

## **CHAPTER IV**

### **DESCRIPTION AND RESEARCH SETTING**

This chapter describes and elucidates the research setting, why it was chosen, and its geo-spatial characteristics. Also, description of the particular sub-district in Sleman where the actual conduct of the survey was done is also provided in this chapter.

#### **4.1. Research Setting**

The research was conducted in Sleman Regency, Yogyakarta Province. Geographically Sleman Regency is between  $110^{\circ} 33'00''$  and  $110^{\circ} 13'00''$  East Longitude,  $7^{\circ} 34'51''$  and  $7^{\circ} 47'30''$  South Latitude. Sleman Regency is bounded on the north by Boyolali Regency, Central Java Province; on the east by Klaten Regency, Central Java Province; on the west by Kulon Progo Regency, DIY Province and Magelang Regency and; Central and South Java province bordering Yogyakarta City, Bantul Regency and Gunung Kidul Regency, DIY Province (Slemankab.go.id). It is one of the regency in DIY which has implemented the smart regency program next to Yogyakarta city, and Bantul Regency.

This table below shows the regency in DIY that implemented smart regency as the main program:

**Table 4.1. The Regency which have implemented Smart Regency as a main program in Yogyakarta province**

<b>No</b>	<b>Regency</b>	<b>Implemented The Smart Regency Program</b>	<b>Listed on</b>
1.	Yogyakarta City	Yes	The Mayor Regulation number 44 of 2017 about telecommunication tower arrangement for smart city
2.	Sleman Regency	Yes	Regional medium-term development plans of Sleman and Masterplan of Developing smart city in Sleman Regency
3.	Bantul Regency	Yes	Masterplan of Developing smart city in Bantul Regency
4.	Kulon Progo Regency	Not yet	Developing e-government
5.	Gunung Kidul Regency	Not yet	Developing e-government

Source: The data compiled by author (Fridayani, 2018).

In order to cope with the advancement of information technology, the regency government of Sleman must utilize smart city innovations to improve the ability to process, manage, distribute and distribute information and public services. With the implementation of the Lapor Smean mobile app, the local government of Sleman is carrying out the transformation process towards e-Government. A good application of Information Technology will in turn support the process of determining organizational direction and policy. Information technology support for local governments is needed to support the smooth running of every organization's activities in carrying out various organizational functions. These functions are closely related to cross-regional and cross-sectoral aspects of information.

Primarily the mission of Slema Regency is to improve good governance through the improvement of responsive and quality bureaucracy through the application of an integrated e-Government in providing services for the community as part of the vision of a Sleman Smart regency 2021. This mission is intended to realize effective governance, by stergthening the professional

and merit-based bureaucracy so that it can better serve the community. This is done in an integrated and sustainable manner, with the services of the bureaucratic apparatus in the context of good governance.



**Figure 4.1. The map of Sleman regency. Source:**

[www.slemankab.go.id](http://www.slemankab.go.id) (2018).

The reasons why the Sleman Regency is chosen from the rest of the regency government in Indonesia is primarily because it

has the been commended as the pilot area for smart city implementation. Specifically, the researcher aims to exemplify citizens' behavior in the use of Lapor Sleman mobile app and to what extent does it shape the building of a smart city, as in this case, Sleman regency. Noteworthy, Sleman district has the most number of individuals who are active users of technology in their daily lives.

#### The Characteristic of Regency

1. Based on the characteristics of existing resources in Sleman website ([www.slemankab.go.id](http://www.slemankab.go.id)), Sleman Regency is divided into 4 subdistricts namely:
  - a. The slope area of Mount Merapi, starts from the road that connects the cities of Tempel, Turi, Pakem and Cangkringan (ringbelt) to the top of Mount Merapi. This region is a water resource and ecotourism that is oriented to the activities of Mount Merapi and its ecosystem;
  - b. The Eastern Region which includes Prambanan District, part of Kalasan and Berbah Subdistricts. This region is a place of ancient heritage (temple) which is a center of

- cultural tourism and dry land areas and a source of white stone material;
- c. The Central Region is the agglomeration area of the city of Yogyakarta which includes Mlati, Sleman, Ngaglik, Ngemplak, Depok and Gamping Districts. This region is a center of education, trade and services.
  - d. The Western region includes the districts of Godean, Minggir, Seyegan and Moyudan, which are wetland agricultural areas with sufficient water and raw material for the activities of the mendong, bamboo and pottery industries.
2. Based on cross-regional traffic, the condition of Sleman Regency is crossed by the state road which is the economic route that connects Sleman with the port city (Semarang, Surabaya, Jakarta). This route passes through the Prambanan, Kalasan, Depok, Mlati and Gamping Districts. In addition, the Depok, Mlati and Gamping Districts are also traversed by the ring road which is the primary arterial road.

For sub-districts, it is a fast-developing region, from agriculture to industry, trade and services.

3. Based on the growth centers of Sleman Regency, it is an upstream area of Yogyakarta. Based on the location of the city and mobility of community activities, the functions of the city can be distinguished as follows:
  - a. Agglomeration area (urban development in certain regions). Because of the development of the city of Yogyakarta, the cities bordering the city of Yogyakarta, namely Depok Sub-District, Gamping and part of Ngaglik and Mlati Districts are the agglomeration areas of Yogyakarta.
  - b. Sub-urban area (border area between villages and cities). The cities of Godean, Sleman, and Ngaglik sub-districts are located some distance from the city of Yogyakarta and develop into the destination/direction of community activities in the surrounding sub-districts, so that they become centers of growth and are sub-urban areas.

- c. Special function area/buffer zone. Tempel, Pakem and Prambanan Subdistrict cities are growth centers for the surrounding area and are supporters and limits of the city's development in terms of the city of Yogyakarta.

#### **4.2. Topography in Sleman Regency**

The condition of the land in the southern part of Sleman is relatively flat except for hilly areas in the southeast part of Prambanan District and some in Gamping District. The north is relatively tilted and the northern part around the Merapi slope is relatively steep and there are about 100 springs. Almost half of the area is fertile agricultural land with technical irrigation supported in the west and south. Topography can be distinguished on the basis of the height of the place and the slope of the land (slope) ([www.sleman.go.id](http://www.sleman.go.id), 2018).

##### **1. Height**

The height of Sleman Regency ranges from <100 to> 1000 m above sea level. The height of the soil can be divided into three classes, namely height <100 m, 100 – 499 m, 500 – 999 m and > 1000 m above sea level. The height of <100 m above



sea level is 6,203 ha or 10.79% of the total area in the districts of Moyudan, Minggir, Godean, Prambanan, Gamping and Berbah. Height > 100 – 499 m above sea level covering 43,246 ha or 75.32% of the total area, found in 17 sub-districts. Height > 500 – 999 m above sea level covering an area of 6,538 ha or 11.38% of the total area, including Tempel, Turi, Pakem and Cangkringan Districts. Height > 1000 m above sea level covering 1,495 ha or 2.60% of the area covering Turi, Pakem and Cangkringan Districts (www.sleman.go.id, 2018).

## **2. Land Slope**

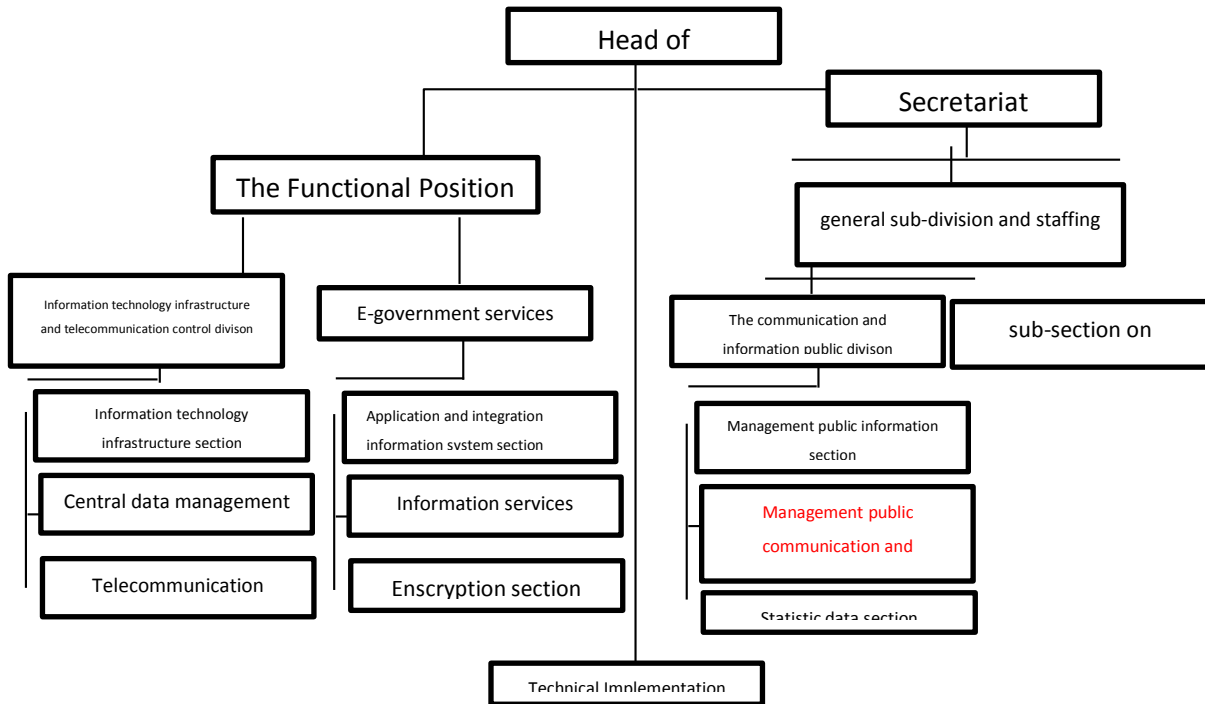
From the topographic map scale of 1: 50,000 can be seen the height and horizontal distance to calculate the slope (slope). The results of map analysis in the form of land slope data are classified into 4 (four) classes, namely the slope of 0-2%; > 2-15%; > 15-40%; and > 40%. The slope of 0-2% is found in 15 (fifteen) Districts covering an area of 34,128 ha or 59.32% of the entire slope area, > 2-15% in 13 (thirteen) Districts with a slope area of 18,192 or 31.65% of total area. The slope of the land > 15-

40% is in 12 (twelve) Districts this slope area is 3,546 ha or 6,17%, the slope > 40% is in Godean District, Gamping, Berbah, Prambanan, Turi, Pakem and Cangkringan with an area of 1,616 ha or 2.81% ([www.sleman.go.id](http://www.sleman.go.id), 2018).

### **3. Climate**

Sleman Regency includes a wet tropical climate with the rainy season between November – April and the dry season between May – October. In 2000 the number of 25-day rainy days occurred in March, however the average amount of rainfall was in February of 16.2 mm with many rainy days of 20 days. The air relative humidity in 2000 was lowest in August at 74% and the highest in March and November was 87% respectively, while the lowest air temperature was 26.1 degrees Celsius in January and November and the highest air temperature was 27, 4 degrees Celsius in September ([www.sleman.go.id](http://www.sleman.go.id), 2018).

### 4.3. Organizational Structure of the Department of Communication and Information in Sleman Regency:



Source: [www.kominfo.sleman.go.id](http://www.kominfo.sleman.go.id) (2018).

To understand the process of the online complaints and how it's being filtered, the table below presents the basic regulations about the complaint system in Sleman Regency:

**Table 4.2. Juridical Basis Or Regulatory Basis**

No	The Implementation of Sleman Smart Regency	No	Integrated complaints service of <i>Lapor Sleman</i>
1.	Vision and mission of Sleman regent of 2016-2021	1.	Law number 9 of 1998 concerning the freedom to express public opinion
2.	The regent's regulation number 87 of 2016 concerning the position, organizational structure, duties and functions, as well as the work procedures of the Office of Communication and Information Technology	2.	Law number 14 of 2008 concerning public information disclosure
		3.	Regulation of the president of the Republic of Indonesia number 76 of 2013 concerning the management of complaints on public services
		4.	Ministerial regulation on the utilization of state apparatus and bureaucratic reform number 24 of 2014 concerning guidelines for the management of complaints on public services nationally
		5.	Minister of Administrative Reform and Bureaucratic Reform No. 3 of 2015 concerning the roadmap for the development of a national complaint management system

Source: Innovative Government Award (IGA), 2017.

In mid-2013, Sleman Regency Government provided a complaint service in an integrated and integrated manner through admin complaints at the regional secretary Public Relations Section, to cater the demands of the community, specifically on the conflicts concerning public interests such as public infrastructures, criminal activities, economic servicing, etc. Specifically, the complaints service is based on the Complaint Service SOP number 001/SOP-HUMAS/2013 dated July 18, 2013, wherein five complaints channels were received by the ICT department. The Information System Integration Section of the Office of Communication and Information of Sleman Regency has the following channels of receiving complaints:

- a. Menu of citizens' letters at [www.slemankab.go.id](http://www.slemankab.go.id)
- b. Line telephone at (0274) 868405 aircraft 1149
- c. Fax line at (0274) 868945
- d. Column of readers in the mass media published in Yogyakarta (SKH KR, Bernas, Radar Jogja, Kompas, Media Indonesia, and Tempo).

- e. Complaint service directly in the Secretariat of Public Relations Section with address of Regional Secretariat / Regent's Office Jl. Parasamya Beran Tridadi Sleman.

This maturation stage lodged in 2013 is expected to be useful for the development of Integrated e-government in Sleman Regency toward Smart Regency. In 2014, the Sleman Regency Government opened another complaint channelled through social media on the Facebook Sleman Regency Fanpage, and Twitter @ kabarsleman. Subsequently on the year 2015, Sleman Regency launched the Line SMS at 08119525000 for the mobile app on complaint system. Then, in 2016 due to the increasingly massive smartphone development, the regency developed the Android-based complaint service channel known today as "*Lapor Sleman*". At present, the Sleman Regency government has eight complaints channels, namely:

1. SMS complaint to number 08119525000
2. Menu of citizens' letters at [www.slemankab.go.id](http://www.slemankab.go.id)

3. Social media on Sleman Regency Facebook Fanpage & @kabarsleman twitter & @laporsleman twitter.
4. *Lapor Sleman* application based on Android on smart phones
5. Telephone line at (0274) 868405 aircraft 7123
6. Faximile line at (0274) 868945
7. Column of readers in mass media published in Yogyakarta (SKH KR, Bernas, Radar Jogja, Kompas, SKH Tribut Jogja, and Harian Jogja)
8. Complaints service directly in the Room of Public Communication Section and Complaints Service of the Ministry of Communication and Information with the Regent's Office Complex Jl. Parasamya Beran Tridadi Sleman.

Nowdays, the community is with complaints services that use technology, information and communication are important. So, that people can participate to improve public services. Complaint services have been applied in Indonesia at the national to regional levels. The national level is the People's Online Aspirations and

Complaints Service (LAPOR!) Developed by the presidential staff office. The purpose of LAPOR development! By the Office of the President's Staff is increasing public participation in supervision of development, government programs, and implementation of public services. Regional levels are found in the City of Yogyakarta with the Information and Complaints Service Unit (UPIK) from 2004 developed by the Public Relations and Information Section (Rachmawati, 2014).

Sleman Regency already has several complaints services. Sleman complaint services include e-mail to [LAPOR@slemankab.go.id](mailto:LAPOR@slemankab.go.id), access to the website [www.slemankab.go.id/surat-warga](http://www.slemankab.go.id/surat-warga), text complaint to 0811295000, telephone number 0274-868045 with extension 7124, channel Twitter with tweets to @LAPORsleman, went directly to or made a letter to the Information and Public Communication Communication and Information Service Office, and the Andorid smartphone by downloading the Google Play which is *Lapor Sleman* application. This complaint channel was not formed in the same year. The latest channel owned by Sleman



Regency is the Sleman Report Report Android channel ([www.lapor.slemankab.go.id](http://www.lapor.slemankab.go.id)).

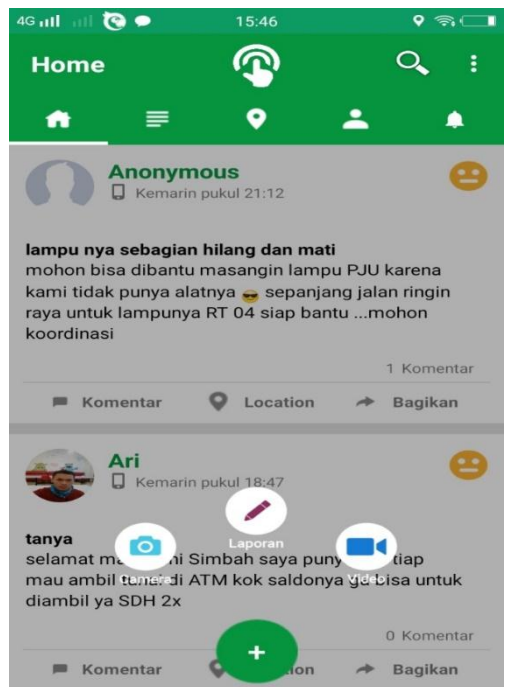
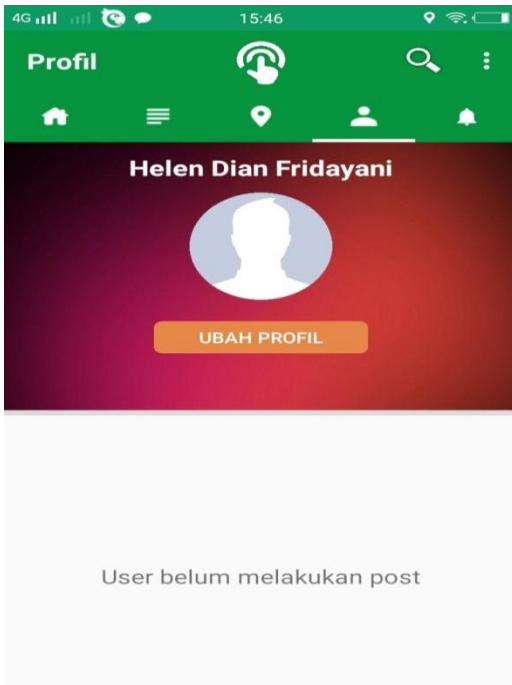
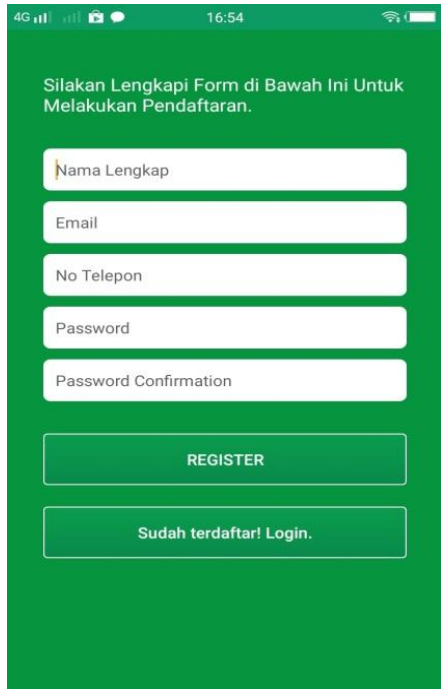
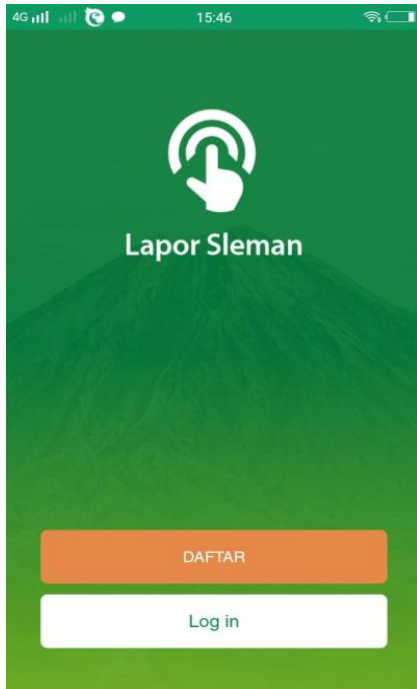
Lapor Sleman can be accessed on the website [www.lapor.slemankab.go.id](http://www.lapor.slemankab.go.id). The Lapor Sleman website listed the purpose of Sleman Report so that there is collaboration between the government and the community for development in Sleman Regency as the Sleman Smart Regency initiative. This means that the *Lapor Sleman* application was built to support the vision and mission of the Sleman Regency Government in 2016-2021. Lapor Sleman application is included in the Smart Digital Public Connectivity program towards smart regency. With the *Lapor Sleman* application being a means of connecting between the community and the government.

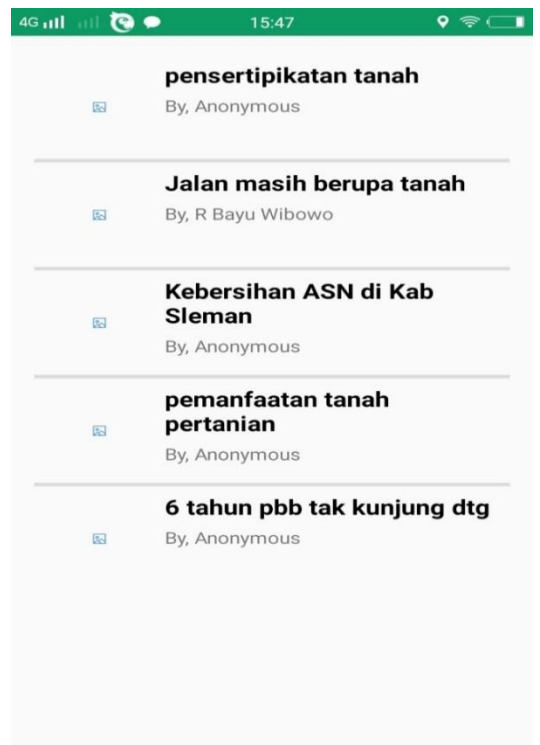
Complaint services through channels are formed so that people can participate and improve public services and development in an area. Access channel is a facility or facility provided by the government to be used by the community so that there is interaction between the two (Indrajit, 2004). The formation of the *Lapor Sleman* application is by virtue of the Law Number

25 of 2009 on the implementation of public services including the implementation community complaints servicing, information management, internal supervision, counseling to the public, and consultation services. Complaint services serve as supervision of the implementation of external public services. The *Lapor Sleman* application development has become more effective and efficient, namely all reports are directly connected to the relevant agencies ([www.lapor.slemankab.go.id](http://www.lapor.slemankab.go.id))

The *Lapor Sleman* application is managed and developed by the public communication and complaints section, the information and public communication sector of the Sleman Communication and Information Agency. In addition to operators, there are moderators in each SKPD (work unit) in Sleman Regency, which amounts to 50 moderators. They become representatives of each SKPD. The moderator is divided into moderators of Regional Device Organizations totaling 33 and location moderators totaling 17 according to sub-districts in Sleman Regency. The implementation of the Lapor Sleman application is in collaboration with Smart Online Reporting and

Observation Tools (SOROT) for the provision of applications on android smartphones and websites (<http://sorot.id> accessed on July 18, 2017). SOROT was chosen because it was considered to have adequate human resources for the provision of mobile applications. The information displayed in the *Lapor Sleman* application is reflected in the information menu access through [www.slemankab.go.id](http://www.slemankab.go.id) website, with corresponding maps and GPS location points, personal profile, and report notification. The website has wider coverage in terms of available information. On the website, you can view reports based on the categories selected and when inputting reports, you can choose the category that corresponds to the report. Whereas in the Lapos mobile application, you can not see and choose based on reports.





**Figure 4.2. The Step to Use Application of Lapor Sleman**

Source: The figure was added by the Lapor Sleman Mobile Application on Android, 2018.

**Table 4.3. Community Complaint Management  
Recapitulation on 2017**

<b>No.</b>	<b>Month</b>	<b>The complaints</b>	<b>Has been responded</b>	<b>Has no responded</b>
1	January	60	29	31
2	February	90	43	47
3	March	83	56	27
4	April	82	47	35
5	Mey	73	54	19
6	June	72	53	19
7	Julu	82	57	25
8	August	280	105	175
9	September	76	45	31
10	October	86	63	23
11	November	74	60	14
12	December	82	50	32
	<b>Total</b>	<b>1140</b>	<b>662</b>	<b>478</b>

Source: Department of Communication and Information,  
Sleman Regency, DIY

On the basis of Table 4.4, it can be deduced that the number of utilization of network of compalints are from the population from Sleman since 2017 with the highest number of complaints received during the month of August totaled 280 messages. As can be gleaned from the table, January has the lowest number of complaints with just 60 incoming messages. More importantly, a total of 662 messages (complaints) have been responded from a total of 1140 complaints corresponding to 58.08 percent of

complaints considered as resolved. On the other hand, 478 messages or as much as 41.9 percent of complaints have not been responded to.