

PUBLICATION SCRIPT

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

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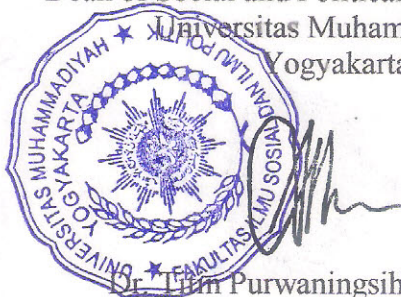
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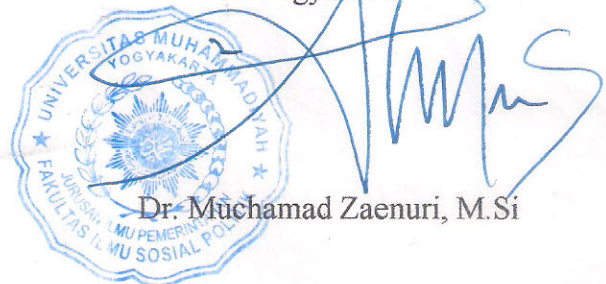
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INTRODUCTION

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 traffic 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).

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). 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.

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.

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.

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.

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. 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).

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. 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.

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.

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).

d. 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).

RESULT AND DISCUSSION

A. 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. 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, therefore 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.

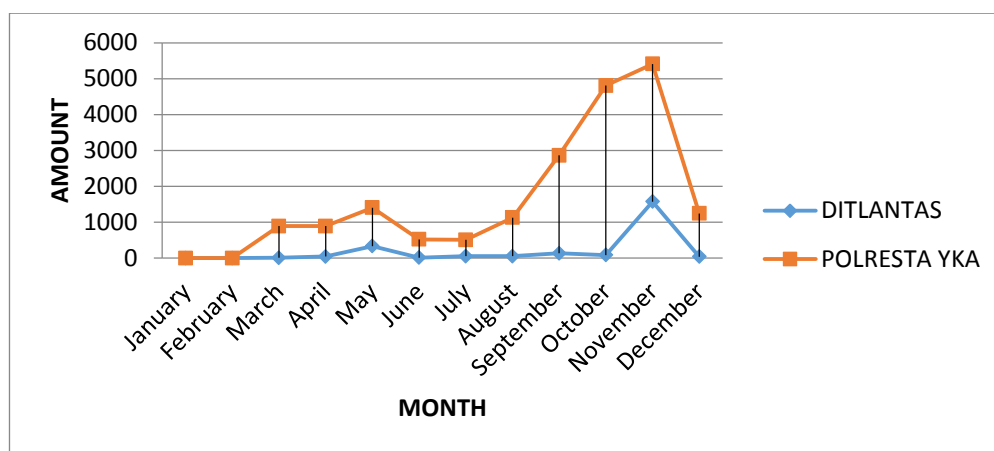
This operation aims to maximize the program, as well as controlling traffic, anticipating violations and also with this operation the community will be more careful in using vehicles on the road, and was carried out in the city of Yogyakarta evenly by involving many officers as well.

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.

b. 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.

Figure 3.1 e-Tilang Data Polres/TA Provided by Polda D.I Yogyakarta 2017



Source: Organized by researcher 2018

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.

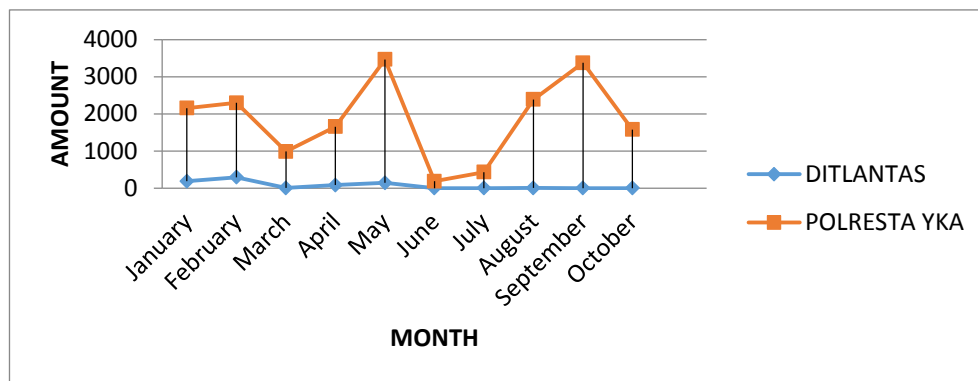
From the implementation of e-Tilang from March to December 2017 there are two points of the lowest and highest point, where the lowest point is in the first month of the e-Tilang implementation, this is caused people of Yogyakarta do not get enough knowledge about the implementation of the e-Tilang program,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

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.

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



Source: Organized by researcher 2018

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.

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.

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

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

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 guaranteed information disclosure because all information regarding traffic violations will be applied and has been standardized according to the policies of the relevant agencies.

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.

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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.

CONCLUSION

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.

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.

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