

ABSTRAK

PENERAPAN TRANSPARANSI, AKUNTABILITAS, DAN KUALITAS PELAYANAN PUBLIK PENYELENGGARAAN *ELECTRONIC TRAFFIC LAW ENFORCEMENT* (ETLE)

(Studi Kasus di Direktorat Lalu Lintas Polda DIY dan Kejaksaan Negeri Sleman)

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Penelitian ini bertujuan untuk mengetahui penerapan transparansi, akuntabilitas, dan kualitas pelayanan publik penyelenggaraan *Electronic Traffic Law Enforcement* (ETLE) di Direktorat Lalu Lintas Polda Daerah Istimewa Yogyakarta dan Kejaksaan Negeri Sleman. Penerapan transparansi diketahui melalui dimensi *informativeness*, *openness*, dan *disclosure*. Prinsip akuntabilitas diketahui melalui dimensi akuntabilitas kejujuran dan hukum, proses, program, serta kebijakan. Penerapan kualitas pelayanan publik diketahui melalui dimensi *tangibles*, *reliability*, *responsiveness*, *assurance*, dan *empathy*.

Desain penelitian ini menggunakan metode kualitatif deskriptif dengan pendekatan studi kasus. Pengumpulan data dilakukan melalui wawancara dan dokumentasi. Sumber data terdiri atas data primer dan data sekunder. Informan penelitian meliputi petugas Direktorat Lalu Lintas Polda DIY, petugas Kejaksaan Negeri Sleman, serta pelanggar lalu lintas. Teknik analisis data yang digunakan adalah reduksi data, penyajian data, dan penarikan kesimpulan.

Hasil penelitian menunjukkan bahwa penyelenggaraan ETLE pada umumnya telah menerapkan transparansi, akuntabilitas, dan kualitas pelayanan publik. Penerapan transparansi telah memenuhi 7 dari 10 indikator, sedangkan 3 indikator belum sepenuhnya diterapkan, yaitu ketepatan waktu penyampaian informasi, kejelasan informasi yang diterima masyarakat, dan kemudahan akses informasi. Penerapan akuntabilitas telah memenuhi 9 dari 10 indikator, sedangkan 1 indikator belum sepenuhnya diterapkan, yaitu pelayanan yang cepat dan responsif karena masih terdapat gangguan jaringan dan pemeliharaan sistem. Sementara itu, penerapan kualitas pelayanan publik telah memenuhi 18 dari 19 indikator, sedangkan 1 indikator belum sepenuhnya diterapkan, yaitu kenyamanan lingkungan pelayanan karena masih terdapat keterbatasan ruang pelayanan.

Kata Kunci: ETLE, Transparansi, Akuntabilitas, Kualitas Pelayanan Publik, *Good Public Governance*.

ABSTRACT

***THE IMPLEMENTATION OF TRANSPARENCY, ACCOUNTABILITY,
AND PUBLIC SERVICE QUALITY IN ELECTRONIC TRAFFIC LAW
ENFORCEMENT (ETLE)***

*(Case Study at the Traffic Directorate of the Yogyakarta Regional Police and the
Sleman District Attorney's Office)*

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This study aims to know the implementation of the principles of transparency, accountability, and public service quality in Electronic Traffic Law Enforcement (ETLE) services at the Traffic Directorate of the Yogyakarta Regional Police and the Sleman District Attorney's Office. Transparency was analyzed through the aspects of informativeness, openness, and disclosure. Accountability was analyzed through legal and honesty accountability, process accountability, program accountability, and policy accountability. Public service quality was analyzed through the dimensions of tangibles, reliability, responsiveness, assurance, and empathy.

This study employed a descriptive qualitative research design using a case study approach. Data were collected through interviews and documentation. The data sources consisted of primary and secondary data. The informants included officers of the Traffic Directorate of the Yogyakarta Regional Police, officers of the Sleman District Attorney's Office, and traffic offenders.

The results show that the implementation of ETLE has generally reflected the principles of transparency, accountability, and public service quality. Regarding transparency, 7 out of 10 indicators have been implemented, while the timeliness of information delivery, the clarity of information received by the public, and the accessibility of information still require improvement. Regarding accountability, 9 out of 10 indicators have been implemented; however, prompt and responsive service is still constrained by network disruptions and system maintenance. Regarding public service quality, 18 out of 19 indicators have been implemented, while the comfort of the service environment still needs improvement due to limited service space.

Keywords: ETLE, Transparency, Accountability, Public Service Quality, Good Public Governance.