

**The Perception of Yogyakarta citizens toward the policy of the Government
in implementing a system of E-Tilang 2017-2018**

(Case Study: The Yogyakarta City)

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ABSTRACT

The implementation of the public service as a social rights basis of society in reality still many obstacles or irregularities. Often occur irregularities and even cases of maladministration, and corruption, which can be juridical in the imposition of criminal sanctions. Some of the results of a survey of the institution of an international survey show that public services in Indonesia is still the worst in Asia in terms of public services. The growth of vehicles each day is increasing where many users of motor vehicles that roams in every city all over the world including in Indonesia. Traffic is the most important thing for people who drive on the highway. This Program answers public complaints about the widespread practice of bribery and brokering in the management of SIM and STNK. The program e-Tilang is a form of the seriousness of the Police to execute the instruction of President Joko Widodo about the use of technology and answer program. This is a direct the President to utilize the technology. As well as answer program from the Chief of police. Then also to make the police more professional. Since Monday (13/3/2017), the Yogyakarta Police have implemented electronic traffic Tilang or e-Tilang. The purpose of the application of e-Tilang this is to facilitate the public when exposed to a speeding Tilang or breaking the traffic. The offenders did not need to undergo the court. there are as many as 250 number of speeding Tilang online, which have conducted the prosecution in the whole DIY. While, the offenders just stay pay at the ATM, or for those who have Mobile Banking can be paid directly online. And for those who do not have ATMS or mobile banking can directly pay to the counter BRI. Every speeding Tilang or better known as the e-Tilang that leads to perfection. There are 262 of regency/city are already using the system the table. more and more areas

implement such a system, and then the use of the e-Tilang would be perfect. Moreover, the system table is already starting to look a result that is effective, quick and cheap if compared with a system of traffic Tilang manual.

Keyword: *E-Tilang, Public Policy, E-government*

electronic government (e-

Government) became one of public

policy issues that are discussed at

this time. In Indonesia e-Government

a new beginning with the initiative

that was launched a few years ago. In

this regard, the reform of the

government bureaucracy first

appeared because of the

government's desire to provide the

best service to the community as

determined by the 1945 Constitution.

The improvement of public services

(public service) should get the main

attention from the government,

because public service is a social

rights basis of society (social rights)

or (fundamental rights). The juridical

basis of public services over the

social rights basis of the provisions

stipulated in the Article 18 a

INTRODUCTION

Governments around the world at this time face "pressure" from various parties to improve the quality of public services and increase active participation in the provision of information for the community and claimed to be more effective. This causes the e-Government or government-based electronic increasingly play an important role for all the decision-makers.

Government Traditional (traditional government), which is identical with the paper-based administration, began to be abandoned. The transformation of traditional government into

paragraph (2) and Article 34 paragraph (3) of the 1945 Constitution. Thus the constitution provides expressly about the public service as a manifestation of the social rights basis (rights to receive). (Holle, 2011).

The implementation of the public service as a social rights basis of society in reality still many obstacles or irregularities. Often occur irregularities and even cases of maladministration, and corruption, which can be juridical in the imposition of criminal sanctions. Some of the results of a survey of the institution of an international survey show that public services in Indonesia is still the worst in Asia in terms of public services. Similarly, various studies that have been carried out by the observer of the public service, with which almost all

conclude that public service through direct contact of susceptible to a variety of the practice of maladministration, which is a practice that deviate from the ethics of the administration or an administrative practice which detracts from the achievement of the objectives of the administration. Practices that result in the occurrence of maladministration it is possible in the provision of the service through direct contact. Public services through direct contact will be difficult to avoid the presence of treatment-a special treatment that have an impact on the deviation to administrative provisions. (Holle, 2011)

Korlantas (The Traffic Corps) Polri introduces an Electronic Tilang (e-Tilang). This Program answers public complaints about the

widespread practice of bribery and brokering in the management of SIM and STNK. Kakorlantas (The head of the Traffic Corps) Polri Irjen Pol Agung Budi Maryoto said the program e-Tilang is a form of the seriousness of the Police to execute the instruction of President Joko Widodo about the use of technology and answer program from the national police Chief General Pol Tito Karnavian. "This is a direct the President to utilize the technology. As well as answer program from the Chief of police. Then also to make the police more professional," said Agung Budi in front of the representatives of the Police across Indonesia in his office, Jalan MT Haryono, South Jakarta, on Tuesday (1/11/2016). Related legal framework, he said, the act of speeding Tilang has been regulated

in Law number 22 of 2009. However, with the e-Tilang, the umbrella of the new law should be made immediately. "While this is being discussed with the Supreme Court (MA) to make rules which is equivalent or higher than the laws that already exist. We want a Presidential Regulation (Perpres) that regulate (e-Tilang)," said Agung Budi. In addition, to run the program the e-Tilang this, Kakorlantas (The head of the Traffic Corps) instructed that all Police in coordination with the Criminal Justice System (CJS), court and Prosecutor's office to determine the amount of sanctions speeding Tilang in every area. "In implementing the e-Tilang, have to coordinate with the CJS, namely the prosecutor's office and the court. Every Police different normative sanctions speeding Tilang and it is

justified in the Legislation. Later there will be regulations governing the. While waiting, please coordinate (CJS) in order to be run (e-tilang)," said Agung Budi. Kakorlantas (The head of the Traffic Corps) hope with the program e-a speeding Tilang could remove the negative perception in society to the traffic police as long as people assume the police always take the money of Tilang for itself. (detik news, 2016).

Since Monday (13/3/2017), the Yogyakarta Police have implemented electronic traffic Tilang or e-Tilang. The purpose of the application of e-Tilang this is to facilitate the public when exposed to a speeding Tilang or breaking the traffic. The offenders did not need to undergo the court. (jogja tribuns, 2017)

Ditlantas (the department of traffic) Polda DIY, Commissioner Aris Waluyo on the sidelines of the Prosecution of Traffic Violators on the Road Cotton, Kusumanegara Yogyakarta, Wednesday (15/3/2017). Explains, there are as many as 250 number of speeding Tilang online, which have conducted the prosecution in the whole DIY. While, the offenders just stay pay at the ATM, or for those who have Mobile Banking can be paid directly online. And for those who do not have ATMS or mobile banking can directly pay to the counter BRI. (jogja tribuns, 2017)

However, police admit the technology they apply is not entirely perfect. Surveillance cameras are not able to distinguish the face of a twin brother or recognize motorists who wore sunglasses. While in Singapore,

local police have been applying the surveillance camera monitoring the compliance of motorists over the limit maximum vehicle speed. Singapore until the beginning of last September has put up 51-speed camera laser technology in various regions. The department of Transportation in a number of areas merely utilizes CCTV in the Area Traffic Control System (ATCS) to control the behavior of the driver in the highway. Refer to the website of the Directorate General of Land Transportation, ATCS is a system of traffic control which consists of a central server, CCTV, vehicle detection, and the controller of the intersection. Data for the year 2013 of the Directorate general of Land Transportation indicates, ATCS new owned by the 10 local authorities, three of which the Provincial

government of Bali, DKI Jakarta, and Yogyakarta. Seven owners of ATCS the other is the municipal Government of Medan, Surakarta, Tangerang, Bandung, Padang, Surabaya and Pekalongan. And the city of Kediri is a city that was first implemented application of this (bbc Indonesia, 2017)

The above reason the author choose Yogyakarta City as the location of the research against the policy of e-Tilang is because Yogyakarta is a student city where a lot of the level of the population of motorists is increasing every year. In addition, the application is expected to reduce corruption among the Traffic Police. And with the existence of the policy is expected to motorist traffic will be more careful and more orderly again.

Just for information, the system e-performance based budgeting implemented by the Provincial government of DIY is the system that is produced through the improvement of governance, where accountability performance emphasizes the importance of transparency, effectiveness and efficiency, as well as accountability for the use of the budget based on performance. The system was born in order to integrate between the performance accountability with e-budgeting system to ensure that every budget will be oriented to outcomes or benefits for the community.

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:

1) Perception.

Perception is the view / power of understanding a person or a group of people to an object or event that surrounds, which is a perception by the environment, experience, interest and Knowledge.

2) Public Policy.

Public policy will be implemented by the state administration run by the government bureaucracy. The main focus of public policy in modern states is public service, which is

everything that can be done by the state to maintain or advancing the quality of life of many people.

3) E-Government

E-Government is the act of innovative solutions, which performs administrative or government functions through the application or use of information and communication technologies. Utilization is done to help run the government system in a more innovative, potential, strategic, and productive value efficient and effective.

4) E-Tilang

E-Tilang is a system of speeding Tilang traffic violations using electronic devices in the form of gadgets or HP Android. With speeding Tilang electronics, the police no longer record the violations committed by motorists using paper,

but using a mobile phone or Android gadget.

RESEARCH METHODH

This section describes the research methods used in gathering data, which include place and time of study, the type of research, data sources, data collection technique, the validity of the data and data analysis technique

This research using Quantitative research methods. Quantitative research methods are the approach of empirical studies to collect, analyze, and display data in numerical form. In this case it is the people of the city of Yogyakarta, which became the source of the information policy of E-Tilang applied by the government. While the analysis conducted through the Descriptive research approach, which aims to describe, record,

analyze, and interpret the condition that occurs when a writer doing research. The quantitative approach used to measure the quality of E-government over the public's perception.

RESULT AND DISCUSSION

In this chapter, the researcher tried to explain about the Perception of the people of Yogyakarta to the Policy of the Government in Implementing a System of E-Tilang (2016-2018). Research conducted by distributing questionnaires offline for Community traffic violators in the city of Yogyakarta original Yogyakarta and comes from outside

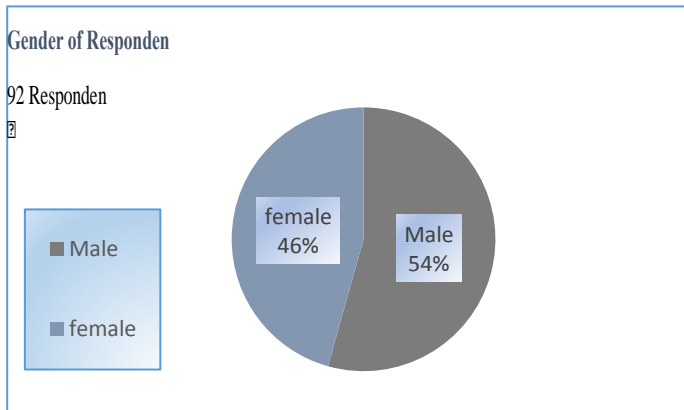
the city of Yogyakarta. Online questionnaire administered to 92 respondents directly to the traffic violators in the place of the hearing. The people selected to be respondents be considered to represent the voice of the population now. To explain further description of the respondents in this study can be seen in the explanation below.

A. Description of Respondents by Gender

In Accordance with the calculations made by researchers to the data of respondents who have been collected i.e. from 92 respondents based on the composition of gender is as follows

Table 3.1
Description of Respondents by Gender

Based on the above table and diagram, we can see that the number of male respondents more than female respondents, which is viewed from two different colors, blue and orange consisted of 50 respondents with the percentage (54%) male and



42 respondents with 46% the percentage of female.

The difference in the number of respondents by gender is 8%. Therefore, it can be said that the level of traffic violators in the city of Yogyakarta is not limited to a certain gender. In other words, the perception of the Community against the policy

of E-Tilang in this case both men and female have the same perception of the policy that is being implemented.

Description Respondents by Origin of Respondents

In accordance with the calculations made by researchers to

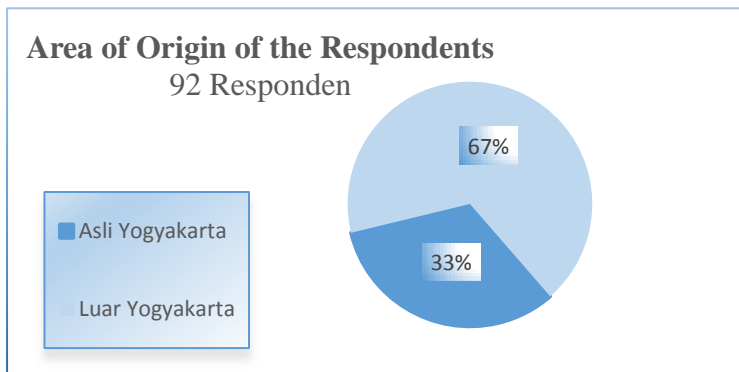
No	Gender	Frequency	Percentage
1	Female	42	46%
2	Male	50	54%
	Total	92%	100%

the data of respondents who have been collected i.e. from 92 respondents based on the composition of origin of respondents is as follow:

Table 3.2
Description Respondents by Origin of Respondents

Based on the table and the diagram above the number of respondents by area of origin of the

30 respondents with a percentage of 33% of the original People of the city of Yogyakarta in



this case are the people born / living in the Yogyakarta and Then the remaining 62 respondents with 67% the percentage of people who come from outside Yogyakarta but work / school and currently lives in the city of Yogyakarta who felt the direct policy of the E-Tilang.

Description Respondents by Age of Respondents

In accordance with the calculations made by the researcher to the respondent data that has been collected i.e., from the 92 respondents based on the age composition of the respondents is as follows:

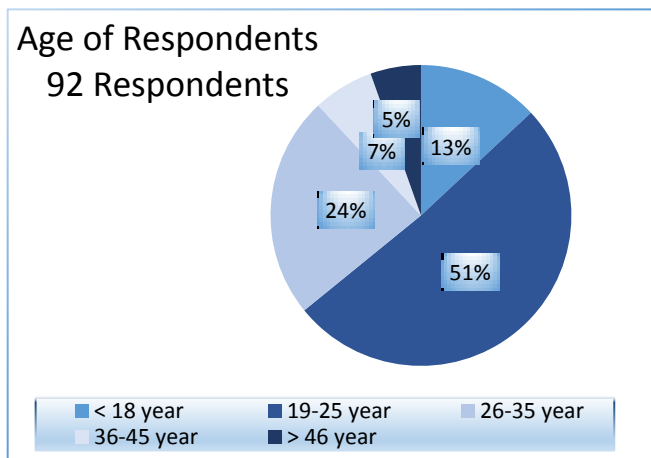
No	Origin respondent	Frequency	Percentage
1	Yogyakarta Original	30	33%
2	Not Yogyakarta Original	62	67%
	Total	92%	100%

Table 3.3

Description Respondents by Age of Respondents

Based on the table and the diagram above the number of respondents aged < 18 years a total of 12 people or a total percentage of 13%. the age of 19-25 years with a total of 47 of people or the

No	Age Respondents	Frequency	Percentage
1	< 18 Year	12	13%
2	19-25 Year	47	51%
3	26-35 Year	22	24%
4	36-45 Year	6	7%
5	> 46 Year	5	5%
	Total	92	100%



percentage of 51%, the age of 26-35 year a total of 22 people or 24% of the presentation. the age of 36-45 years totals 6 people or 7% of the presentation. then age > 46 years old total of 5 people or 5% of the presentation. So it can be concluded that most of the respondents aged 19 to 25 years with 47 people and 51% of the percentage.

**The Perception of the people of
Yogyakarta to the Policy of the
Government in Implementing a System of
E-Tilang (2016-2018).**

No	Question	Index	Criteria
Ease of Use			
1	To the policy of E-Tilang in the help save time	3,89	Good
2	The policy of E-Tilang it easier for people affected by sanctions	4,10	Good
3	The policy of the E-Tilang can be believed to help improve the system of work of Traffic	4,04	Good
Trust			
4	The Policy of E-Tilang that can reliably improve the system of community service and help the offenders when exposed to sanctions	3,96	Good
5	The Policy of E-Tilang eliminate illegal levies (extortion) which happened	3,98	Good
6	The Policy E-Tilang can be trusted to change the mindset of the people to be better against the police	3,90	Good
The functionality			
7	The Policy of E-Tilang this can maintain the consistency of the performance of the police in maintaining security and order	3,80	Good

No	Question	Index	Criteria
Reliability			
8	The Policy of E-Tilang this can speed up the data collection on traffic violators	3,91	Good
Content			
9	Whether the information given the police, both the print media and online has been very clear.	3,67	Good
Citizen Support			
10	What is the Policy of E-Tilang is already in accordance with procedures.	3,78	Good
Total Average Index		39.03	Good

Total average index = $\frac{\text{Highest value} + \text{Lowest value}}{10}$

10

Number of Criteria = $\frac{39.03}{10}$

10

= 3.90



Criteria = **Good**

From the results of the assessment of public research related to the Perception of the people of Yogyakarta to the Policy of the Government in Implementing a System of E-Tilang to it to get the **3.90** with **Good** Criteria. This result means that the society considers that the policy of the E-Tilang is already **very good** in its application. E-Tilang is a tool or a media to record traffic violators with how to input data into the application of the E-Tilang which is directly connected into the data in the national police Headquarters in Jakarta. policy E-Tilang is very easy to police in the record any violators to be sanctioned. Ease of the policy

of E-Tilang is making the most of the respondent's rate Positive, especially at the age of 25 years and under. Some respondents felt that this policy is not yet fully run well because of the unfamiliarity they are about the policy itself with the age of the respondents above 25 years and above, where their lack of understanding about the policy of the E-Tilang itself.

As for the results to the policy of E-Tilang in the help save time get index **3,89** with **Good** criteria. The results of this assessment means that most People who choose to agree, according to one of the respondents why they chose to agree

because the policy of the E-Tilang is very fast, easy to use and directly connected to the police headquarters so our data are quickly recorded. with the number of violators of traffic then the policy is very helpful to speed up time in data collection offenders.

The policy of E-Tilang it easier for people affected by sanctions get index **4.10** with **Good** criteria. This means that most respondents / People who choose to agree, according to one of the respondents why they chose to agree with the policy of the E-Tilang is easier for them in the exposed to sanctions from the first the police must record the data of offenders in the paper now only need to enter the data into the android application. and to pay a fine only need to pay at the Bank BRI thus it is already very easy for them when exposed to sanctions speeding Tilang.

The policy of the E-Tilang can be believed to help improve the system of work

of Traffic get index **4.04** with **Good** criteria. This means that most respondents / People who choose to agree, according to one of the respondents why they chose to agree with the policy of the E-Tilang can be believed to help improve the system of working the traffic is because the previous police force wearing the old system and then with the system of E-Tilang is a bit much to help the system work of the police in the line of duty.

The Policy of E-Tilang that can reliably improve the system of community service and help the offenders when exposed to sanctions get index **3.96** with **Good** criteria. This means that most respondents / People who choose to agree, according to one of the respondents why they chose to agree with the policy of the E-Tilang that can be trusted to improve the system of public service and help the offenders when exposed to sanctions because the system policy E-Tilang very quickly and effectively in data collection. for example, when we are

exposed to a speeding ticket we don't need to come to court again just pay in Bank BRI.

The Policy of E-Tilang eliminate illegal levies (extortion) which happened get index **3.98** with **Good** criteria. This means that most respondents / People who choose to agree, according to one of the respondents why they chose to agree with the policy of the E-Tilang which can be believed to eliminate illegal levies (extortion) which happened due to the policy of the E-Tilang is then a habit we are accustomed to give money peace (bribe the police) will be lost because now we just pay the sanctions ticketed cost is determined based on the mistakes that we did and pay into the Bank.

The Policy E-Tilang can be trusted to change the mindset of the people to be better against the police get index **3.90** with **Good** criteria. This means that most respondents / People who choose to agree, according to one of the respondents why they chose to agree with the policy of the E-Tilang that

can be trusted to change the mindset of the people to be better against the police because the Image of the Police from the first of the famous fierce and unfriendly, sometimes even the police much abused office to get more money from road users.

The Policy of E-Tilang this can maintain the consistency of the performance of the police in maintaining security and order get index **3.80** with **Good** criteria. This means that most respondents / People who choose to agree, according to one of the respondents why they chose to agree with the policy of the E-Tilang this can maintain the consistency of the performance of the police in maintaining security and order because of the existence of this policy describes the consistency of the police is getting better with the rapid data collection and behavior that fast anyway.

The Policy of E-Tilang this can speed up the data collection on traffic violators get index **3.91** with **Good** criteria.

This means that most respondents / People who choose to agree, according to one of the respondents why they chose to agree with the policy of the E-Tilang this can speed up the collection of data on traffic violators due to the existence of this policy then the police will be easy to do data collection on traffic violators without having to write a only need to enter data into the application of E-Tilang and the data will be sent directly to the national police headquarters in Jakarta.

Whether the information given the police, both the print media and online has been very clear. Get index **3.67** with **Good** criteria. This means that most respondents / People who choose to agree, according to one of the respondents why they chose to agree with the policy of the E-Tilang this can related with the information provided by the police both in print and Online media is already very clear, although there are still many people who don't know or don't understand with this policy but they taste the

information that has been provided by the police is quite clear.

What is the Policy of E-Tilang is already in accordance with procedures get index **3.78** with **Good** category. This means that most respondents / People who choose to agree, according to one of the respondents why they chose to agree with the policy of the E-Tilang may be associated with whether this policy has been in accordance with the procedure Tilang, because the application is directly sent data to the police headquarters then of it prior to launch would've ensured the application is in accordance with the procedures speeding Tilang.

In this Research, the difference in the answers of each respondent are because of the difference in angle of view per individual as well as age and background. One proof of the difference that is, not all people either young or old know or understand about the policy of E-Tilang is

because this policy is relatively new and has not yet spread information in a clear manner.

So the end result of the average value of the index is based on a survey conducted the Perception of the people of Yogyakarta to the Policy of the Government in Implementing a System of E-Tilang to it to get the **3.90** with **Good** Criteria. This means that the public users of the road feel this policy has been very quick, easy and reliable and the information provided is clear enough to be understood.

Conclusion

Look in the policy of the E-Tilang which applied to the police to simplify and speed up the time when to record traffic violators. this policy makes researchers curiosity towards people's perceptions, whether people agree or disagree with the policy of the E-Tilang that has already been applied by the police in the City of Yogyakarta on Monday (**13/3/2017**), Based on the results of

the discussion that has been described about the public perception of the policy of E-Tilang can be drawn some conclusions:

Based on the results of survey research conducted to get the highest value of Ease of Use value **4.10** with **Good** category. Public confidence in the policy of the E-Tilang as a means of public policy E-Government have been good enough value where the majority of the respondents believe about the Policies that can help them in sanctioned speeding Tilang. The second is the highest value on trust is of **3.98** with **Good** category. Most of the respondents considers the policy of the E-Tilang can be trusted in its implementation. Then, with the third highest value was found in Reliability of **3.91** with **Good** category. Then the next order is a Function of the Interaction of the Environment that is of **3.80** with **Good** category. then, with the lowest value of the two found on the citizen support that with a value of **3.78** with **Good** category. and the

last one with the lowest first or the lowest of all on the Content with a value of **3.67** with **Good** category.

So the end result of the average value of the index is based on a survey conducted for the Perception of the people of Yogyakarta to the Policy of the Government in Implementing a System of E-Tilang (2016-2018). worth **3.90** in Either category. This means that the policy of the e-Tilang is already **very good** in its implementation.

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