

A THESIS

**BUILDING THE SLEMAN SMART CITIZEN THROUGH
THE CITIZEN BEHAVIOR ON USING *LAPOR SLEMAN*
MOBILE APPLICATION**



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**POSTGRADUATE PROGRAMME
MASTER OF GOVERNMENT AFFAIRS AND
ADMINISTRATION
UNIVERSITAS MUHAMMADIYAH YOGYAKARTA
2018**

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MOBILE APPLICATION**

A Thesis

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Universitas Muhammadiyah Yogyakarta**

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Once, the best moment in my life is when i can share one and
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You only live once, but if you do it right, once is enough. -Mae
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ABSTRACT

Indonesia is among the developing countries developing the concept of smart city. The national government envisions Indonesia 2030 which shall implement the smart city towards sustainable development. Many regions in Indonesia have already implemented the concept of smart city, but still on the level of smart government and smart technology, lacking on the smart citizen component of a smart city. This paper aims to analyze the citizens behavior of using technology on Sleman smart citizen 2021 through the lapor sleman mobile application. This research uses mixed method of quantitative and qualitative approaches in examining the data. The author distributed 100 questionnaires and conducted interviews to the community stakeholders and government officers of Sleman regency regarding the lapor sleman application. The result of the study reveals the following: firstly, performance expectancy, social influence, and facilitating condition are three independent variables which affect the behavioral intention and users' behavior. Secondly, the behavioral intention has significant effect on users' behavior. Thirdly, the citizen behavior of using technology has affect the making a smart citizen. Therefore, using technology in term of lapor sleman mobile application can make the citizens as active participants in public life, in terms of social cooperation, freedom of expression and flexibility. However, there are still many problems in the use of lapor sleman mobile application such as the limited access to only android smartphones, lack of technical know-how, and people's reluctance to use the lapor sleman mobile application.

Keywords: *Citizen, behavior, smart citizen, technology, lapor sleman mobile application.*

TABLE OF CONTENTS

TITLE.....	i
ABSTRACT.....	xii
TABLE OF CONTENTS.....	xiii
LIST OF TABLES.....	xv
LIST OF FIGURES.....	xvi
LIST OF APPENDICES.....	xvii
CHAPTER I.....	1
INTRODUCTION.....	1
1.1. Background.....	1
1.3. Objectives and Benefits of The Research.....	10
CHAPTER II.....	12
THEORETICAL FRAMEWORK.....	12
2.1. Smart City Concept.....	12
2.2. Acceptance and Use of Technology.....	18
2.3. Smart Citizen.....	34
2.4. Research Model.....	40
2.5. Conceptual Definiton.....	41
2.6. Operational Definition.....	50
2.7. Research Framework.....	54
2.8. Hypothesis.....	54
CHAPTER III.....	55
RESEARCH METHODOLOGY.....	55
3.1. Reserch design.....	55
3.2. Research Setting.....	56
3.3. The Type Of The Data.....	56
3.4. Data Collection Technique.....	58

3.5. Population and Sample	60
3.6. Data Analysis Units	61
3.7. Method of Data Analysis	62
CHAPTER IV	65
DESCRIPTION AND RESEARCH SETTING	65
4.1. Research Setting.....	65
4.2. Topography in Sleman Regency	72
4.3. Organizational Structure of the Department of Communication and Information in Sleman Regency:..	75
CHAPTER V.....	88
RESULT AND DISCUSSION.....	88
5.1. Description of Respondents Profile	88
5.2. Description of the Research Variable Category.....	93
5.3. The Test Results of Research Instruments.....	100
CHAPTER VI	131
CONCLUSION	131
6.1. Summary of Findings.....	131
6.2. Implication To Theory	137
6.3. Limitations and Future Recommendations	139
REFERENCES.....	142
SURVEY QUESTIONNAIRES	150
RESEARCH INSTRUMENTS	151

LIST OF TABLES

Table 1.1. A List of Smart City Apps Issued By The Sleman Regency Government	6
Table 2.1. The characteristic of Smart Citizen.....	38
Table 2.2. Citizen Perception Indicators in Use Technology.....	50
Table 4.1. The Regency which have implemented Smart Regency as a main program in Yogyakarta province.....	66
Table 4.2. Juridical Basis Or Regulatory Basis.....	76
Table 4.3. Community Complaint Management Recapitulation on 2017.....	86
Table 5.1. Categorization of Variable Performance Expectancy	94
Table 5.2. Categorization of Variable Effort Expectancy	95
Table 5.3. Categorization of Social Influence Variables	96
Table 5.4. Categorization of Facilitating Variables Condition ..	97
Table 5.5. Categorization of Variable Behavioral Intention	98
Table 5.6. Categorization of Variable Users Behavior	99
Table 5.7. Convergent Validity Test Results	100

LIST OF FIGURES

Figure 2.1. Key components of smart city concept.....	14
Figure 2.2. UTAUT Model 1 (Venkatesh, et al. 2003).....	22
Figure 2.3. Model Research 2 of UTAUT (Venkatesh, et al. 2013)	24
Figure 2.4. Research Proposed Model	41
Figure 5.1. Characteristics of Respondents by Gender.....	89
Figure 5.2. Characteristics of Respondents by Age	90
Figure 5.3. Characteristics of Respondents by Occupation	91
Figure 5.4. Characteristics of Respondents Based on Latest Education.....	92
Figure 5.5. Hypothesis Testing Results.....	103

LIST OF APPENDICES

SURVEY QUESTIONNAIRES.....	150
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