

## CHAPTER IV

### CONCLUSION

#### A. Summary

Based on the previous chapters, it can be concluded that evaluation of implementing e-Tilang in realizing Good Governance in Yogyakarta City almost achieved. It stated from the result of providers data such as respondent from the Ditlantas Polda D.I Yogyakarta as Institution that have responsible of e-Tilang program, and the respondent from the member of Yogyakarta City. Meanwhile the one result is still not implement properly because there is still a lack of the people awareness that still use and choose manual ticketing as completion of ticketing.

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

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

1. Context of evaluation implementation e-Tilang is already implemented by Ditlantas Polda D.I Yogyakarta, but still found deficiencies, namely in terms of network facilities used and awareness of people who are still not using e-Tilang for financial reasons.
2. Input evaluation such as the facilities used by the government in implementing the e-Tilang has comply the standards facility from government, because the facilities used are android, and third parties are Bank BRI as a place to pay a

ticket fine. the facilities used in the application of e-Tilang are very helpful for the citizen in facilitating the process of redemption.

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

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

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

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

1. Community participation is the main thing in the implementation of e-Tilang, the community participation has been considered good in view of the data obtained that many people use e-Tilang when the process of redemption occurs, in addition the community having good input and welcoming good this program.

The Clearness and unobtrusive law enforcement are evenly distributed in every community. This will increase public awareness to make the traffic violations can be reduced as well.

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

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

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

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

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

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

## **B. Recommendation**

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

- a. Police officers must work harder in providing information about the implementation of e-Tilang, hold socialization in places that are considered human resources do not fully understand the advantages offered by the e-Tilang program.
- b. The Government and Police officer have to maximize and optimize the redemption operation by using e-Tilang therefor people will be accustomed to using e-Tilang and can increase the awareness people of Yogyakarta to use the e-Tilang as ticketing process.
- c. e-Tilang must be more develop from all aspect from operation and facilities, like start to use CCTV as facility to support the program.