing, and this program could save time and save operational costs.

CONCLUSION

Based on the previous chapters, it can be concluded that evaluation of implementing e-Tilang in realizing Good Governance in Yogyakarta City almost achieved. It stated from the result of

providers data such as respondent from the Ditlantas Polda D.I Yogyakarta as Institution that have responsible of e-Tilang program, and the respondent from the member of Yogyakarta City. Meanwhile the one result is still not implement properly because there is still a lack of the people awareness that still use and choose manual ticketing as completion of ticketing.

a. The evaluation of the implementation e-Tilang in Yogyakarta City

The steps taken by the government in implementing the e-ticket can be evaluated with good results. With indicators of evaluation following:

1. Context of evaluation implementation e-Tilang is alredy implemented by Ditlantas Polda D.I Yogyakarta, but still found deficiencies, namely in terms of network facilities used and awareness of people who are still not using e-Tilang for financial reasons.

2. Input evaluation such as the facilities used by the government in implementing the e-Tilang has comply the standards facility from government, because the facilities used are android, and third parties are Bank BRI as a place to pay a ticket fine. the facilities used in the application of e-Tilang are very helpful for the citizen in facilitating the process of redemption.

3. Evaluation of monitoring carried out by parties at the start of the implementation of the 2017 e-Tilang until 2018 has been well implemented, as seen from the efforts of the government (Ditlantas Polda D.I Yogyakrta) to carry out actions as the ticketing operation and make

reports data by police officers who carried out the refinement.

4. The results of the e-Tilang evaluation is a final point of e-Tilang evaluation that seen from the context, input, and monitoring carried out by several related parties, namely the Ditlantas Polda D.I Yogyakarta, Yogyakarta Department of Transportation, the citizen and researcher. e-ticket evaluation results show that from the three evaluation indicators above, the evaluation has been carried out in accordance with the evaluation procedures determined to the CCIP model. The shortcomings found in the implementation of e-Tilang are the level of community participation that some still do not know about the e-Tilang program and use eTilang as settlement process of ticketing.

b. Implementation of e-Tilang in Realizing Good Governance in Yogyakarta City

The effort of government in realizing Good Governance by implementing eTilang is already good as appropriate step and decision, with indicators that show:

1. Community participation is the main thing in the implementation of e-Tilang, the community participation has been considered good in view of the data obtained that many people use e-Tilang when the process of redemption occurs, in addition the community having good input and welcoming good this program.
The Clearness and unobtrusive law enforcement are evenly distributed in every community. This will increase public awareness to make the traffic violations can be reduced as well.

2. Transparency from the implementation of e-Tilang can be considered more transparent than the manual ticket, the application of e-Tilang transparency implemented by the government can be seen from the access of information that is ready and easy to reach, free and timely. Public insight and knowledge has also increased about how the implementation of the e-Tilang program and public trust in the government and police have increased.

The accountability of e-Tilang implementation is considered well because the implementation of e-Tilang is in line with the implementation procedures although there are still shortcomings from the lack of socialization that fact not many people know about the e-Tilang mechanism. e-Tilang can at least minimize irregularities in police officers when the process of implementing e-Tilang

3. Effective and efficient implementation of e-Tilang cannot be said to be effective because this program is still a new program and has not been recently implemented in the city of Yogyakarta. However, the government is right in the selection of the e-Tilang program, because e-Tilang is considered very effective by using information and communication technology that can be accessed by the public. In terms of efficiency, the implementation of e-Tilang has been very efficient because it is one of the right steps in facilitating the community and reducing operational costs and accelerating the time of the prosecution process.

This program is also very efficient because it uses a digital system that records all traffic violations so that it does not require a lot of paper in its implementation.

The accountability of e-Tilang implementation is considered well because the implementation of e-Tilang is in line with the implementation procedures although there are still shortcomings from the lack of socialization that fact not many people know about the e-Tilang mechanism. e-Tilang can at least minimize irregularities in police officers when the process of implementing e-Tilang

c. The obstacles faced by the government in applying e-Tilang to the people of Yogyakarta City are the socialization is not effective yet. Regarding some people founded still not understand and know how is e-Tilang and what the e-Tilang advantages it cause why some people doesn't choose e-Tilang way as ticketing process. In addition, the problem that occur is network accessibility of applications that use 3G and 4G networks where if the network experiences network interference or availability or the signal is bad due to weather or technical.

d. The research and analysis are made by the data which found by researcher, but in own researcher opinion have some different perspective that e-Tilang is not reduce the traffic violation, mean the e-Tilang is still lack and not effective enough as a program to reduce the traffic violation and accident happen.

RECOMMENDATION

Based on the problems presented on the chapter discussed, here are some recommendations:

a. Police officers must work harder in providing information about the implementation of e-Tilang, hold socialization in places that are considered

human resources do not fully understand the advantages offered by the e-Tilang program.

b.   The Government and Police officer have to maximize and optimize the redemption operation by using e-Tilang therefor people will be accustomed to using e-Tilang and can increase the awareness people of Yogyakarta to use the eTilang as ticketing process.

c.   e-Tilang must be more develop from all aspect from operation and facilities, like start to use CCTV as facility to support the program.

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