

CHAPTER I

INTRODUCTION

A. BACKGROUND

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 improve 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 e-ticket 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 e-Tilang 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 rightthing. Which, it is expected to suppress and reduce the number of violations of the law in Yogyakarta City.

B. 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?

C. OBJECTIVES AND BENEFITS OF RESEARCH

a. Objectives of the Research

The purpose of this research is to understanding how the evaluation of the Yogyakarta government on evaluation of e-Tilang implementation on urban Yogyakarta community and to analyze how implementation of e-Tilang in realizing good governance. In addition, this research can be used as a source for further research related to this topic.

b. Benefits of the Research

This research is expected to bring benefits as a basic research of understanding how the extent of government efforts in evaluating the implementation of e-Tilang on society in realizing good governance.

Therefore based on the purpose and objective of the research, the benefits expected from this research are:

a. Theoretical Benefit

With respect to the concept of development, this research is expected to be the basis for further governance-related research, especially at the local government level (Yogyakarta). The researcher hope that, this research can serve as a basis for developing government strategies, especially traffic police in implementing policies. Reduce the number of traffic violations in Yogyakarta, and can make creation of Yogyakarta as a safe city, and orderly.

b. Practical Benefit

This research is expected to bring benefits to local government and the providers which can be utilized to make an improved evaluation and policy in e-Ticket program. Another benefit from this research is for the society to improve the evaluation process throw the use of e-Tilang system in decision making.

Practical benefits expected are the following:

a. Benefit for Government (Ditlantas Kepolisian Yogyakarta)

This research is expected to benefit local government especially *Ditlantas* Kota Yogyakarta. It will be usefully for *Ditlantas* to be more accurate in implementing the system e-Tilang policy.

b. Benefit for Society

This research is expected to benefit society. The research highlight the importance that society must have knowledge of how the importance of e government in shaping good governance with the community must be aware of the importance of knowledge about technological developments and how to use them.

D. LITERATURE REVIEW

The distinctive elements of this research among other existing is that, this research puts more focus on the evaluation of the implementation of e-Tilang in the formulation of good governance in Yogyakarta. How the government's efforts to make it happen will be important for evaluation. There are some previous researchers that related to this research.

Table 1.1 of Previous Researcher

No	Name	Title/Year	Conclusion
1	Indrayanti Prastika Wibowo P.	The analysis of the Implementation of <i>e-Tilang</i> in Indonesia /2016	<i>Tilang</i> electronic called e-Ticket this is the digitization process of a ticketing, by making use of technology is expected throughout the process of ticketing tickets will be more efficient and also effective to help the police in the management of the administration. The application is categorized into two users, the first is the police and the second is a party to the prosecutors. On the side of the police, the system will run on tablet computers with the Android operating system while on the prosecutor's system will be running in the form of a website, as the executor of such proceedings manually. This application only send the notification and reminder in the form of ID ticket, which store the entire data or Police records about the chronological ticketing that will be given to the court or the prosecutor's office who has a website with the integration of the same database, so that application only digitize a speeding ticket on the function number two.

2	Kurniawan Rante Bombang	The study of Sociology of Law on the behavior of bribe the community to the Traffic Police on the orderly operation of traffic/ 2015	Sociology of law is the scientific study of social life. One of the missions of sociology of law is to predict and explain various phenomena of the law, among others, how a case enters the legal system, and how its completion. Sociology of law uses the facts about the social environment in which that law applies. This study works to find the principles of social governing how the law works in concrete in practice. Notwithstanding the foregoing, the sociology of the law does not provide an assessment of the facts of the law that there will be but explain how the facts of the law that actually happened and what were the cause.
3	Aditya Wijaya	The implementation of e-Government in Sekretariat daerah Kabupaten SEMARANG (presidential Instruction No. 3 Year 2003 about National Policy and Strategy Development of e-Government) / 2015	In Indonesia the initiative towards electronic government has introduced since 2001 through the Presidential Instruction No. 6 Year 2001 on <i>Telematika</i> (Telecommunication, Media and Informatics), which states that government officials should use telematics technology to support Good Governance and accelerate the process of democracy. Then the discharge of the President's Instruction No. 3 Year 2003 About National Policy and Strategy Development of e-Government is a serious step the Government of Indonesia to utilize information and communication technology in the process of government and create a society of Indonesia-based information. A concrete manifestation of e-Government applications, which have been commonly implemented and regulated its implementation, is the creation of web sites of local

			governments. The local government website. The local government website is one of the strategies in performing e-Government development in a systematic way through the stages that are realistic and measurable. The local government website is the first level in the development of e-Government in Indonesia, which has a target so that the Indonesian people can easily gain access to information and government service areas, as well as participate in the development of democracy in Indonesia by using the internet media.
4	Setiyanto, Gunarto.	Effectiveness of the e-Tilang implementation of traffic violators based on law number 22 of 2009 on traffic and road transport in Rembang / 2017	e-ticket is an effective option for achieve the goal of passing ticketing to a traffic violator. The choice to implement e-Tilang is very effective by utilizing the advancement of information and communication technology, because it is more efficient that traffic violators do not need to go back and forth, and queue to trial and complete the legal process, just waiting for digital notification when the case will be heard which will be sent by the police system. The effectiveness of this e-ticketing application is by assisting the police in administrative management. Another benefit of implementing this e-Tilang is the public all information about each category of traffic violations.

5	Edwi Arief	Challenges and obstacles in e-government implementation in Indonesia / 2008	Discussing about e-government in Indonesia, we will find some barriers of implementation in terms of organizing, management, and optimization. From a user point of view where the public is still not widely publicized about the phenomenon of the utilization using digital government. There are two assumptions why these barriers are happened. First is the internet access is still limited from the middle to lower class, and second is awareness of the community itself about the importance of digital government as a container for the government to more easily provide information and services for the community. Furthermore, in terms of facilities, where Indonesia has not fully facilitate its people in the use of internet access and still use manual ways that require a long time to face to face and more costs such as making ID cards, birth certificates, family cards, and others.
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Source: Organized by researcher 2018

Overall, the distinctive elements of this research among other existing is that, this research puts more focus on the evaluation of the implementation of e-Tilang in the formulation of good governance in Yogyakarta. How the government's efforts to make it happen will be important for evaluation. It shows that the main concern of this research is different with these literature reviews. The previous researches above have different concern each other.

The literature review above is had some concern that could be concluded how the e-ticket implementation is, how the was efforts and constraints faced, how to build up the good e-Tilang system in some city or regencies.

E. THEORETICAL FRAMEWORK

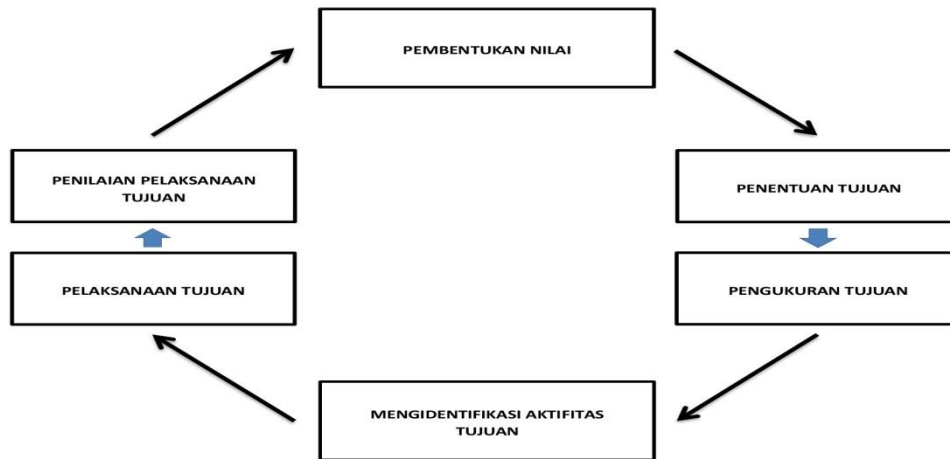
a. Evaluation

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 e-Government 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 inter-governmental 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) (Yenny, 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 (Yenny, 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

F. Conceptual Definition

In a conceptual definition is an attempt to explain the limitations of the research concept in order to avoid misunderstandings. In this study, the authors use e-Government as a conceptual definition. This defines as the transformation of government allows changes in the organization who need project management or programs to develop or integrate systems, leadership, and change in culture or organizational factors. as for conceptual use are:

a. Evaluation

Evaluation is a part of the management system consisting of planning, organization, implementation, monitoring and evaluation in the process of e-Tilang. Without evaluation then the object evaluation conditions in the design, implementation and results will not be known.

b. Public Policy

Public policy will be carried out by the state administration run by the government bureaucracy. The main focus of public policy in modern countries is

public service, in which e-Tilang is one of public policies that can be done by the state to maintain or advance the quality of life of many people.

c. e-Government

e-Government is an innovative solution, which carries out administrative or government functions through the application or use of information and communication technology, one example is e-Tilang. The use of e-Tilang is done to help run the government system in a more innovative, potential, strategic, and productive value that is efficient and effective.

d. *e-Tilang* (e-Ticket)

Electronic ticket is a ticketing traffic violation system that uses electronic devices in the form of Android gadgets or HP. With crosses electronic devices, the police no longer record violations that are carried out using paper, but change using an Android phone or gadget.

f. Good Governance

Good governance is a series of socio-political interaction processes between the government and the community in which the interests of the community and the interests of the government include the implementation of authority, authority in the economic, political and administrative fields to manage various state affairs, and become instruments of state policy for the creation of conditions. social welfare and cohesiveness in society.

G. Operational Definition

Operational definition is a guide in judging or measuring a variable, so that the obtained results of research that is directed. In order to carry out a policy, relations with the Government of Yogyakarta city is not separated from the other parties necessary in the development and progress of the city of Yogyakarta.

In processing the data obtained in the field. Then to get public perceptions or assumptions about the policy of the Government of Yogyakarta City, then the constraints are defined as follows.

a. Types of Evaluation by CIPP model

a. Context: evaluating the development conditions of the e-Tilang program, the evaluation target include the problems faced by the officers of the program implementation.

b. Input: Input evaluation focuses on gathering important information such as the availability of facilities and infrastructure from the e-Tilang program.

c. Process: Monitoring regarding the study of how far the operational implementation of the e-Tilang program has been running effectively.

d. Product: product evaluation, namely evaluation of results (output). Which is directed at the direct results of implementing an e-Tilang program.

b. The appropriate Good Governance Principles for assessing the application of e-Tilang.

a. Society participation: every citizen has a voice in the formulation of decisions, both directly and through the intermediation of legitimacy

institutions that represent their interests. Such participation is built on the basis of freedom of association and speaking and participating constructively. This is become one of a reasons for the researcher wants to examine the extent of community participation and knowledge with e-Tilang availability in realizing good governance.

b. Transparency: Transparency is built on the basis of freedom of information flow that is directly acceptable to those in need. Information must be understandable and can be monitored, and transparency between the government and the community.

c. Effectiveness and Efficiency: Processes and institutions produce decisions according to what has been outlined by using the best available resources so that the implementation of the e-Tilang program becomes an optimal and accountable program. The legal framework must be fair and carried out indiscriminately.

H. Research Method

a. Type of Research

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 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 e-Government 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.

b. Data Type

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.

c. 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.

d. 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

e. 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). In-

depth 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).

f. 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 subjective 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.

d. Draw a Conclusion or Verification

Conclusions are only a part of one activity of the configuration is intact. Conclusions are also on verification during the study. Those meanings emerging from the data must be tested in accordance with the truth and suitability so the validity is guaranteed.

In this stage, the researcher makes the formulation of a proposition related to the principle of logic, lifting it as a finding research, then proceed with a review over and over against existing data, a grouping of data has been formed, and the proposition has been formulated. Step furthermore reporting the complete research with the findings which is different from the existing findings.

7. The Systematic of Writing

To be able to know the contents of this study, it will be compiled systematics writing consisting of four chapters, with the writing system is to facilitate discussion and writing. Systematic writing of this research is as follows:

CHAPTER I

Introduction: This chapter discussed the background of problems, problem formulation, research objectives, research benefits, review literature,

theoretical framework, operational definition, concept definition, research methods and systematics of writing.

CHAPTER II

Research Object Description: This chapter discuss the description of the object of research consisting of the general picture, the history of the object of research, vision and mission, and contents of the e-Tilang on *Ditlantas* and Department of Transportation, and the authority of both institutions.

CHAPTER III

Data Interpretation and Analysis: Chapter three will analyze the evaluation of e-Tilang implementation in realizing good governance in Yogyakarta according to two institutions. In addition, researcher will analyze the authority of these two institutions so that no overlapping occurs.

CHAPTER IV

Conclusion: This chapter is a closing chapter consisting of two sub-chapters, namely conclusion and suggestion, obtained from research results for Government and Police.