

ABSTRACT

In March 2017, the government operated a policy which is an appropriate step to improve the system of public service systems in the ticketing program namely e-Tilang. e-Tilang program as one of the programs implemented in the city of Yogyakarta, Indonesia, is needed to assist related parties such as the traffic police (Ditlantas Polda D.I Yogyakarta) and the society. The government consideration of the inception of the policy in the form of an e-Tilang program is stemming from the many problems that occur in law enforcement regarding traffic. The problems are for examples corruption collusion and nepotism, illegal levies, and pay-in-place terms as a quick step in the process of fine ticketing. For this reason, e-Tilang program is expected to solve all the problems related to traffic law, as well as to create more effective, efficient, and transparent public service system. Therefore, it can encourage and realize Good Governance in Yogyakarta City. The evaluation of the implementation of e-Tilang in realizing Good Governance is important to be studied and to be known by readers who read this research because this research described the advantages of e-Tilang as public service program. This research aims to analyze how the implementation of e-Tilang in realizing Good Governance based on community participation as the main point of the program, transparency as expected by government and citizen, and the effectiveness and efficiency of e-Tilang program.

Keywords: *e-Tilang, Good Governace, Implementation, Evaluation*