

**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)**

UNDERGRADUATE THESIS

**Submitted in Partial Fulfillment of the Requirement
for the Degree of Bachelor of Arts in Government Studies**

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DECLARATION PAGE

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Declaring that this undergraduate thesis is my original work. I never submit this thesis to gain the Bachelor Degree in any universities and any publications. I had followed the scientific rules and cited all sources in this thesis. Therefore, this thesis is free from plagiarism. If someday there are certain parties complain and protest to this thesis, I will be responsible and overcome all consequences.

Yogyakarta, 01 December 2018

Gita Agzumi



MOTTO AND INSPIRATION

الْغَيْبِ عَالِمِ إِلَى وَسَتَرْدُونَ ۖ وَالْمُؤْمِنُونَ وَرَسُولُهُ عَمَلَكُمْ اللَّهُ فَسَيَرَىٰ أَعْمَلُوا وَقَلِ
تَعْمَلُونَ كُنْتُمْ بِمَا فَيُدْبِرْكُمْ وَالشَّهَادَةَ

“Bekerjalah kamu, maka Allah dan rasul-Nya serta orang-orang Mukmin akan melihat pekerjaanmu, dan kamu akan dikembalikan kepada (Allah) Yang Mengetahui yang gaib dan yang nyata, lalu diberikan-Nya kepada kamu apa yang telah kamu kerjakan.” (Surah At-Taubah [9]:105).

سَهْلًا شِئْتَ إِذَا الْحَزْنَ تَجْعَلُ أَنْتَ وَ سَهْلًا جَعَلْتَهُ مَا إِلَّا سَهْلًا لَا اللَّهُمَّ

“Ya Allah, tidak ada kemudahan kecuali apa yang Engkau jadikan mudah. Dan apabila Engkau berkehendak, Engkau akan menjadikan kesusahan menjadi kemudahan.”

Kita adalah apa yang kita kerjakan berulang kali. Dengan demikian, kecemerlangan bukan tindakan, tetapi kebiasaan (Aristoteles)

He is with you wherever you may be.

(Al Hadid Verse 4)

DEDICATION PAGE

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