CHAPTER III

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	Unemployment	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 e-ticket 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 e-Tilang 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 e-Tilang 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

TAHUN 2017

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 INDONESIA/
DAERAH ISTIMEWA YOGYAKARTA
DIREKTORAT LALU LINTAS

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

NO	KESATUAN	TAHUN 2018												JUMLAH
		JANUARI	FEBRUARI	MARET	APRIL	MEI	JUNI	JULI	AGUSTUS	SEPTEMBER	OKTOBER	NOVEMBER	DESEMBER	
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 SETTIAWAN
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 e-Tilang 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
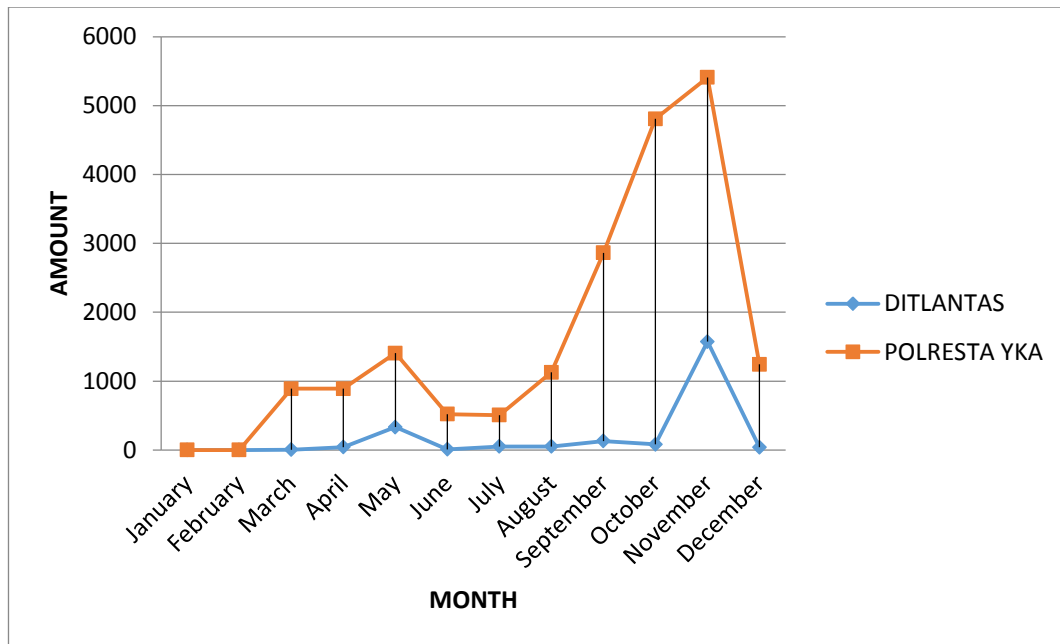
Source: Organized by researcher 2018

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 e-ticket 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
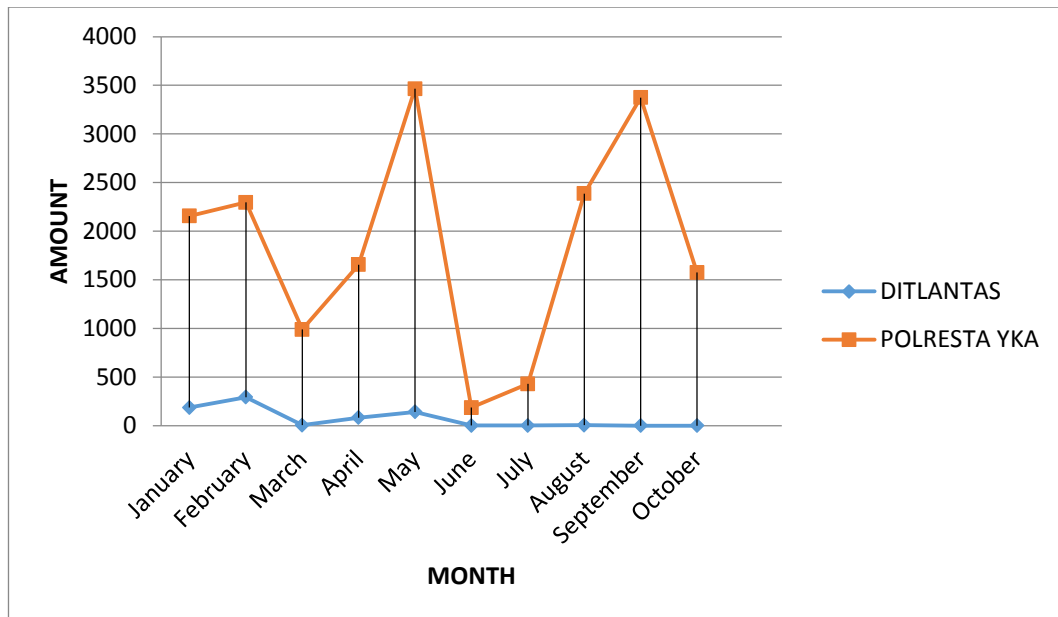
Source: Organized by researcher 2018

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 e-

Tilang 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 e-Tilang 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)
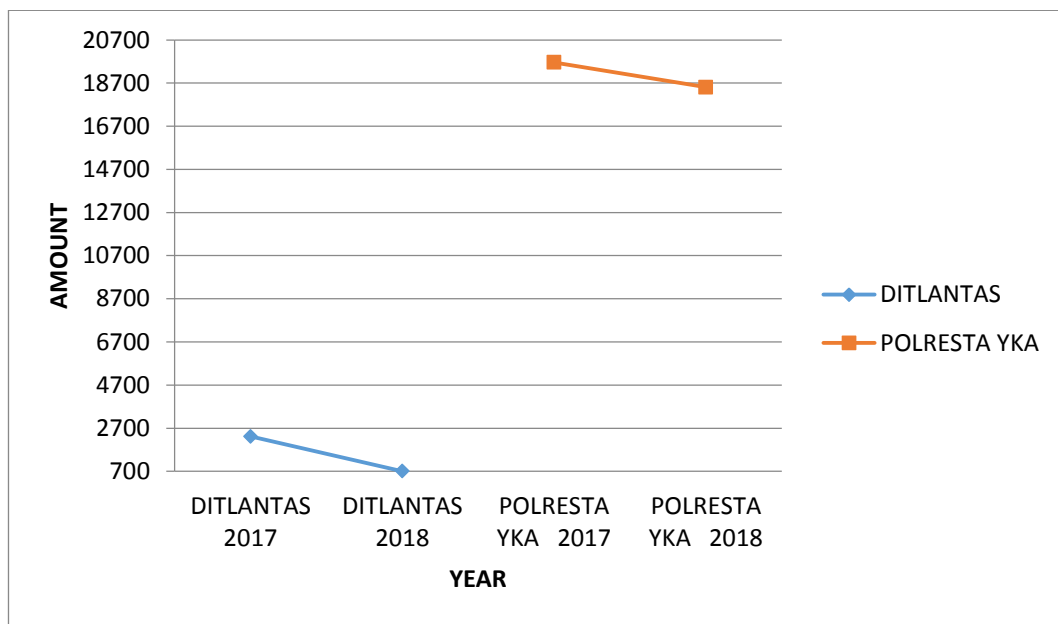
Source: Organized by researcher 2018

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

KEPOLISIAN NEGARA REPUBLIK INDONESIA
DAERAH ISTIMEWA YOGYAKARTA
DIREKTORAT LALU LINTAS

L411 M

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	
	JUMLAH	124,722	124,722	143,293	Rp 6,607,553,000	

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 e-ticketing, 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 e-ticketing 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 e-Tilang 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 e-Tilang 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.