

ABSTRACT

This academic paper aims to analyze the utilization of Lapor Sleman to realize Sleman Smart Regency. Smart regency is manifestation of smart city concept. The important element that characterizes the smart city community is trust, norms and networks. There are six characteristics of smart city namely, smart economy, smart governance, smart environment, smart people, smart mobility, and smart living that interconnected to support the development of smart. Lapor Sleman emerges as developing from smart governance. One of the things that can be seen from smart governance is the improvement of services by prioritizing the use of technology. However, in comparison, between the number of incoming reports and the population in Sleman Regency in 2016 amounted to 1.113.707, the ratio was 0.04%. This means that there are not many people in Sleman Regency who use the Lapor Sleman application so that public services has not been maximally utilized. This research used exploratory descriptive qualitative method and measured using smart governance indicator. The results of the study reveals the following: first, public participation, the utilization of Lapor Sleman has provided space for the community to share information with the government. Second, public service, responsiveness is a thing that need to be considered from the quality of the Lapor Sleman service. Third, transparent governance, technology can support transparency in a variety of ways, from making documents available online to transparency in the decision-making process. In spite of that, there are still many problems in the use of Lapor Sleman.

Keywords: *smart city, smart governance, Lapor Sleman.*