

CHAPTER I

INTRODUCTION

A. BACKGROUND

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 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 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)

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. Riders must comply with traffic signs. A lot of people who still violate traffic signs. The local police to act firmly with these abuses. Evidence of violation of the abbreviated speeding Tilang is a fine imposed by the Police to road users who break the rules. Where any road users who do follow the traffic violation is directly followed up by the police. The police dismiss the offenders with a polite and well mannered,

and then explained about the faults of the offenders. Violators are given a Tilang and will be taken care of in Court. Then Offenders will pay a fine in Court. It requires a long time in the care of a speeding Tilang. Offenders who do not have the time to spare will be hassles to take care of it. And some people are reluctant to come to court to take care of the fine of a speeding Tilang. Then by of it a lot of Scalpers or people who become intermediaries who provide services to take care of the fine of a speeding Tilang by asking for wages as a reward of the work they have done.

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)

Commissioner Aris also said that the implementation of a speeding Tilang online is also equipped with the BRI Virtual Account (Briva) or the account of the BRI Center. Payment of the Tilang can be through the EDC prepared the Officer or can pay at the counter nearest BRI. Application ticket online, said he also is directly connected with the server at the headquarters (Mabes) Polri. The application was the same all over Indonesia.

“Hopefully, with the implementation of e-Tilang is easier for the public to pay speeding Tilang and removing the opportunity for the community to bribe the individual members of the police cracking down on traffic violations,” he said. (jogja tribuns, 2017)

To improve the service with a legal system that is quick and cheap, Korlantas began to impose a system of e-Tilang. Up to this time, according to the Head of the Traffic Corps (Korlantas) Police, Inspector general of Police Royke Lumowa, there have been 262 area cities and counties that implement e-Tilang. "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," he said at the National Police, Cawang, East Jakarta, Tuesday (2/5). According to him, 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. (Kumparan, 2017)

Speeding Tilang-based CCTV has been first implemented in a modern city in some countries, among others, Shanghai and Singapore. Refer to the Shanghai Daily; police in the city have at least two thousand high-resolution cameras placed at various points of the traffic. Since March 2016 to May 2017 there are more than 600 motorists who violate the law and undetectable surveillance camera.

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.

in addition, the reason the author chose the city of Yogyakarta as a place of study is because Yogyakarta is a city which is a newly implemented system of E-Tilang where there are still many people who do not know about the policy but the police are already running this system at the beginning of the year 2017, and therefore the author took the decision to see how the public perception of the city of Yogyakarta with the policy of the E-Tilang, and in this way the authors also want to provide information to the public who have not understood this policy by way of researching their perceptions and provide the information that is known by the author to the community.

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.

Yogyakarta rated MenPAN-RB Asman Abnur is an example of a City that has successfully implemented a system of e-performance based budgeting. Even Abnur said his duties in Yogyakarta most of all is already done. My next task is how the other regions can be such as Yogyakarta, he said. Open government Partnership abbreviated (OGP) is an initiative of the multilateral aims to secure concrete commitment from governments to promote transparency, empower citizens, fight corruption, and harness new technologies to strengthen governance towards the new age or the globalization of the third wave. And Yogyakarta will be used as a barometer of the implementation of good governance through accountability performance and e-budgeting system. Other areas, said Abnur, as a role model, while an example is Yogyakarta. The spirit of openness is expected to also encourage the Local Government as the spearhead of the government in the community in order to improve the quality of their public service. (Nusantaranews.co, 2016)

B. Problem Statement

Based on the case described in the background, the focus of this study is on The Perception of Yogyakarta Citizen toward the Policy of the Government in Implementing a System of E-Tilang to improve the service with a legal system that is quick and cheap so that people do not need to undergo the trial and prevent the occurrence of illegal practices/scalper.

C. Research Questions

Based on the background of the problem above, the research questions of this research will be “The Perception of Yogyakarta Citizens toward the Policy of the Government in Implementing a System of E-Tilang in 2017-2018?”

D. Research Benefit

Then, as for the expected benefit can be obtained through this research is:

1. Theoretical Benefits

The results of this research are expected to contribute to the development of the theory of public policy so as to increase the understanding of public sector policy development.

1. Practical Benefits

1.1. For Governmental

The spirit of openness is expected to also encourage the Local Government as the spearhead of the government in the community in order to improve the quality of their public service.

1.2. For Society

Know the role and function of society in public policy. It is hoped that the community will give a deeper contribution to public policy decisions.

2.3 For Student

Give students an understanding of their own regarding the public policy theory especially on matters that affect the effectiveness of public participation and satisfaction over the public policy that has been made.

E. Literature Review

The literature review of this research as follow:

Name	Title/year	Conclusion
Indrayanti Prastika Wibowo P.	The analysis of the Implementation of E- Tilang in Indonesia /2016	Tilang electronic called e-Tilang this is the digitization process of a speeding Tilang, by making use of technology is expected throughout the process of speeding Tilang will be more efficient and also effective also helps the police in the management of the administration. The app is categorized into two users, the first is

		<p>the police and the second is a party to the prosecutors. On the side of the police, the system will run on tablet computers with the Android operating system while on the prosecutor's system will be running in the form of a website, as the executor of such proceedings manually. Of the three main functions above, the application of e-Tilang does not implement the function as the introduction to pay a fine to the Bank / Registrar because the mechanism involves a form or paper Tilang,</p>
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		<p>e-Tilang form or the paper evidence of the violator not to use, this app only send the reminder in the form of ID Tilang, which store the entire data or Police records about the chronological speeding Tilang that will be given to the court or the prosecutor's office who has a website with the integration of the same database, so that apps only digitize a speeding Tilang on the function number two.</p>
<p>Kurniawan Rante Bombang</p>	<p>The study of Sociology of Law on the behavior of bribe</p>	<p>Sociology of law is the scientific study of social life. One of the</p>

	<p>the community to the Traffic Police on the orderly operation of traffic/ 2015</p>	<p>missions of sociology of law is to predict and explain various phenomena of the law, among others, how a case enters the legal system, and how its completion. Sociology of law uses the facts about the social environment in which that law applies. This study works to find the principles of social governing how the law works in concrete in practice.</p> <p>Notwithstanding the foregoing, the sociology of the law does not provide an assessment of the facts of the law that there</p>
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		will be but explain how the facts of the law that actually happened and what were the cause.
Aditya Wijaya	The implementation of E-Government in Sekretariat daerah Kabupaten SEMARANG (presidential Instruction No. 3 Year 2003 about National Policy and Strategy Development of E-Government) / 2015	In Indonesia the initiative towards electronic government has introduced since 2001 through the Presidential Instruction No. 6 Year 2001 on Telematika (Telecommunication, Media and Informatics), which states that government officials should use telematics technology to support Good Governance and accelerate the process of democracy. Then

		<p>the discharge of the President's Instruction No. 3 Year 2003 About National Policy and Strategy</p> <p>Development of e-Government is a serious step the Government of Indonesia to utilize information and communication technology in the process of government and create a society of Indonesia-based information. A concrete manifestation of e-Government applications, which have been commonly implemented and regulated its</p>
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		<p>implementation, is the creation of web sites of local governments. The local government website. The local government website is one of the strategies in performing e-Government development in a systematic way through the stages that are realistic and measurable. The local government website is the first level in the development of e - Government in Indonesia, which has a target so that the Indonesian people can easily gain access to information and</p>
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		<p>government service areas, as well as participate in the development of democracy in Indonesia by using the internet media.</p>
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The difference of this thesis with Literatures above is the city used of case study. But having a common purpose that is focus to analyze the application of E-Tilang and the policy of E-Government in the implementation of E-Tilang as well as the laws and regulations that discuss the behavior of the bribe in public and the behavior of traffic violations as well as the cause.

F. Theoretical Framework

1. Perception

1.1. Definition.

Perception is a process that is done to someone to get a picture of something through the stages of selection, management, and understanding of information about something. A person's actions will be something heavily influenced by it.

In his book entitled an Introduction to Communication studies (2001:167), Mulyana defines perception as an internal process that allows us to select, organize and interpret stimuli from our environment and from the process can affect our behavior later. Perception is a core of communication, because if the perception is not accurate then it will not allow us to communicate effectively. From the perception of it that determines us to have a message and ignore the other messages. The higher the degree of similarity of perception between individuals, and as a consequence it is increasingly likely to form a group culture or group identity.

Here are some sense perceptions that are defined by some communication expert to clarify the notion of perception itself, among other things:

1) Rudolf R. Verdeber

“Perception is a process in interpreting information sensory”.

2) J. Cohen

“Perception is defined as the meaningful interpretation of the sensation as the reception of external objects. Perception is the knowledge which looks for what is out there”.

3) Brian Fellows

“Perception is the process that allows an organism to receive and analyze the information”.

4) Kenneth A. Sereno and Edward M. Bodaken

“Perception is a mental process that is used to dig a stimulation”.

5) Joseph A. Devito

“Perception is the process by which we become aware of the many stimuli that can affect our senses”. (Mulyana, 2001: 167 - 168)

1.2 The Process of Perception.

The process of perception in general is divided into four stages, namely:

1. Attention and Selection.

The selection of only selectively give the opportunity to the small proportions of the whole information there. This selection process derived from the process controlled, i.e., the individual consciously decide which information will be noticed and which are ignored.

2. Organization.

At this stage all the information has been entered the selection in the previous stage will be organized. As for how to organize the information efficiently is the schema. Schema is the framework of cognitive which describes the knowledge that is organized with the provision of the concept or stimulus that is built through experience.

3. Interpretation.

After attention is depicted on a particular stimulus and the information has been organized then the individual will try to obtain answers about the meaning of the information. This stage is strongly influenced by the causal attribution, namely an experiment to explain why something that happened like that.

4. Retrieval.

The information that has been stored in the memory to look back when the information is used. Individual will be easier to get back the information that has been stored when it has been in the scheme and organized.

So the process of perception begins with the attention and selection of information, then the information that has been selected is the organized, after which it begin the stage of interpretation, which the individual tries to understand the meaning of that information. When individuals need the information, then do the search again. (Schermerhorn, 1994:153-155)

2. Public Policy

According to Sunarto, M.Si quoted in the book Taufiqurakhaman public Policy in my opinion is a decision-a decision that is binding for many people at the strategic level, outline or nature made by the holder of a public authority. As a binding decision of the public then public policy should be made by political authorities, namely those who received a mandate from the public or the people, generally through an election process to act on behalf of the people.

Furthermore, 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. The terminology of public policy refers to a series of equipment the implementation of a wider range of laws and regulations include also the aspects of the budget and structure committee. The cycle of public policy itself can be associated with policy making, policy implementation and policy evaluation. How public involvement in every stage of the policy can be the size about the level of state compliance to the mandate of the sovereign people it. (Taufiqurakhman, 2014)

As For the View Of The andriansyah, M.Si quoted in the book Taufiqurakhman Public policy or the public policy we all know is the rules that have been defined and must be adhered to. Those who violate will get in accordance with the weight of the violations committed, and sanctions imposed in front of the public by the agency that has the duty to impose sanctions. So, public policy can be compared to a law. Not only is it the law but also we must understand it as a whole and true. When an issue concerning the interests of the joint is necessary to set then the formulation of the issue becomes a public policy that should be conducted and compiled and agreed upon by the competent authorities.

When public policy is determined to be a public policy, whether to become a Law, whether be a Government Regulation or Presidential Regulation including Local Regulation, then public policy is transformed into a law that must

be obeyed by the whole society and when the violation will be sanctioned. However, the policy issued by the government should be really studied in depth the truth and accuracy so it is really effective to overcome the problems and actually creates new problems. (Taufiqurakhman, 2014)

With regard to the service, there are two terms that need to be known, namely to serve and service. Definition of serve is to help prepare (take care) what is required of a person". While the notion of service is a "business serving the needs of others" (Dictionary of the Indonesian Language, 1995)

As for according to the Decree of MENPAN No. 63 of 2003, regarding the service are as follows:

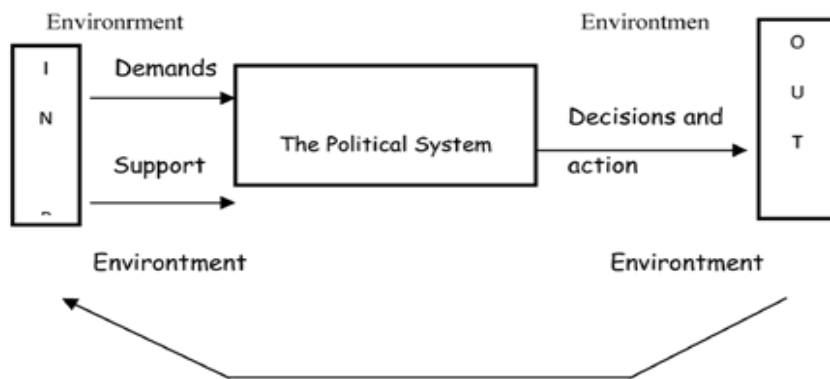
- a. Public service is all service activities performed by public service providers' in efforts to meet the needs of the service recipient or the implementation of the provisions of the legislation.
- b. The organizers are the Public Service is Government Agencies.
- c. The Government agency is a collective designation covering a unit of work unit of the organization of the Ministry, Department, Secretariat Institution of the Highest and High State, and other Government agencies, both Central and Local, including State-Owned Enterprises, State-Owned Legal Entity and Regional Owned Enterprises.
- d. Units of public service providers are a unit of work on Government agencies that directly provide services to recipients of public services.

e. Public service providers are the officials/employees of government agencies that carry out the duties and functions of the public service in accordance with the laws and regulations.

f. Recipient of public services is the people, the community, government agencies and legal entities that receive services from government agencies. (Sutopo dan Suryanto, 2006)

According to Thomas Dye quoted by (Taufiqurakhman, 2014) assume that public policy is to improve the lives of the community. According to Thomas Dye there are a wide variety of Public Policy:

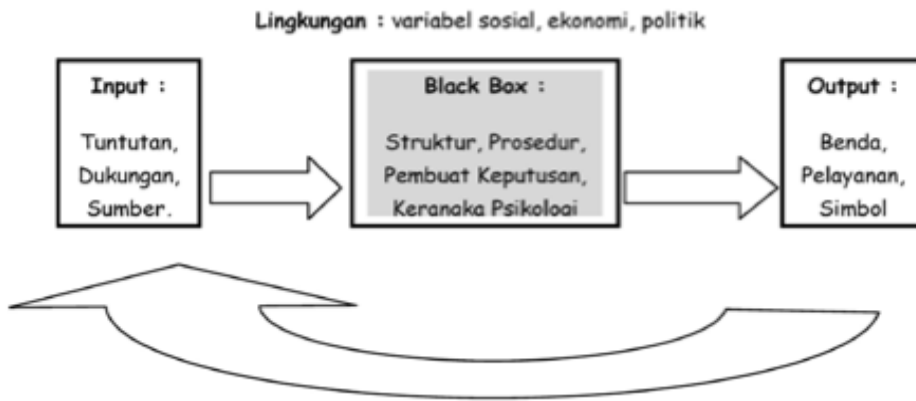
1. System Theory:



In this concept of political activity and public policy can be described in the illustration above. In systems theory public policy is considered as the output of a political system. The concept of a system the politics of states how public institution-the institution and its activities to respond to and transform the existing needs in the community to be values that bind the society as authoritative and gained support from him.

This Model is influenced by the concepts and theories in the science of communication such as (feedback, input, output) and believes that the overall process is cyclical.

A question that can be analyzed in the theory of this system is

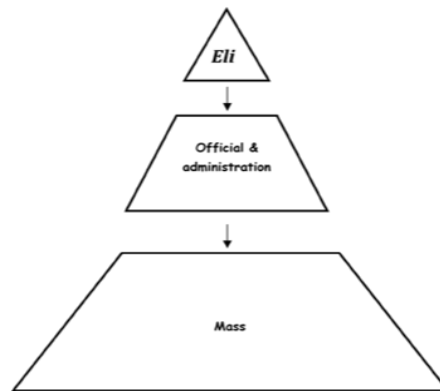


- a. The dimensions of the environment is what encompasses a requirement in the processcenter in a political system.
- b. The characteristics of the political system, which can transform the need for a public policy.
- c. How the environment affects the political system.
- d. How the workings of the political system in making public policy.
- e. How do environmental inputs affect the content of public policy.
- f. What are the implications for public policy return the input as a feedback, to the environment, and the characteristics of the political system.

Example can perhaps explain this theory is in the policy of labor of Indonesia. That the pressure and opposition groups who are each trying to fight

for the values of interest and then how social and economic conditions as well as the environment of the policy coupled with a political atmosphere that surrounded him was handled by the political system, namely through the institution of the Council (DPR) in the process and formulated as public policy. Of policy issued later in the implementation of the policy how the social environment and the economy reacts to the policy, up to the end everything becomes a feedback for the input process again.

2. Elite Theory

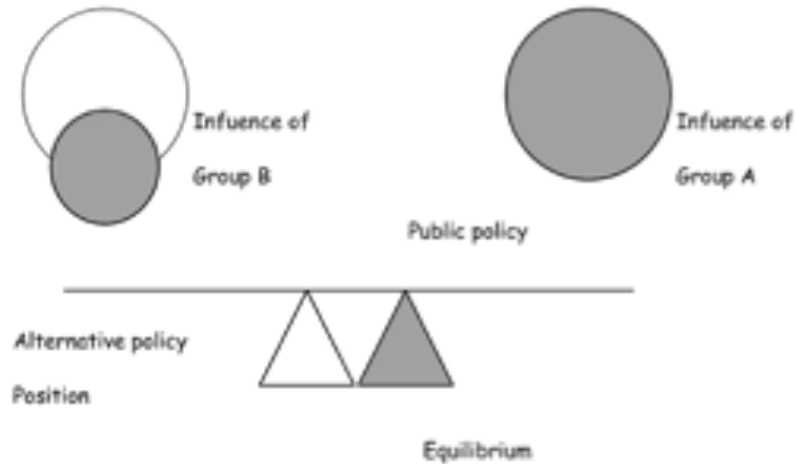


Public policy can be viewed as the preferences and values of the elite of the government. Although it is often public policy reacting the needs of the community. This can happen through:

1. Public policy is made in incremental and take (accommodate) the values of the interests of the elite. Values of the elites will greatly affect the public. But elitism does not mean that the public policy against the interests (welfare) of society will be but the public policy that exists to respond to the welfare of society over the interests of the elite rather than the interests of society in general.

2. The elite see most of the people who passive occur sitorsi information, the elite manipulates public sentiment.

3. Group Theory: Policy as group equilibrium.



Is the result of the struggle of a group who fought, as the balance of the individual in politics would be meaningless if it is not on behalf of the interests of the group. According to this theory public policy is the equilibrium is reached in the struggle between groups. Finally, the influence or the amount of is important in addition to leadership, access to policy makers, and internal cohesion of the group, the wealth.

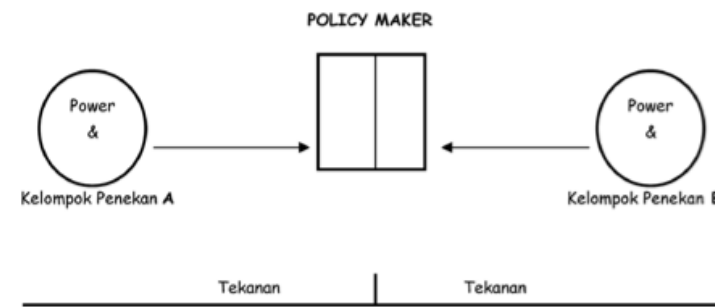
An example can explain this theory is the struggle of the workers through interest groups that they form (SBSI, SPSI etc.) to fight for their interests in the policy of labor.

Theory is also known as the hydraulic thesis, therefore questioning the role of pressure groups and lobbies among the groups that are there to decide one

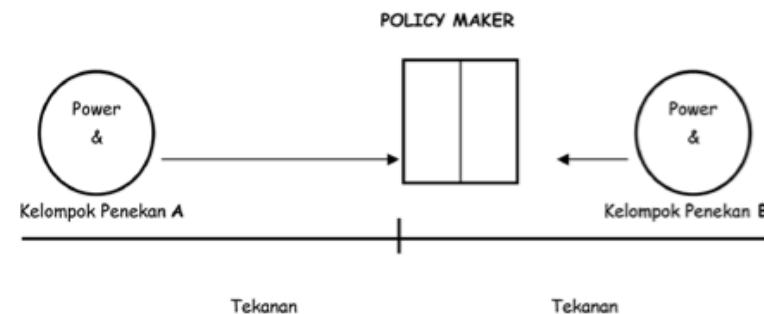
thing. The community is assumed as a system where existing groups push each other in the law of action-reaction in formulating and implementing a public policy.

Theoretically indeed seems the group that has the same power (like the first image) so that the Content and context of the policy it is still neutral. But in line with the Pareto optimum principle, whereby when an interest is actually the same time is to minimize the interests of others, then in fact there is a group that is more powerful than the other, so that the nature of the public policy of the foam being not neutral anymore. (See the second image).

The First Image:



The Second Image:



The effectiveness of (the right target) is the level of achievement of a certain goal, both in terms of results, and in terms of the business as measured by quality, quantity and timeliness in accordance with the procedures and the specified sizes that have been outlined. The effectiveness of the bureaucrats in carrying out the duties of the service to the public must either meet the target or predetermined goals are achieved. The intended purpose is the purpose of the public in the achievement of the goal, not the goal of service providers (bureaucrats in public).

Efficiency indicates how to achieve it, i.e., compared with the effort, cost or sacrifice be incurred. The presence of efficiency expected of the bureaucrats in carrying out the tasks of service to the community is not wasteful. In the sense that the bureaucrats are careful to give the results as possible to the public. Thus the value of the efficiency is directed to the use of resources and proper, not wasteful and is accountable to the public (Yuspita, 2012)

The bureaucracy is said to be effective and efficient when in reality its implementation bureaucracy can function to serve in accordance with the needs of the community means that there are no obstacles that occur in these services, fast and precise in providing services as well as to solve the phenomenon which stands out due to the social changes very quickly from external factors. So the bureaucracy can run effectively and efficiently need to pay attention to the factors that influence it such as the proposed Gie. Gie (1992) say that the factors that

affect the efficiency and effectiveness of the work is (1) work motivation, (2) working ability, (3) working atmosphere, (4) work environment, (5) equipment and facilities and (6) of the working procedures. Referring to the factors proposed by Gie on the above, then the author is convinced there are (1) human resources, (2) a work environment that can really affect the effectiveness and efficiency of providers of public services in Indonesia. (Gie, 1992)

3. E-Government

3.1. Definition of e-government

Currently, various government agencies have implemented communication and information systems based on known as *E- government*. Electronic government (derived from the English word *electronics government*, also called *e-gov*, *digital government*, *online government* or in particular context *transformational government*) is the use of information technology by the government to provide information and services for its Citizens, as well as other matters pertaining to government.

According to the World Bank, *E-government* is defined as an effort to utilize and utilize telecommunications to improve government efficiency and efficiency, provide better service to the community, provide wider access to information to the public, and make governance more responsible (*accountable*) And transparency to the community. (habibullah, 2010)

Electronic government can be applied to legislative, judicial, or public administration, to improve internal efficiency, deliver public services, or democratic governance processes. The main delivery model is *Government-to-Citizen* or *Government-to-Customer (G2C)*, *Government-to-Business (G2B)* with *Government-to-Government (G2G)*. (Seifert and Bonham, 2013)

According to the results of research and research from Harvard JFK School of Government, to apply the concepts of digitization in the public sector, there are three elements of success that must be owned and taken seriously. Each of these successful elements is:

1. Support Element support is the most important element in the development of government need support or so-called political will from public officials. This is so that the concept of e-government can be implemented, in the absence of various initiatives of development and development of government can be done.

2. Capacity Element capacity is a necessary resource in the development and development of e-government for the concept that has been created can become a reality. There are three resources that must be owned, namely:

- a) The availability of sufficient financial resources to implement various e-government initiatives.

- b) Availability of adequate information technology infrastructure as it is 50% of the key to successful e-government implementation.

c) The availability of human resources with the competencies and skills required for the implementation of e-government can be in accordance with the principle of expected benefits.

3. Value Element value is based on the benefits gained by the government as a service provider and also the community as the recipient of E-government services. In the element of value that determines the magnitude of the benefits of E-government is the community as the recipient of service.

Based on "Papa Domichelaki & Mentzas" on the quality of E-government resulted in several attributes of E-government quality incorporated into six main criteria:

a. Ease of Use: How easy regulation of the e-Tilang this is for the people of Yogyakarta.

b. Trust (the trust): Public trust in the e-Tilang of freedom from the risk of danger or doubt during the service process.

c. The functionality of the Interaction Environment: an integral Role on the e-Tilang in the allow users of the road affected by the sanctions speeding Tilang to get information, the main media to transmit information online.

d. Reliability (reliability): As a public trust to the e-Tilang for the correct and timely delivery service. The terms and conditions of service which is very helpful for the people of Yogyakarta.

e. Content and Appearance of Information (contents and information display): The quality of the information itself as well as its presentation and layout, such as the proper use of colors, graphics, and the size of web pages.

f. Citizen Support (supporting): The assistance provided by the government to help the people of Yogyakarta in the search for information or transact. (Papadomichelaki, X., & Mentzas, G.(2001)

The electronic government initiative in Indonesia has been introduced through Presidential Instruction no. 6/2001 dated. 24 April 2001 on Telematics (Telecommunication, Media and Informatics) stating that government officials must use telematics technology to support *good governance* and accelerate the democratic process. Furthermore, *electronic government* must be introduced for different purposes in government offices. Public administration is one area where the Internet can be used to provide access for all communities in the form of basic services and to simplify relationships between communities and governments.

G. 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 in this case is the view / the power of understanding a person or group of people against a policy or the events that surround, which is the perception by the environment, experience, interest and Knowledge. where of this perception can be concluded a person's understanding of that policy.

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.

H. Operational Definition

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

In processing the data obtained in the field. Then to get public perceptions or assumptions about the policy of the Government of Yogyakarta City, then the constraints are defined as follows: according to (Papadomichelaki&Mentzas, 2001) Models e-Govqual built based on a survey of a large number of literature related to website quality and e-service quality.

The implication is that service quality attributes that are proposed will be different anyway. Therefore, models e-GovQual proposed to answer and analyze the service quality attributes that are appropriate for e-Government or focus on e-Government quality. From the results of the study produced 33 grain quality attributes of e-Government services that are divided into six dimensions as presented below according to (Papadomichelaki&Mentzas, 2001):

- a. Ease of Use: How easy regulation of the e-Tilang this is for the people of Yogyakarta.
- b. Trust (the trust): Public trust in the e-Tilang of freedom from the risk of danger or doubt during the service process.

c. The functionality of the Interaction Environment: an integral Role on the e-Tilang in the allow users of the road affected by the sanctions speeding Tilang to get information, the main media to transmit information online.

d. Reliability (reliability): As a public trust to the e-Ticket for the correct and timely delivery service. The terms and conditions of service which is very helpful for the people of Yogyakarta.

e. Content and Appearance of Information (contents and information display): The quality of the information itself as well as its presentation and layout, such as the proper use of colors, graphics, and the size of web pages.

f. Citizen Support (supporting): The assistance provided by the government to help the people of Yogyakarta in the search for information or transact.

I. Research Method

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

1. Type of Research

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.

2. Location of Research

The location of the researcher is the research unit. The location or place of the researcher can capture the actual state of the researcher object. The Unit of analysis in this research is the people of the city of Yogyakarta sanctioned a speeding Tilang. and is considered to have information and access to the object of research.

3. Object of Research

The object of research is something that becomes the center of attention. So, the object of this research is the people of the city of Yogyakarta sanctioned E-Tilang and give the perception of public policy.

4. Data Collection Technique

a. Questionnaire

Researchers will also use the questionnaire technique to investigate an issue that concerns the interests and needs of the general public by using the list of questions has been prepared and submitted in writing to the subject (the community) to get a clear answer. The population in this research is the users of

the road affected by the sanctions speeding Tilang. While the sample of this study amounted to 1.133 motorists affected by sanctions, this Operation is held for 21 days from 5 March to 25 March (wartakota.tribunnews, 2018). The amount of 1.133 rider sanctioned. The formula Slovin explained that to get the number of samples desired or sought is a population (of different riders affected by the sanctions) and the value of the error sample are used (0,1), which became: 1.133 $(1.133 (0,1)^2) + 1 = 92$ respondents.

b. Documentation

The documentation is a technique of collecting data obtained from documents, archives, books, and other data sources that can be said of data collection techniques obtained through the library materials (bahan pustaka) relating to issues that will be investigated.

To support the data, it also used bibliographic tools, such as: scientific journals, magazines, newspapers, and other sources. For documentation that comes from the object of research, for example in the form of regulation documents that could support the research description and complete the writing of a Research Foundation.

5. Type of Data

In this research, there are two types of data sources used. Those are:

1) Primary Data

Primary Data is an object or original document of raw material from the offender (first-hand information). The Data collected from the real situation when the event occurs are called primary data. The primary Data in this study were obtained from interviews with several informants and the distribution of the questionnaire, i.e. for traffic violators in the city of Yogyakarta. They are the people who are considered to have information that researchers need and have access to the object of research.

2) Secondary Data

Secondary Data is Data collected by the researcher from other sources to complement and support the primary data. Secondary Data is usually not collected from the field directly. In this study, secondary data are books, journals, websites, and other literature that can explain about The Perception of Yogyakarta Citizen Toward the Policy of the Government in Implementing a System of E-Tilang.

6.Sampling Technique

The sample is part of the number and characteristics possessed by the population. Methods random sampling this research was conducted with the technique of Probability using the technique of stratification random. In educational research and social research other, often encountered the conditions of the existing population is composed of several layers or a group of individuals with different characteristics. In school, for example there is a class one, class two, and class three. They can also be distinguished according to the gender of the respondents into groups of men and groups of women. In the community, the

population can be in the form of community groups, for example farmers, traders, civil servants, private employees, and so on. The state of the population which will thus not appropriate and not represented; if it is used the technique of random. Because the result may be one group too many, which was selected as a sample, on the contrary the other group is not represented because it does not appear in the electoral process.

To know the number of samples determined by using the formula by Slovin. That is:

$$n = \frac{N}{N (d)^2 + 1} \quad \rightarrow \quad n = \frac{1.133}{1.133 (0,1)^2 + 1}$$

Description:

N = The number of samples to search

N = Number of Violators

d = Value of perception (the percentage of inaccuracy due to errors that are taken)

Traffic violators

$$N = 1.133 (1.133 (0,1)^2) + 1$$

$$N = 1.133 / 12,33$$

$$N = 91,88 \text{ (rounded to } N = 92 \text{ respondents)}$$

So the sample in this research uses 92 respondents.

7. Data Analysis Technique

In order for the data collected to be useful, the data must be processed and analyzed so that it can be used to interpret, and as a basis for decision making.

The data analysis used in this study is quantitative analysis.

- Quantitative Analysis

Data processing is a process in obtaining summary data or summary numbers by using certain ways or formulas. Data collected through primary data to analyze how the quality and effectiveness of regulation of the E-Tilang in the City of Yogyakarta.

Based on the data analysis techniques used in this research is uni-variate because it only uses one variable only, namely the public perception of the public policy implementation of E-Tilang in the city of Yogyakarta. The scale used in this study is to use a scale for the interpretation of the data is the ordinal scale. This ordinal scale used for the questions on respondents the top level of the questions asked or the question in the range of one to four. Respondents ' answers were processed by using Likert scale. The Likert scale is to set up or manage an attitude, opinion, perception of a person or group of persons about the circumstances that took place in questions asked. The answer of each question can be expressed through the choice of:

- SS = Strongly Agree Given the Score 5
- ST = Agree Given the Score 4

- N = Netral Given the Score 3
- TS = Disagree Given the Score 2
- STS = Strongly Disagree Given the Score 1

In the process of data analysis there are three main components that are intertwined models or interactive models that is:

1. Data reduction is a process of selection, focusing, simplification and abstraction of rough data conducted during the research process.
2. Data presentation is a series of information to facilitate a systematically organized understanding that can be drawings, schemes and tables so that the conclusion can be done.
3. The conclusion is the final conclusion made after the final data collection.

In this research, data analysis technique used is index scale analysis. Analysis of scale index is one of the techniques in the analysis that is used to measure the perceptions, opinions and evaluations. So to find out the level of public perception will be used with the index formula:

$$R = \frac{\Sigma \text{Indeks}}{N}$$

$$= \frac{(fa \times 5) + (fb \times 4) + (fc \times 3) + (fd \times 2) + (fe \times 1)}{N}$$

Description:

N : Number of population

Fa : Frequency with which answer option a

Fb : Frequency with which answer option b

Fc : Frequency with which answer option c

Fd : Frequency with which answer option d

Fe : Frequency with which answer option e

To be able to calculate the criteria the formula used is the formula of interval of the scale index as follows:

$$I = \frac{\text{highest value} - \text{lowest value}}{\Sigma \text{Criteria}}$$

$$I = \frac{5 - 1}{5}$$

$$I = \frac{4}{5}$$

$$I = 0,80$$

Criteria explanation:

Very good : 4,21 – 5,00

Good	:3,41 – 4,20
Netral	: 2,61 – 3,40
Bad	: 1,81 -- 2,60
Very bad	: 1,00 – 1,80

a. Data Encoding

This researcher data is the data that has been retrieved in each question. the respondent data can be analyzed by researchers based on the data obtained is of gender, and region. Below is the explanation of the respondent's data encoding:

➤ Gender

> Women

> Man

➤ Original inhabitants

>The original area of Yogyakarta

>Not Yogyakarta area

➤ Age of Respondent

< 18 Year

19 – 25 Year

26 -35 Year

36 – 45 Year

> 46 Year

➤ Education

Senior High School

Diploma

Strata 1

Strata 2

Strata 3

➤ Job

Student

Teacher/Lecturer

State employees non-Teacher/Lecturer

Private employees non-Teacher/Lecturer

Other

Some data processing includes an activity:

b. Editing

Editing is checking or proofreading of data that have been gathered up beforehand, in order to eliminate errors in the recording of field and improved that is correction of the results.