

# **PRODUCTIVENESS OF SMART GOVERNMENT TOWARD NEW PUBLIC SERVICES IN YOGYAKARTA**

**(Study Cases: Yogyakarta Smart Services Application as Yogyakarta Smart City)**

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## **ABSTRACT**

The Research aims to describe the Smart City in Yogyakarta, The part of the smart city is Smart government toward new public services in Yogyakarta. In these cases related to Jogja Smart Services (JSS) is a new application since 2018. The application an innovation of government to support services in Yogyakarta. In the past, public services to support smart city is UPIK (Unit Pelayanan Informasi Keluhan). In Jogja Smart Services divided two versions, for government and society.

In smart government has indicators to support successful of government program as follows involvement of government in smart city, implementation of government in a smart city, and utilization ICT to support public services in Yogyakarta. One of the most interesting is the strategy of the government to promotion JSS as an embodiment of a smart city. The implementation JSS is application one windows to relation with another service. While the chapters discussed smart government in Yogyakarta, JSS has public services, the participation of government, and open government to share data and information.

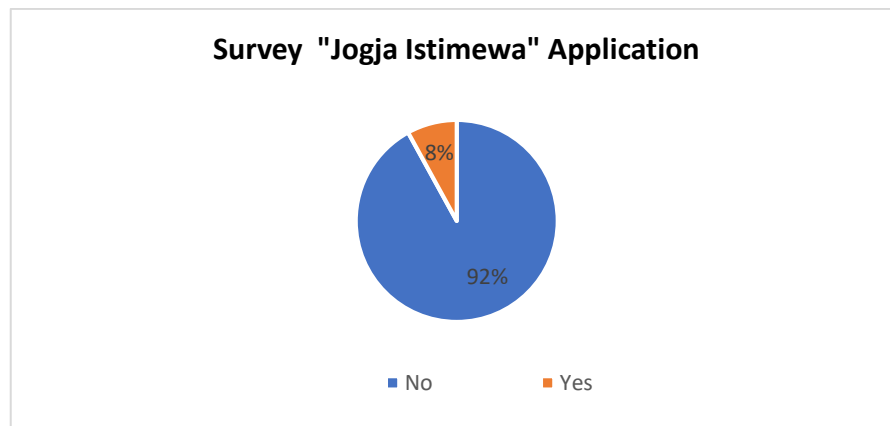
***Keywords: Smart City, Jogja Smart Services, Smart Services, Smart Governement, Public Services.***

## **INTRODUCTION**

The concept of a smart city has a relation between trend and infrastructure social actions (Anand & Navío-Marco, 2018). Technology is part of smart cities; the success of smart cities are policy innovation, leadership and building innovation (Anand & Navío-Marco, 2018). In the implementation of smart city, there are six primaries of smart cities including smart government, smart people, smart economy, smart living, smart environment, and smart mobility (Vesco, Andrea; Ferrero, 2015). Every city has a target to implement smart city using ICT as a tool to be realized. The implementation smart city has project related to society and strategy from the government needs facilities to support the program of government (Dameri, 2017).

Indonesia has program smart cities in every city, especially smart government there are programs of government based on ICT to help human and save time (Rachmawati,2018). In Yogyakarta has application program one windows by government are E-Lapor Sleman, Jogja Istimewa, Immigration web, and Jogja Smart Services. Public administration has smart application Jogja Istimewa has 50 informant in Yogyakarta, almost places in the central city. There are 38 informant answers that does not know about the application and 12 know about the application.

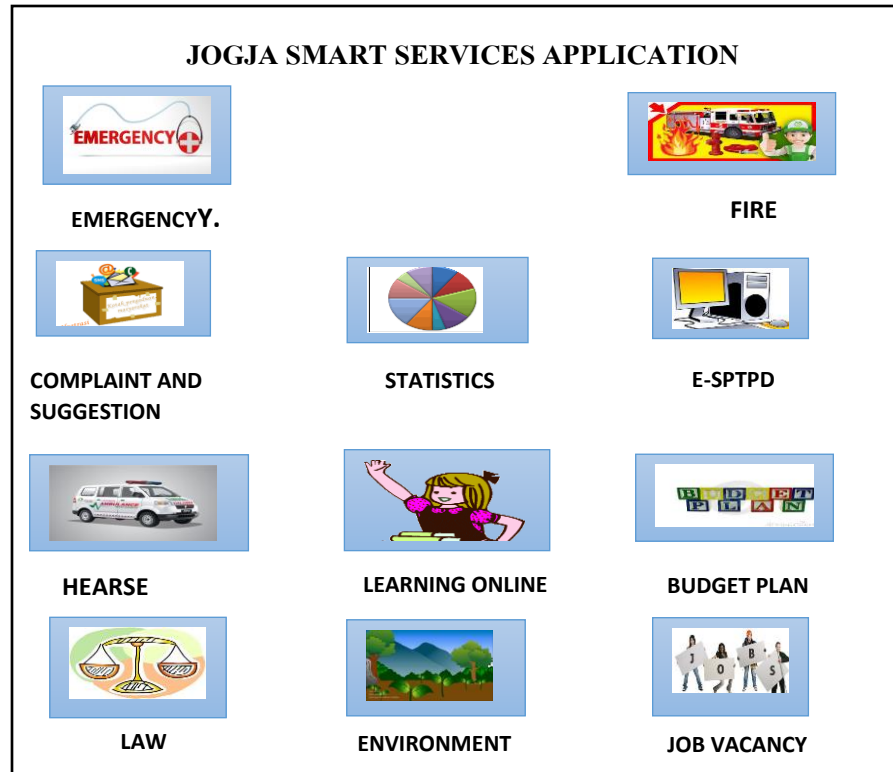
Figure 1. Survey “Jogja Istimewa Application”



sources: The Result of Jogja Istimewa Application in 2015 (Rachmawati, Ramadhan, & Rohmah, 2018)

Jogja Smart Services (JSS) Application is tools and media communication between government and society. JSS application has a media public services for citizens to complaint. share information, and utilization feature in this application. Feature in JSS related to public services in institution based on the needs of society.

**Figure 2. Feature of Jogja Smart Services**



Sources: Playstore, 2019.

Feature in Jogja Smart Services has a purpose as information public and public services in some department in governance itself. But, The researcher has the purpose of identification of “Jogja Smart Services” Application used by all of society are the analysis, promotion evaluated by government toward “Jogja Smart Services”, the actors analysis and idea making new application and optimized, the action of governance and society toward “Jogja Smart Services, the different between Jogja Smart Services and other applications, and the usage place for Jogja Smart Service Application.

In addition, Research related to productiveness of government toward public services involve observing implementation standard of public service and fulfilling public service also quality facilities in Yogyakarta. Feature offered by government has

connection with instane in Yogyakarta. As to as new application, researcher indetification impact of application for society. The research focus on knowing about the performance of smart government in Yogyakarta and utilization of Information, Communication, and Technology (ICT) related to the activity of government. First, comperative between Jogja Smart Services (JSS) and UPIK as providing public services by government to efficient of the governance process. Second, the performance of the government to support the smart city. and last, stages of government to support Yogyakarta as a smart city.

## **LITERATURE REVIEW**

### **Smart City**

Drawing from broad utilization of Smart City, is a collaboration from the government and society to use technologies in governance (Anand & Navío-Marco, 2018). The infrastructure, human resources, and technology as indicators to build a smart city (Niculescu & Wadhwa, 2015). The requirement of implementing smart city uses smart digital for accessing data internet, use of smart devices for registration administrative of government, application, and e-services as tools to develop infrastructure (Niculesu & Wahdwa,2015).

The indicator of success in the smart city based on (Annisah, 2017) involving the participation of society in taking decision such as public hearing, survey, discussion online, public service and development of complaint service. The meaning smart cities are the elements and the indicator in supporting the implementation of the smart city based on social action from the government collaborated with society. The relation between the government and society needs to make decision making and evaluate all of the problems in implementing a smart city.

### **The Challenging of Smart Government**

The Challenging of Smart Government related to problem of public service also a participation for decision making and spatial planning process (Anand & Navío-

Marco, 2018). The Concepts and element of smart government involve strategic and outcomes from interaction between society and implement “Smartness” in all aspect (Anand & Navío-Marco, 2018).

Futhermore, Indicator success of smart government related to “Strategic Planning” its means that development strategic planning involved missions and vision of government, opportunity, and challenges make the strategi and goals, identificating issues and problem and doing evaluations, a taking social action (Fridayani & Nurmandi, 2018). The contributed government and citizens give influence for develop smart cities, and collaborative between government (local, province, and cities ), and public gives impact in development plans (Anand & Navío-Marco, 2018).

In conclusion, the challenging of smart government needs participation from stake holders and society to decision making in problem solving. The smart government has strategic planning related to vision of government also evaluation as an illustion performances of government to make good governance.

### **New Public Services**

The concept of new public services according to Constitution no. 25 in 2009, public services is service from government as provider of facilities and infrstucture. Besides that, in new public services needs participation, responsibility, collaboration, and transparency in public services (Anand & Navío-Marco, 2018). Public services management has strategy improving the performance of public sector more effective and efficient (Fatemi and Behmanesh, 2012).

In supporting the actualization of public services quality, there are: 1). The dimension of public service quality as functions to interact between individuals and environment, 2). The dimensions of public services quality as the principle running administration among others like steering rather than rowing implementation own development, which is enough control resources in community (Solong, 2017).

## E-governance

E-government defined as government administration uses ICT to improve the performance of government involve transparency and accountability financial information toward implementation good governance (Widodo, 2016). Although, Alsheri (2010) has argue about E-government defined as collobaration and cooperative between all stakeholder related to implementation in e-government and ulilization ICT as part of public services. So, the improvement implematation of E-government needs performance between government and society, transparency from government to manage all aspect are financial, information and problem in E-government.

**Table 1. The obtacles in E-government**

| Obstacle in E-Government |   |
|--------------------------|---|
| Category                 | Indicators  |
| Technical                | <ul style="list-style-type: none"><li>- ICT</li><li>- Infrastructure</li><li>- Privacy Security</li></ul>   |
| Organizational           | <ul style="list-style-type: none"><li>- Top Management Support resistance to change to electronic ways collaborative lack of qualified personnel and training</li></ul> |
| Social                   | <ul style="list-style-type: none"><li>- Digital Divide</li><li>- Culture Financial</li></ul>  |

Sources : (Alshehri Abdulrahman & Drew, 2010)

Drawing on board of E-government measures that figure of government administration uses ICT to improve the performance of government involve transparency and accountability financial information toward implementation good governance (Widodo, 2016). E-government is a public service oriented with public society to carry out government affairs (Widodo, 2016). The key success of the implementation e-government according to (Alshehri Abdulrahman & Drew, 2010) is collaboration and cooperative with all partner related to implementation e-government and utilization ICT in infrastructure.

In smart government public services, E-public service are rooted in the implementation of e-Government. According to (Visser, 2010) the dominant models of e-government are found in public service management and e-business models. The success of e- public service in implementation based on realization and government ICT Technological innovation to the improvement of service delivery (Visser, 2010). In service standard for delivering the message in ICT, its uses, all society and the focus on increasing information to the public using interview and assumption from society in development e-public services (Visser, 2010)

In conclusion, in the smart city the utilization of technology as indicator system in the implementation of a smart city. The smart city has a smart government to support public services for society. smart government needs corporation between government and society. The good corporation is the involvement of society in decision making and problem-solving. A good public service has an evaluation as an illustration in implementation and impact for society.

## **RESEARCH METHODS**

The type of research method uses qualitative research, the researcher needs some references such as books, journal, and article related to the research. For the collecting data, the researcher uses two types of data as follow: (Baxter, Hastings, Law, & Glass, 2008) has an assumption, Primary data can be collected either through experiment or through the survey. If the researcher conducts an experiment, he observes some quantitative measurements, or the data, with the help of which he examines the truth contained in his hypothesis. But in the case (Dalglish et al., 2007) based on a survey, data can be collected by any one or more of the following ways, doing observation. This method implies the collection of information by means of investigators own observation, without interviewing the respondents. Secondary data based on analysis of individuals in research; the resource of this research are journal, books, document, literature review related the object of research (Andrews, 2012).

The research was located in Special Region of Yogyakarta in the case of attraction, utilization, and effectiveness in the application of Jogja Smart Services. Especially, the instance in Yogyakarta has collaborated and joined in this application there are Bappeda, Keminfo, corporation, police, and department in Yogyakarta. The reason for selecting the location, there is a relation between a user and an official application. The researchers are interested in this topic and knowledge about the effectiveness of Jogja Smart Services.

## **FINDINGS**

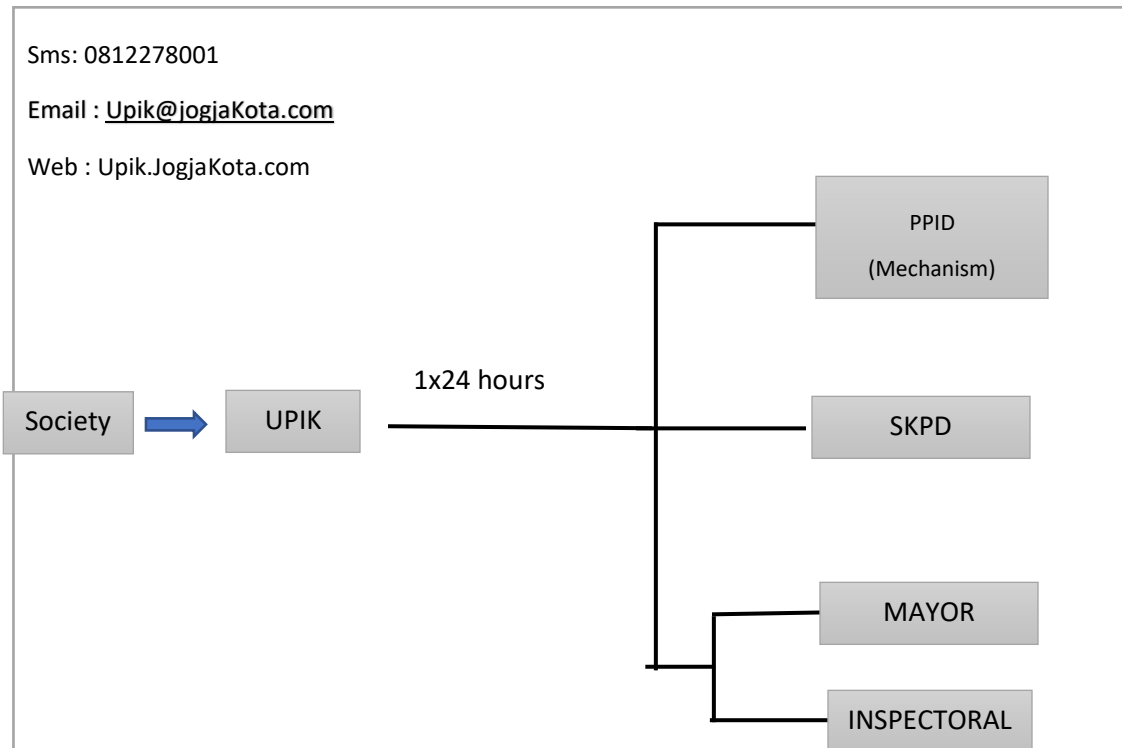
### **The Involvement of Government in Smart City**

Smart government concepts consist of the involvement of the government in public services, participation in decision making, transparency government, development planning and strategy from the government (Anand & Navío-Marco, 2018). According to the Department of Information and Communication Republic Indonesia (Keminfo RI), Indonesia has program are movement 100 smart city to development city. The development of Information, Communication, and Technology give influence toward public services in government. A Smart city has an attraction for society, services based on ICT related to the government can be made accessible to access services quickly and innovative (Budi Sustrisno dan Idil Akbar, 2018).

Public services are given to citizens as tools relation with government and realization human right in democratization system (Nurmandi, 1997). According to Laws No.25 in 1999 about public services and Satuan Kerja Perangkat Daerah (SKPD) has mandatory to implementation standard of public services (SPP or Standard Pelayanan Public). In 2009, the government made regulations about new public services. Information and Complaints Service on Information Services and Complaints Unit (UPIK) established by the government with Perwal No.77 in 2009. UPIK as the facility to delivers complaint, questions, information and suggestion to development of government.



**Figure 7. The System of UPIK (*Unit Pelayanan Informasi dan Keluhan*)**



Sources: Department Information and Communication Yogyakarta City, 2018.

The system of UPIK shows that the services in UPIK have stages and division inside a based problem of society. The work system of UPIK needs 24 hours to process of response from the government. A complaint from society can use system SMS (Short, Massage Services), email and website. Furthermore, a complaints input based on SKPD ( Satuan Kerja Perangkat Daerah ) and PPID ( Pejabat Pengelola Informasi dan Dokumentasi).

UPIK is a conventional system has time for process selective based on the identification of the problem. In public services the conventional system cannot use for a way for get real information. The utilization of ICT is supported the implementation of a smart city. In the emergency system the usage of conventional system needs to adequate time and conditions. UPIK is public services in traditional system, has a service for complaints and share information from the government.

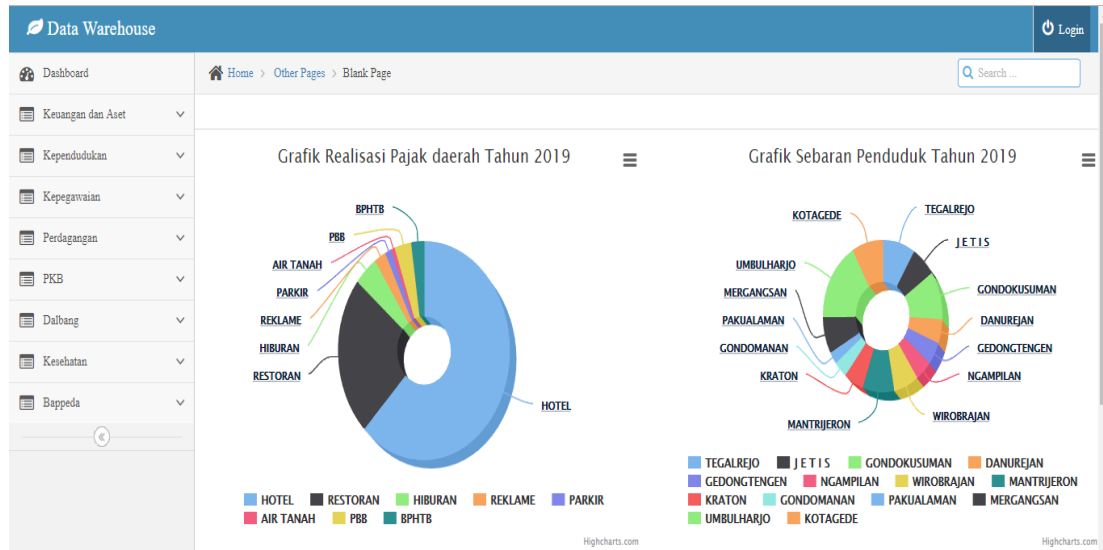
However, in 2018 the government make a new system to support public services in Yogyakarta. Jogja Smart City (JSS) is a new public service uses for all society such as complaint, public services, agenda, promotion and report for all staff department in Yogyakarta City. This application starts operation since June 7, 2018. In this application, there are 2 different versions, for government and society.

In Jogja Smart Services (JSS) application is features to support public service in Yogyakarta City. The features related to emergency, public services, information, and partnership. Based on the data from the Department of Communication and Information (Keminfo) there are 10.754 users active in JSS. Besides that, populations in Yogyakarta City until 417.744 populations (2017). According to Bappeda Special Region of Yogyakarta (2016), benefit from the implementation of smart city as follows: a. Improve the quality of public service and problem solve, b. Creating Good Governance c. Educate for community d. Manage the city potential and human resources.

### **Openness of the government**

The Openness of the government aims for success of smart cities with the transparency data of government in the public to the development of the planning process (Anand & Navío-Marco, 2018). In Yogyakarta City, there are data Warehouse accessed in JSS, related to all of the activity by the government. the purpose of the data warehouse is reflected from the transparency of government. Data Warehouse handles by Department in Yogyakarta City related to a). Financial and Asset b). Population c). Staffing d). Trades e). PKB (Tax for motorcycle) f). Data of building control g). Health h). Bappeda ( Badan Perencanaan Pembangunan Daerah).

**Figure. 9 Data Warehouse of Government**



Sources: Jogja Smart Services Application, 2019.

Data Warehouse there are some services including Financial and Asses has indicators as follows: 1). Realization local tax 2). Budgeting. In data, Warehouse society can be access about the amount of local tax, for example, tax in street lighting. Services of Population is population services related to religion, age, marital status, akta, disability, family card, nationality, education, type of blood

In 2019 utilization of public services there are some problems. Department of Communication and Information Yogyakarta City has complaints from society to input in Jogja Smart Services, including:

**Figure.10 The Complaints in Jogja Smart Services  
(7 June 2018 – 6 February 2019)**

| Kinds of Complaints  | Quantity   |
|--|------------|
| General Public Service<br>(street, pollutant, traffic, waste, land, garden, tourism object, tax, internet host spot, agriculture, trading) | <b>712</b> |
| Social and media problem   | <b>13</b>  |

|                                 |            |
|---------------------------------|------------|
| UMKM, IKM and market management | <b>3</b>   |
| Disaster Management             | <b>15</b>  |
| Sub-District area               | <b>15</b>  |
| <b>Totals</b>                   | <b>894</b> |

Sources: *Keminfo*, 2019.

The data above are complaints from the public to the JSS application that has been 894 problems. The most problem in JSS application is 712 complaints related to general public services including street, pollutant, traffic, waste, land, garden, tourism object, internet hotspot, trading, and agriculture. Besides that, another complaint related to social and media problems has 13 complaints, UMKM (Usaha Mikro, Kecil dan Menengah) and IKM (Industri Kecil dan Menengah) have 3 complaints. Another problem related to disaster management is 15 complaints and sub-district area 15 complaints. The data from 7 June 2018 until 6 February 2019 has 894 complaints.

In the openness of government, the activity of government can be accessed by the public. The utilize of ICT as tools to communicate with another department in Yogyakarta to minimize time and condition. The use of Data Warehouse in activity in Yogyakarta include agenda meeting to make public policy has the same with the theory the openness of government in programs.

### **The Implementation Smart Government**

The implementation of smart government has an indicator for key success including the participation of the public, transparency of government, interaction and communication, strategic planning and accountable (Anand & Navío-Marco, 2018). The strategy of government is approached by the government to persuade citizens joining to program of government, the strategic planning use ICT as tools to develop new solutions based on successful and effective collaboration between citizens, agents, and institutions using innovative, sustainable and inclusive business models and policies (Anand & Navío-Marco, 2018) In Jogja Smart Services (JSS) has versions use

for staff of government and society. In every feature has different strategy marketing. In government version related to the performance of government, agenda meeting, and salary. In society version has features as an information system, registration, complaints, and promotion.

### **Participation**

The concept of participation based on (Anand & Navío-Marco, 2018) is the involvement of society in solving urban problems that real success of the city. Participation of society needs intake decision of programs (Anand & Navío-Marco, 2018). another assumption of participation, (Hardianti & Muhammad, 2002) has assumption the participation is the implementation of activities involve all society and facilitated by the government.

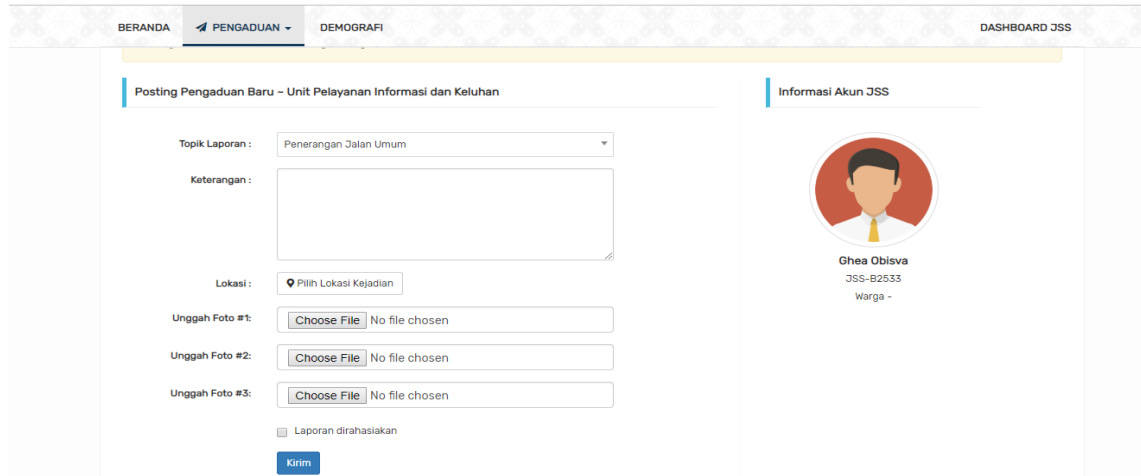
In Yogyakarta City participation of society toward smart city, can be show in the implementation of JSS application as public services, there are some features to support participation of society as follows sub-district services area (Kelurahan dan Kecamatan), Hearse, Consolidation, Konsultasi Belajar Siswa (KBS), Information of PDB (Peserta Didik Baru), Monitoring students, Online Licensing, E-SPTPD (tax), and Dodolan ( Entrepreneurship).

### **Policy Request**

Policy request is the involvement of government collaboration with society to take decision based on aspiration from society about problems in the area (Anand & Navío-Marco, 2018). The assumption from Anand related with (Annisah, 2017), Policy request related with making a facility easy to access for government and then use aspiration from society to make a decision related to services that integration in public services. In Yogyakarta for make policy request need complaint and demand from society to make new policy. All of the aspirations from the government can be uses features complaint in JSS application, the purposed is receive all of the problems in the

area and into agenda meeting to discussed by the government.

**Figure 14. The feature of Complaints**



The screenshot displays the 'Posting Pengaduan Baru' (New Complaint Posting) interface within the JSS application. The top navigation bar includes 'BERANDA', 'PENGADUAN', 'DEMOGRAFI', and 'DASHBOARD JSS'. The main content area is divided into two sections. The left section, titled 'Posting Pengaduan Baru - Unit Pelayanan Informasi dan Keluhan', contains a form with the following fields: 'Topik Laporan' (Topic Report) with a dropdown menu set to 'Penerangan Jalan Umum'; 'Keterangan' (Description) with a large text area; 'Lokasi' (Location) with a location picker; and three 'Unggah Foto' (Upload Photo) fields, each with a 'Choose File' button and 'No file chosen' text. Below these fields is a checkbox for 'Laporan dirahasiakan' (Report is confidential) and a 'Kirim' (Send) button. The right section, titled 'Informasi Akun JSS', shows a user profile for 'Ghea Obisva' with ID 'JSS-B2533' and the role 'Warga'.

Sources: Jogja Smart Services, 2019.

Jogja Smart Services (JSS) provide public service for complaint and into agenda meeting from the government. The society can be chosen topic related to complaints and image as evidence. The complaints from the public it's more private and accessed by the department in government.

### **Information and data openness**

According to (Anand & Navío-Marco, 2018) to uses ICT has information and data openness in government. The role of technology and communication as the key success to the distribution of data and information between others (Anand & Navío-Marco, 2018). In Local Regulation no.11 in 2018 about ICT in Yogyakarta need management and utilization application-based principle: a). Honesty b). Openness c). accountability d). efficient e). synergic f). benefits g). productivity h). validity i). integration. Every department has a platform to share information in Yogyakarta. In JSS application has features to share data and information easy to access for society start from data relate about tax, health, budgeting, agenda meeting of government, and

new information.

### **The utilization of ICT and E- Government**

The concepts of smart government have focused on E-government, the utilization of ICT as tools to realize smart city (Anand & Navío-Marco, 2018). In Yogyakarta city need long term development planning until 20 years, make strategic of ICT, and managing human resources. In make market place need coordination between actors, the relation between others gives impact the growth economies in areas. The opportunities in business have something related to reduce poverty and improve the quality of life in society. Sometimes, society has bad technology did not understand about ICT. In realize of service relation with ICT the stages of government is make communication between business and market. Staff of Department Cooperation, UMKM, and Transmigration of Yogyakarta City mentioned in the implementation of JSS application especially features dodolan test is lack of coordination from society. Even though, government gives subsidy for society has a business.

### **CONCLUSION**

The research concluded that smart city in Yogyakarta are the involvement of government, public request, public services, the openness of government, and participation of society. In general, Yogyakarta is one of the cities joining the program of 100 smart cities movement handled by the government. In the implementation of the smart city in Yogyakarta, it needs ICT as a supporting system in the programs of government. Yogyakarta city has public services based on the online way, such as UPIK (Unit Pelayanan Informasi dan Keluhan) and JSS ( Jogja Smart Services ). UPIK was created in 2009 and the Department of Communication and Information upgrades to be JSS in June 2018. In JSS, it is divided into some parts, such as information and complaint, public services, data and information, and corporation non-

government. In information and complaint, it includes UPIK services, downloaded application, warta kota. There are some applications complained by the citizens, involving dodolan, E-Restribusi, E-SPTTD, Learning Consultation online, services in sub-district area, monitory student, Hearse, online permission, and PPDB. Besides that, in looking for data of information, the citizens can use Agenda meeting, Data Warehouse, Trades, Job Vacancy, and Product of law. The last is corporation non-government related to BAZNAS , Stock of blood, System information of cases, PDAM

Referring to the results of the research, the implies that make JSS application, the government needs one windows system to access all of the activities in government. In JSS society, it can be used for complaining, using public services, and giving suggestion. In fact, until February 2019, there are 11.095 users, even though the population in Yogyakarta City is 388.627 people. The comparison between population and users are 1:35. In the implementation of JSS, it needs time for persuading and involving all of the societies. In order to, The strategy in promoting the application done by the government uses social media, magazine, banner, advertisement, and re-equipment. In fact, there are some people who do not know about JSS application, especially old people and people in a remote area. Besides that, the government makes the other strategy for the staff of government to utilize JSS application.

The strategy is to persuade the staff to use JSS as a tool for getting and sharing information since in JSS version, the government has a feature agenda meeting and report. In an agenda meeting, it is used to minimize time and condition for sharing about agenda and to make efficient and effective in the activity of governance. The government gives an appreciation and allowance for staff to respond to society. For futher research, the implementation of smart government in reality, many societies use the easy conventional system. However, the lack of conventional system society is that cannot give evidence of reality like a picture. Therefore, it makes the government need time to check the report. In addition, JSS helps the government's performance to be effective and efficient with using an online registration system, such as making KK



(Kartu Keluarga) and KTP (Kartu Tanda Penduduk). Finally, the implementation of smart government is more productive when the data of government can be accessed for all of the societies. Data of Warehouse including agenda meeting is to make policy in Yogyakarta, corporation, and program of the government.

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