

# Reduction of Corruption Through Innovation

(Study on the Implementation of Traffic Ticket Delivery Services in Surabaya Attorney Office)

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**Abstract**—The public has been aware that in the administration of traffic violations, it is often characterized by peaceful actions on the scene and bribery committed by traffic violators. Accompanied by advances in information and technology, the government created technology-based public services. One of them was carried out by the Surabaya Attorney Office regarding traffic cases through technology-based service innovation, namely Traffic Ticket Delivery. The Traffic Ticket Delivery service is based on complaints from the public during the ticket trial process, which requires a long time. The purpose of this study is to describe the factors that influence the implementation of the ticket delivery service policy at the Surabaya Attorney Office to reduce corruption. The research method uses a qualitative descriptive method. This study takes data from Surabaya Attorney Office by interviewing and taking documentation. Interviews were conducted on ten people consisting of the Head of Department handling the ticket delivery program, 2 Surabaya Attorney staff who handled the program, one ticketing counter guard, two ticket delivery couriers, and the rest of the community who were taking ticket evidence at the time of the study. The focus of this research is to use the implementation model, according to George C. Erward III, namely, communication, resources, disposition, and bureaucratic structure. The results showed that the implementation of the Traffic Ticket service on communication criteria and bureaucratic structure criteria was not optimal, whereas the disposition criteria and resource criteria are reasonable. The author concludes that this program can reduce the existence of corruption seen from the benefits of the program to the community, although there are still factors that influence the implementation of the policy that has not been done optimally.

**Keywords**—implementation, public service, delivery

## I. INTRODUCTION

In the current era, technology has become a basic need of the community. Advances in information and technology, make people not far from technology, even today, for the basic needs of society cannot be separated from technology. The rapid development of information and technology significantly affects life in society, such as the use of mobile phones, plus now most of the activities carried out or created by people are

inseparable from technology (quoted from m.liputan6.com, "The Influence of Technology Development in Life Human," accessed on 15 July 2019).

Indonesia itself is a densely populated country, recorded in a population of 265 million people [1]. Indonesia has been named the number 4 most populous population in the world (quoted from okezone.com, "Indonesia is the 4th Most Populated Population in the World, who is the Champion?," Accessed on 15 July 2019). The large population of Indonesia, which is accompanied by current technological advances, makes Indonesian people also inseparable from technological advances and the increased use of technology.

Surabaya is one of the major cities in Indonesia. Advances in technology and information have made the government create various service efforts that are following current technological developments. According to Gronroos, Service is,

“an activity or a series of activities that are invisible or intangible occurring as a result of interactions between consumers and employees or other things provided by the service delivery company that is intended to solve consumer problems” [2].

From the explanation, service is critical to be done, which can provide a solution to solve the problem, for that various technology-based services are created by the government to facilitate the community. One effort that has been made is the Surabaya Attorney Office. That efforts are corresponding with the explanation of Ratminto that public services are,

“all forms of services, either in the form of public goods or public services which in principle are the responsibility and are carried out by government agencies at the central, regional, and in the environment of State-Owned Enterprises or Regional-Owned Enterprises to meet the needs of the community and in the framework of implementation of statutory provisions” [3].

The Surabaya Attorney Office is a law enforcement agency, which has a vision as a clean, effective, efficient, transparent, accountable law enforcement agency that can provide excellent service in realizing the rule of law in a professional and dignified based on justice, truth and obedience values. The task of the Surabaya Attorney Office is in handling cases both in the General Criminal Case, Special Criminal Case, and Datun Case. Various services created by the Surabaya Attorney Office in order to meet the needs of the community, especially the people of Surabaya. Following current technological developments, the Surabaya Attorney Office also created an innovative service to the community, where this service is still carried out in the city of Surabaya as a form of innovation in the city government of Surabaya. The services provided by one of the technology-based services of the Surabaya Attorney Office are implementation in the General Criminal case.

One of these General Crime is in the case of traffic. This case is a case that is often violated by the community. The data traffic show in figure 1 below.

No	Month	Traffic		
		Enter	Break up	Amercement
1	January	19.801	19.801	Rp. 1.056.338.000
2	February	25.133	25.133	Rp. 1.320.570.000
3	March	19.243	19.243	Rp. 1.013.645.000
4	April	34.483	34.483	Rp. 1.777.675.000
5	May	35.105	35.105	Rp. 1.762.170.000
6	June	14.934	14.934	Rp. 781.256.000
7	July	11.450	11.450	Rp. 612.845.000
8	August	28.849	28.849	Rp. 1.486.725.000
9	September	26.597	26.597	Rp. 1.369.355.000
10	October	27.519	27.519	Rp. 1.437.015.000
11	November	51.941	51.941	Rp. 2.577.960.000
12	December	20.342	20.342	Rp. 1.053.190.000

Source: Report of Surabaya Attorney Office Special Class 1A in 2018

Fig. 1. Data of traffic violators 2018, special class 1A Surabaya District Court.

These number of violations that occurred, makes frequent bribery activities carried out by traffic violators who do not want to come to the trial alone because the trial procedure is complicated and requires much time so that people prefer to do it instantly, namely bribing traffic police on duty not to conduct their trial or peace in place. From this case, the Surabaya Attorney Office then created innovation for a Traffic Ticket Service. According to Sorensen and Torfing 2011 that innovation is,

“Development and implementation of new and creative challenging solutions based on general agreement, or breaking up with established practices in certain contexts” [4].

This ticket traffic delivery is a public service delivery innovation created by the Surabaya Attorney Office, where this service is online-based. This ticket traffic delivery is a service intended for people who violate traffic rules where this violation is a Public Criminal case, which is one of the tasks of

the Surabaya Attorney Office. This service was created based on complaints from people who violated the law/traffic, which, when taking a confiscated letter, the pickup counter was too crowded; this requires a long queue, so the Surabaya Attorney Office created this Traffic Ticket Innovation. This service can also aim to minimize the existence of brokers who collect traffic evidence and bribery conducted by traffic violators when traffic operations occur. People can also use this ticket delivery outside of Surabaya, but for sending the ticket, the ticket must still be in the Surabaya area. This ticket delivery is straightforward to use, and violators only need to fill in the form on the Surabaya Attorney Office website's, namely [tilang-kejarisby.com/send](http://tilang-kejarisby.com/send) or Whatsapp to number 085380805858. However, the implementation of the delivery ticket at the Surabaya Attorney Office has not been running maximum, because the people of Surabaya City themselves are still many who do not know of this service. Because of this, the Traffic Ticket service is not yet widely used, even though this service was started three years ago.

From the above background, the researcher is interested in conducting research, namely, Implementation of the Traffic Ticket Service at the Surabaya Attorney Office. Furthermore, the results of this study are used to analyze ticket delivery services as innovations that can reduce the corruption that has so far colored traffic offenders. The formulation of the problem that will be answered in this study is to describe how the factors that influence the implementation of the policy on the Traffic Ticket Delivery service in the Surabaya Attorney Office as an effort to reduce corruption.

## II. RELATED WORKS

Studies on improving the quality of services, especially those based on innovation by using technology, have been carried out. This research shows that the use of technology is significant in improving the quality of service. The research that is relevant to this research is

A. *Mehta, Aneri. (2014) The Challenge of Policy Formulation and Service Delivery in the 21st Century: "Improving Customer Service Delivery" by E-Governance*

The research is motivated by the utilization of the potential of technology to send various information and services to its citizens. The purpose of this study is to discuss and present survey findings that attempt to examine the role of e-governance in improving service delivery. Besides, this research aims to explain aspects of the quality of public services. In this study, they are using a questionnaire using stratified random sampling. The results of this study show that e-governance has the potential to improve service delivery and customer satisfaction, in this study it was also found that expectations for service improvement were quite high, but the phenomenon was often negative in service quality. The main challenges in implementing e-governance in India are on ICT investment and access, the lack of utilization of e-governance services in the Community, and the lack of promotion and participation in these services [5].

B. *Pebryanti, Kristina Dwi & Niswah, Fitrotun.2017. Ticketing Service Innovation in Improving Service Quality in the Surabaya Attorney Office*

This study aims to describe the ticket delivery service innovation in improving service quality in the Surabaya Attorney Office with a focus on innovation attributes according to Rogers, namely relative advantage, compatibility, complexity, triability, and observability. The method in this study is qualitative descriptive, with data collection techniques of interviews, observation, documentation, and triangulation with data analysis techniques used are interactive models. The results of the study indicate that the five attributes can be said to be good, this is because this service is beneficial for the community, but there are problems, namely the complexity faced by the community such as registration [6].

From the two previous studies, it can be seen that all this time, researchers analyzed only at the level of program implementation. However, this research further discusses by analyzing how the implementation is carried out by institutions to reduce corruption. The ticket delivery service research was conducted by Pebryanti, Kristina Dwi and Niswah, Fitrotun, but only looked at how the innovation of the ticket delivery service program and in this study the researchers linked the aspects of innovation to the reduction of corruption [6].

**III. METHODOLOGY**

This research was descriptive research with qualitative approach to describe the problems. Furthermore, a conclusion was drawn from the problem of the implementation of ticket delivery services in the Surabaya Prosecutor's Office in an effort to reduce corruption. The focus of this research was to use the implementation model according to George C. Erward III, such as communication, resources, disposition and bureaucratic structure.

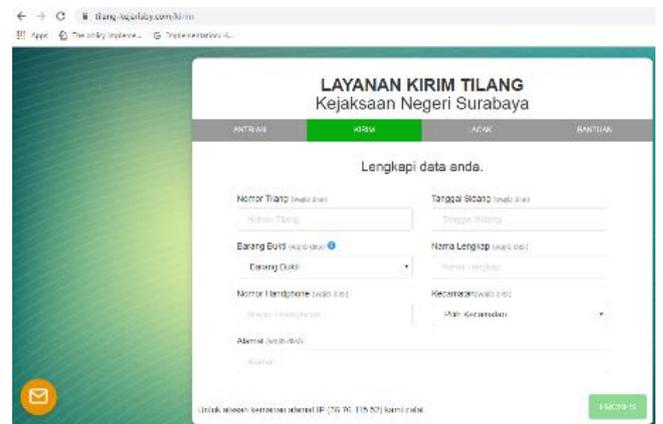
Research site was at Surabaya District Prosecutor's Office. It is because that was the only place which implemented the Traffic Ticket service and this service is an innovation from the Surabaya District Attorney's Office. Data collection techniques used to obtain data in research implementation of ticket delivery services in the Surabaya District Attorney's Office were observation, interviews using structured interview guidelines and documentation. Furthermore, the sampling technique in this research used a purposive sampling technique. In addition, the subjects of this research were selected based on their respective interests in the Traffic Ticket Service program, so that in this study there were 10 people consisting of heads who handled the ticket delivery service program, 2 Employees handling the ticket delivery service program, 1 ticket counter guard, 2 ticket delivery couriers and the rest of the community who were taking the ticket proof at the time of the study.

**IV. RESULTS AND DISCUSSION**

Many efforts were conducted by government of Surabaya City to give maximum service for people. For example, Surabaya District Attorney was creating a ticket delivery

service. This service was based on community complaints and phenomena that occurred in the Surabaya District Prosecutor's Office in which in taking the ticket of the people of the city of Surabaya must come all the way to the Surabaya District Prosecutor's Office. In addition, the community is also required to queue where this causes the time owned by the public will be wasted by waiting, not only that the community must also attend the trial and be willing to jostle with other violators. Another phenomenon in which bribery occurs by traffic violators that often occur. This phenomenon has made the Surabaya District Prosecutor's Office created a program which aims to provide services while reducing corruption through Ticket delivery innovation. With this service, it is expected to minimize bribery that is often done by traffic violators, especially in Surabaya City.

Ticket delivery eases people in taking speeding document at the Surabaya District Prosecutor's Office. This ticket delivery is a speeding document transfer system which is based on an online process. The method offender only fills out the form on the Surabaya District Attorney's website, which is ticket-kejarisby.com/send or offender only needs to send an SMS or WhatApps to number 085380805858. Figure 2 show of display the traffic ticket.



Source: Surabaya District Attorney's Website

Fig. 2. Display the traffic ticket registration form.

Besides, the offender is given information of fines which must be paid along with the shipping cost. Furthermore, the violator/offendr only needs to wait to be contacted by the Surabaya District Prosecutor's Office related to the time when the ticketing document is sent. The payment of the ticket fine is conducted at the time of delivery of the ticketing document and the delivery time is according to the Surabaya District Attorney's working hours, from Monday to Friday 8 a.m -3 p.m WIB.

To find out the factors which affect the implementation of this policy, the researcher uses the theory of the implementation model according to George Erward III as follow:

**A. Communication**

Communication is defined as the process of delivering information from the communicator to the communicant. This is very influential in the success of policy implementation in which insufficient communication to the implementors seriously affects the policy implementation.

Implementation of ticket delivery in communication criteria has not been considered maximum. Even though this ticket delivery has been running for three years, there are still many people who do not know about this ticket delivery service. This is due to the lack of socialization carried out by the Surabaya District Prosecutor's Office. The socialization carried out is mostly carried only through websites which will not all access the Surabaya District Prosecutor's website. Besides, socialization is also only conducted when there is a ticket session schedule in which the offender who are waiting for their turn are given a photocopy which contains the website and whatsapp number, in addition to providing a photocopy of the Surabaya District Prosecutor's Office giving an explanation of the program. The information sheet used for socialization show in figure 3.



Source: Documentation during research

Fig. 3. Information sheet used for socialization.

This is considered ineffective because offender usually do not continue to do traffic violations, and often those who don't care will ignore this information and not pass it on to others. This makes not all Surabaya people know about the services which have been made by the Surabaya District Attorney's Office through ticket delivery services.

**B. Resource**

Component of this resource is related to staff on the expertise of the implementers, relevant information for implementing policies in which the program can be directed to as expected, as well as supporting facilities that can be used to carry out program activities such as funds and infrastructure.

The implementation of this ticket delivery service can be considered good in terms of resources, in which the staff in this delivery service are in accordance to the expertise required. This can be seen from the ticket delivery operator who provides clear information, because the photocopy of the sticker given to violators/offender during the socialization only contained website writings from the Surabaya District Prosecutor's Office and whatsapp numbers only. No more information was written, but the public was able to apply the

system. This is because the information explained by the dispatcher. This also has an impact on the speed of the operator's response in facing public confusion about the use of the system. In addition, the qualifications of employees are in accordance with their respective duties, in which the selection of ticket delivery operator operators and ticket documents couriers are recruited directly by the Surabaya District Attorney based on the required qualifications. These operators are selected based on their expertise with expertise in the IT field, then most of the speeding document couriers are taken from motorcycle taxi drivers who have complete vehicle certificates such as SIM and STNK which control the Surabaya city area. Because this courier is a motorcycle taxi driver, the vehicle used is a private vehicle from the courier, because the Surabaya District Prosecutor's Office did not issue a budget for shipping costs for the delivery of this ticketing document, the shipping cost was caused to the service recipient, and the shipping cost was generalized about idr.20,000. Although there are additional shipping costs on ticket delivery, many people still choose to use this service because it is very helpful for people who are busy working or do not have time to conduct their own ticket ticketing session.

**C. Disposition**

Disposition or attitude is one of factors which affect effectiveness of policy implementation is an implicit attitude. The implementation of the ticket delivery service at the Surabaya District Prosecutor's Office is considered good, this is seen from the queue at the ticketing ticket counter at the Surabaya District Prosecutor's Office which is not as crowded as before. People prefer to use this ticket delivery service system. Then from the attitude of the courier who send the ticket ticket is also very friendly. A according to a predetermined schedule at the beginning when informing the delivery time of the ticketing document. In addition, the courier of the ticketing document can also deliver the document even if it doesn't match the address that has been printed on the ticket filling form, but it is still in the Surabaya area.

**D. Bureau Structure**

Bureaucratic structure includes standard operational procedures (SOP) or regulations related to the program. On the bureaucratic criteria, it has not been considered to be good, because researchers found this service from the very beginning. There is no specific written regulation which explains the speeding ticket service. The service is based on Supreme Court Regulation No. 12 of 2016 concerning Procedures for Settling Traffic Violations Cases. The regulation explains that the supervision of cases of traffic violations in the judicial process is carried out in an integrated electronic-based manner through the support of information and technology systems. This makes implementation only based on Supreme Court Regulation No. 12 Year 20016. It is not a special regulation on the ticket delivery service which was created by the Surabaya District Attorney's Office as a technology-based service innovation. In the implementation procedure the researcher found that the insight with the existence of this service greatly facilitated the

people of Surabaya City because it didn't need to waste the time doing the ticketing process.

## V. CONCLUSION AND FUTURE SCOPE

### A. Conclusion

Implementation of ticket delivery service in The Surabaya District Attorney's Office can't be considered good even though this service is very useful and helps the community. This is because the communication criteria and bureaucratic structure have not been maximized. In the communication criteria the lack of socialization which causes even though this ticket delivery service has been running for three years but there are still people of Surabaya who do not know, because the socialization is carried out only at the Surabaya District Prosecutor's Office, then there is no written regulation which is included in the criteria for this bureaucratic structure causing this implementation to not run optimally. The criteria for resources and disposition have been considered good. The criteria for staff resources on this innovation are in accordance with their respective relationships, then the disposition criteria are well seen from the unpaid congestion counter and from the attitudes of employees or couriers sending ticketed tickets. It is because the implementation has not been maximized, corruption reduction such as bribery often occurs. Therefore, it needs improvement for ticket delivery service even though this is effective to reduce bribery which often occurs in traffic violations.

### B. Future Scope

From many problems which still often occurs above, researcher give recommendation as follow:

#### 1) For government especially Surabaya District Attorney:

- They should optimize socialization for people in Surabaya, not only conducted in the office. It can be conducted by distributing the flyer dissemination of on car free days or on social media.
- They should make special written regulations regarding the Ticket Delivery Service. It is expected that the special regulations on the innovation ticket delivery service can continue and be improved. Thus, it becomes a model for other regions.

2) For further researcher: Further researcher is expected to be able to analyze with other aspects and enlarge research focus not only implementation of ticket delivery services to the Surabaya District Prosecutor's Office.

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