CHAPTER I
INTRODUCTION

1.1 Background

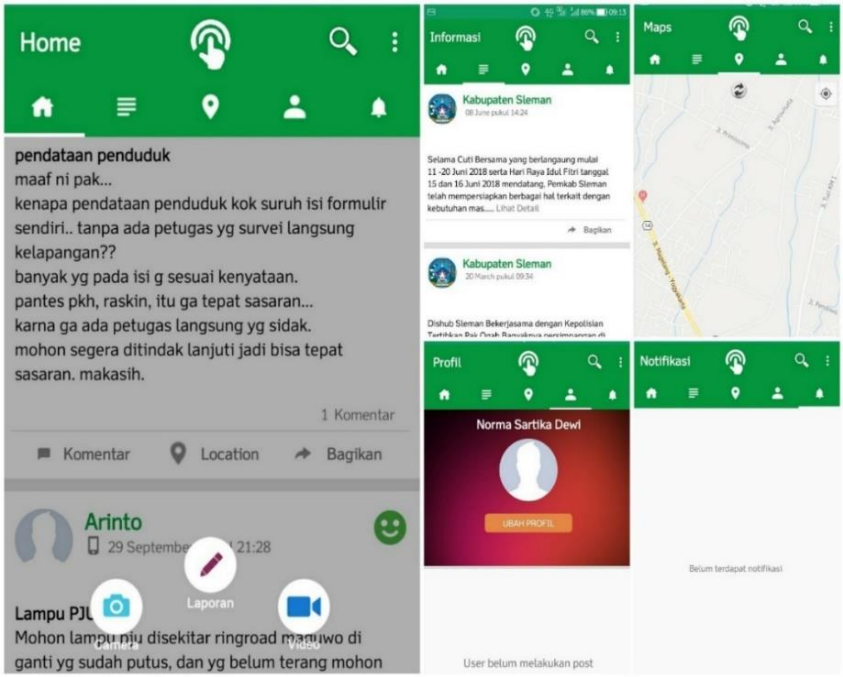
The Sleman Regency Government is committed to developing e-government. One of the example is participating in the policy of Special Region of Yogyakarta Province, which wants to realize Jogja Cyber Province by utilizing ICT to develop the region. Moreover, this research aims to analyze the realization of smart regency in managing local government through utilizing *Lapor Sleman* as public service in year 2018. In order to implement smart city, the efficiency of city administration supported by the data openness and public participation is primary. The efficiency of city administration by supporting the data openness and public participation that related to governance systems are needed in realizing smart city.

Smart city concept is the main factor in realizing smart regency. Smart city is a concept of city management based on information and communication technology to regulate more effectively and to solve urban problems through the use ICT-based services provided by the government (Amri, 2016). In addition this concept allow people to actively participate in city management and development. Smart city refers to 3 important elements, namely human, technology and institutional factors (Nurmandi, 2006). 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 city (Giffinger et al., 2007).

Sleman Regency have strong commitment in developing smart city concept for managing the local government. According to Indera (2018) Sleman Regency is one of the pilot project of Ministry of Communication and Informatics of Republic Indonesia in terms of application (Dian Fridayani, 2018). One form of commitment is to include e-government policies in the vision of Sleman Medium Term Development Plan *(RPJMD)* 2016-2021 "The realization of the Sleman community that is more prosperous, independent, civillized and integrated e-government system towards smart regency in 2021". The purpose of integrating e-government is to combine regulatory systems, policies, attitudes and behaviors that are supported by information technology, so as to provide an effective response and administration of government (Hapsari & Rachmawati, 2018), this is an effort to support and realize smart city.

Picture 1.1

Lapor Sleman Application



Lapor Sleman was launched on April 4, 2017 which previously introduced on April 16, 2016 to be tested first for 9 months. It is a development of smart governance, where the government improves the quality of public services, the efficiency of bureaucratic management and public participation in the preparation of policies and direction of development.This could be said that the collaboration between government and the community projected as the smart city initiative in Sleman (Dian Fridayani, 2018). On the other word, *Lapor Sleman* was built to support the vision of Sleman Medium Term Development Planning *(RPJMD)* 2016-2021.

Smart governance became one of the important component among the six characteristics of smart city. This component being continously developed by Sleman Regency in strengthening the commitment toward smart regency. This component help government to improve the quality of public service and the efficiency of bureaucratic management. One of the efforts and commitments in realizing Sleman Smart Regency is to provide convenience to the community through several basic ICT-based public services developed by the Sleman Regency government in obtainaning service more easily and effective, such as Sleman Smart App, Sleman Smart Room, *Lapor Sleman*, E-SPTD (Regional Tax Management Information System), Sleman Mobile PBB (Property Tax), JDIH Mobile (Legal Network Documentation and Information) and SIMPADU (Integrated Service Information System) (slemankab.go.id).

Table 1.1

The *Lapor Sleman* Management Recapitulation on 2017

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

Source: (Dian Fridayani, 2018)

Among the ICT-based public services, *Lapor Sleman* is the most frequently used application by the community, with 1500 complaints coming towards government every year (Dian Fridayani, 2018). The number of reports that has no responded in 2017 was 478 messages, while the reports that has been responded were 662 messages out of a total of 1140 complaints (see table 1.1). Therefore, during 2017 the completed report amounted to 58.08% of the total complaints. In responding to the complaints from community, the government perfomance is quite satisfying with a percentage that has reached more than 50%.

However, in comparison, between the number of reports entered and the population in Sleman Regency in 2016 amounted to 1.113.707, the ratio was 0.04% (Hapsari & Rachmawati, 2018). 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. Besides, the government has not been able to fully

respond to all complaints from the public and still requires considerable time in responding to complaints or messages from the community.

In realizing smart regency, active participation from the community is needed in building a good government, one of them is through Sleman Report. In realizing the smart regency will be meaningless if the use of technology is not optimized to facilitate public services. With this utilization, each regional government organization *(SKPD)* is able to directly monitor public complaints, so as to be able to provide fast and precise problem solving. Therefore it is interesting to study smart city concept that focusing on analyze the realizing smart regency in management of local government through utilizing *Lapor Sleman* as public service in 2018.

This research will use exploratory descriptive qualitative method and measure using smart governance indicator. Exploratory will be based on interviewing the respondents, there are Head of Information and Public Communiction Division, Staff of the Public Communication and Complaints Service Section, and *Lapor Sleman*'s user. Then, to describe the phenomenon and analyze the factor of subject, researcher will use descriptive method.

1.2 Research Question

Based on the problems and issues mentioned above, the focus of this research will primarily answer the research question of: What is the use of *Lapor Sleman* as public service in realizing Sleman Smart Regency?

1.3 Research Objectives

In addition to answering questions from the problem formulation, this research also covers the following objective is: To analyze the utilization of *Lapor Sleman* in realizing Sleman Smart Regency.

1.4 Benefits

1. Theoretical

- Contributes to the development of Smart City concept in the management of local government, and as reference for further research.

2. Practical

- This research could be as a consideration for the Sleman Regency government in developing public services based on information and communication technology (ICT) to realize Sleman Smart Regency.
- This reserach could be to assist citizen in monitoring government performance based on smart governance indicator.

1.5 Literature Review

Social, economic and techology changes and it is makes the government to adopted the ICT (Perez-Gonzalez & Daiz-Daiz, 2015). ICT became important for social, economic and political aspects in any countries. The development of ICT related to the smart city concept urges more efficient public administration. Amri (2016) and Winardi (2017) defined smart city as city management concept with the use of ICT to provide efficient city management and to solve problems that often encountered in urban areas such as reduced availability of residental land, accumulation of garbage and other social problems (Amri, 2016). The use of ICT requires adequate support from human resources and commitment from all levels in government is a determining factor in the success in realizing smart city.

The use of smart city concept in the management of local government will make living conditions more enjoyable and will reduce budget costs by using smart service. Smart city also brought changes in public service to a better direction and increased the performance of the bereaucratic apparatus (Enceng & Hidayat, 2016). Widodo (2016) and Enceng & Hidayat (2016) stated that to increase the quality and quantity of public service, it needs to develop e-government in the local government through implementing characteristics of smart city concept that is smart governance (Widodo, 2016) (Enceng & Hidayat, 2016).

Smart governance can be defined as part of smart city goals related to public services, that is better efficiency, community leadership, working in mobility, and continuous improvement through innovation (Pramuningrum & Ali, 2017). One of

the things that can be seen from smart governance is the improvement of services by prioritizing the use of technology. The important thing in smart governance is the collaboration between the community and the government, in the form of giving advice, criticism and input on the government's performance (Enceng & Hidayat, 2016). The cooperation between the government and the community is expected to implement clean, honest, fair and democratic governance, as well as better quality and quantity of public services.

In conclusion, most of previous research discuss about how the information and communication technology (ICTs) affect in realizing smart city or facilitate public service, where participation and cooperation from the citizen and government are needed. Most of previous research focused on developing ICT-based public services in smart cities and strategies to realize the smart city concept. There has no scholars or experts discussed over the utilization of ICT-based public service can affect in realizing smart regency. What distinguishes this research from previous research is the relation between utilizing ICT-based public services and the realization of smart cities. In addition, it will discuss how smart city can be realized in the management of local government through utiliziling *Lapor Sleman* as public service measured using smart governance indicator.

1.6 Theoretical Framework

1.6.1 Smart city

1. Smart City Concept

The concept of smart city is currently an innovation that continues to be developed in Indonesia as one step in applying technology to a broader sector. Jakarta, Bandung, Surabaya and Yogyakarta are examples of cities in Indonesia that are trying to implement the smart city concept. Smart city was first introduced in 1994 (Dameri & Cocchia, 2013). Smart city is a city development and management with the use of ICT to connect, monitor and control the resources that are in the city more effectively and efficiently to maximize service to the community (Amri, 2016). In simple terms, the concept of smart city is a city concept that is integrated with various fields therefore, it can provide efficiency impacts in city management (Hidayatulloh, 2016).

According to Ahvenniemi,et al (2017) there are two main things in smart city, the first is an ICT-oriented approach and the second is a human-oriented approach (Ahvenniemi, Huovila, Pinto-Seppä, & Airaksinen, 2017). However, the concept of smart city is not only about technological improvement, but to promote the socio-economic development is important (Nam and Pardo 2011). Caragliu et al (2011) stated that city can be defined as smart city when investment in human, transport and ICT to encourage sustainable economic growth and high quality of life, with using natural resource management wisely, through participatory governance (Caragliu et al., 2011).

In conclusion, smart city can be summarized as a concept of city management based on ICT (information and communication technologies) to regulate more effectively and optimize its resources. The purpose of this concept is to solve urban problems through the use of ICT-based urban infrastructure. In addition the concept of smart city allows people to actively participate in urban governance and management through ICT-based services provided by the government.

2. The Characteristics of Smart City

The smart city model that has been developed by Giffinger et al., (2007) is a classification that can be assessed and developed through six characteristics (see Figure 1.2) (Giffinger et al., 2007). According to Giffinger et al., (2007) through six characteristics, a city can examine its current conditions, and to identify the areas that need further development to meet condition required of smart city, also can be used to the city to create goals based on their own circumstances by following a vision that matches six characteristics (Giffinger et al., 2007).

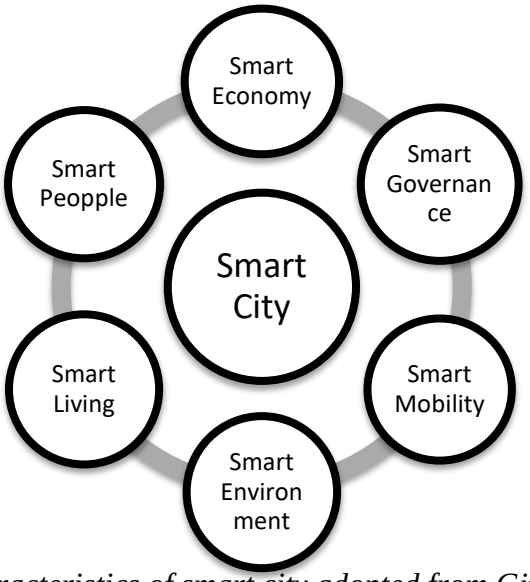


Figure 1.1 Six characteristics of smart city adopted from Giffinger et al., (2007)

Smart economy refers to the implementation of economic strategies based on information and communication technologies (Cohen, 2014). This means that innovation will be further enhanced and will add new business opportunities also increase capital market competition. It is supported by Giffinger et al., (2007) that smart economy includes factors around economic competitiveness as innovation, entrepreneurship, trademark, productivity and labor market flexibility as and integration in (inter)-national markets (Giffinger et al., 2007).

Smart governance is one of the important elements of smart city. According to Siahaan (2016) the main key to smart governance is the success of implementing good governance, which is a paradigm, system and process of implementing governance and development that regards the principles of the rule of law, humanity, justice, democracy, participation, transparency, professionalism and accountability coupled with a commitment to upholding values and the principles of decentralization, usability, clean governance, and responsibility. While, Giffinger et al., (2007) and Purnomo, Meyliana, & Prabowo (2016) argued that smart governance consists of aspects of political participation, services for citizens and administrative functions (Giffinger et al., 2007) (Purnomo et al., 2016). Those aspects purposed to encourage citizen participation in decision making and transparent governance. Therefore, smart governance can be summarized as the efficiency of city administration by supporting the data openness and public participation that related to governance systems (Cohen, 2014).

Smart environment described by interesting nature conditions (climate, green space etc.), pollution, resource management and also by environmental

protection efforts (Giffinger et al., 2007). It is linked to the sustainable resources management and optimizing the energy (Cohen, 2014). Then, smart environment means that the environment which can provide comfort, sustainability of resources, physical and non-physical beauty for the public in a clean and organized environment, stable green space is an example of the application of a smart environment.

Smart people is related to the level of quality human resources (Cohen, 2014). In contrast to Giffinger et al (2007) that smart people are not only described by the level of qualifications or education of citizens, but also by the quality of social interactions regarding integration and public life and openness to the "outside" world (Giffinger et al., 2007). It is supported by Purnomo et al (2016) that smart people projects to preparing human capital and social interaction between people through affinity for life - long learning, participation in public life, creativity and flexibility(Purnomo et al., 2016).

Integration of infrastructure management system that is oriented to guarantee partiality in the public interest is needed for smart mobility (Siahaan, 2016). The important aspects of smart mobility are the availability of information and communication technology and modern local and international accessibility, and also sustainable transportation systems (Giffinger et al., 2007). Hence, smart mobility is related to the availability of ICT infrastructure that can access within and outside the city, also modern and safe transportation system (Cohen, 2014).

According to Cohen (2014) and Purnomo et al (2016) smart living aims to improve the quality of life in terms of healthy environment, social cohesion, tourist destination, cultural and educational service availability by providing the facilities. The quality of life is dynamic, in the sense that it always tries to improve itself (Cohen, 2014) (Purnomo et al., 2016).

This research will emphasis on smart governance. Smart governance, is part of the smart city characteristics that focuses on governance. The basic thing about a smart governance is the collaboration between the community and the government involvement in the program implementation in the form of giving advice and criticism toward government's performance (Enceng & Hidayat, 2016). Through creating a more efficient and interconnected government system, the obstacles associated with communication and collaboration can be eliminated (Colldahl & Kelemen, 2013). According to Toppeta (2010), initiated actions related to Smart Governance are discussion groups for citizen involvement, platforms for sharing information, social media networks, and people resources to engage stakeholders in decision making (Colldahl & Kelemen, 2013).

1.6.2 E-government

1. Definition of E-government

In this digital-era, access to information, and communication technologies (ICT) has become increasingly important for economic, social and political aspects in any countries (Hoque & Sorwar, 2015). Therefore government has to use the innovative information and communication technologies, particulary web-based

internet application, to improve the quality of the service or called as E-government (Fang, 2002). E-government is a process of using information technology as a tool to help run the government system more effectively and efficiently (Sosiawan, 2008). Pardo (2000) outlined six functions of e-govertnment as follows. First, providing access to government information is the most common digital government initiative. Second, providing electronic access to facilitate fullfiment with a set of regulations.Third, provide the citizen with electronic access to personal benefit through public assistance for example. Through electronic commerce applications, those allow government agencies to gain the benefits in private sector. Fifth, Integrating service delivery programs acroos and between government agencies. The last one is providing space for citizen participation through online democracy to access discussion forums for example (Fang, 2002).

In conclusion, e-government is a way for government to use the innovative information and communication technologies (ICTs), espcially web-based internet application, in order to provide citizens and other parties with easier access to process government information and services, to improve the quality of the services and to give opportunities in democratic processes. With the existence of e-government, the government will be easy in interacting with the community and the community can easily participate in the development of their regions.

2. Types of Relation

According to Indrajit (2004) there are three types of relations in e-government including Government-to-Citizen (G2C), Government-to-Business (G2B) and

Government-to-Government (G2G). G2C refers to government relations with the community through public services organized by the government (Indrajit, 2004). Public services included in G2C are government innovations in providing services to the community which aim to increase the ease of access in services and participation from the community. The main purpose of the construction of e-Government applications type G-to-C is to bring the government closer to the community through diverse access channels so that people can easily reach their governments to fulfill daily needs (Satria & Hartati, 2015).

The G2B concept emphasizes government relations with the private sector in business matters. Through this concept, the government provides ICT-based services to facilitate business activities by individuals and corporations (Indrajit, 2004). The G2B (government to business) concept actively encouraging electronic transaction initiatives such as electronic procurement and the development of electronic markets for government purchases; and carry out government procurement tenders through electronic means to exchange information and commodities. (Fang, 2002).

The G2G concept refers to the relationship between service units in a government. Between service units can interact and work together to resolve regional problems (Indrajit, 2004). The G2G concept itself can be horizontal where interaction or coordination is carried out by the service at the same level and vertically where a government interacts with the government on it or at a higher level. This implementation model provides convenience for the government in conducting activities and services and makes it easier for the community or other

parties to access and participate in the services provided (Sosiawan, 2008). Through the procurement of G2C, G2B, and G2G, government programs and services can take place more efficiently.

1.6.3 Public Service

1. Definition of Public Service

One of the most important tasks of the government is to provide public services to the community to meet their needs. (Sutopo & Kumoro, 2017) stated public service is an activity carried out by an organization or agency as an effort to fulfill the needs of the community. While Dwiyanto Agus (2006) defines public services as a series of activities carried out by the public bureaucracy in meeting the needs of the community(Sutopo & Kumoro, 2017). The intended needs are such as making a National Identity Card (KTP), marriage certificate, birth certificate, death certificate, building permit (IMB) and so on. Based on the Law No. 25 of 2009, public service is a series of activities in meeting service needs in accordance with the laws and regulations for every citizen and population of goods, services and administrative services provided by public service providers.

Referring to Law No. 25 of 2009 Ratminto; & Winarsih (2010) defines public services as a form of service, both in the form of public goods and public services which are the responsibility of government agencies and regional government-owned enterprises in an effort to meet community needs and implement regulations (Ratminto; & Winarsih, 2010). Therefore it can be

concluded that public service is a series of activities to meet the desires and needs of the community are provided by the state administration.

2. Elements and Principles of Public Service

According to Bharata (2004) there are four elements in process of public service. First is service providers, namely parties that provide certain services to consumers, either in the form of services in the form of provision and delivery of goods or services. Second is service recipients, namely those who are referred to as customers who receive various services from service providers. Third, types of services, namely services that can be provided by service providers to those who need services. Then, customer satisfaction, in providing service providers must refer to the main purpose of service, namely customer satisfaction. This is important because the level of satisfaction obtained is closely related to the quality standards of the goods or services they use.

The purpose of public services is to provide goods and services needed by the community and provide satisfaction to the public. Based on the Decree of the Minister of Administrative Reform No. 62 of 2003 concerning the Implementation of Public Services, the purpose is to achieve public services in accordance with what is needed by the community at least contains the following principles:

a. Simplicity, in service procedures is easy to understand, easy to implement and not complicated.
b. Clarity, in this case the clarity includes technical and administrative requirements, clarity in the work unit that is authorized and responsible for

providing services and solutions, as well as clarity in the details of the costs of public services and payment procedures.

c. Certainty of time, namely the implementation of public services must be completed within a predetermined period of time.

d. Accuracy, products from public services can be received correctly, accurately and legally.

e. Security, providing a sense of security and legal certainty in the service process.

f. Responsibility, the head of the public service provider is responsible for the implementation of service and settlement of complaints in the implementation of public services.

g. Completeness of facilities and infrastructure, availability of work facilities and infrastructure, work equipment, and other adequate support, including ICT.

h. Easy to access, location and adequate service facilities, easily accessible to the community, and can utilize ICT.

i. Discipline, politeness and friendliness. Service providers must be disciplined, friendly, and polite.

j. Comfort, providing comfort by providing supporting facilities such as parking lots, toilets, praying rooms, and others.

1.7 Conceptual Definition

a. Smart city

Smart city can be summarized as a concept of city management based on ICT (information and communication technologies) to regulate more effective and optimize its resources. The purpose of this concept is to solve urban problems through the use of ICT-based urban infrastructure. In addition, the concept of smart city allows people to actively participate in urban governance and management through ICT-based services provided by the government.

b. E-government

E-government is a way for government to use the innovative information and communication technologies (ICTs), especially web-based internet application, in order to provide citizens and other parties with easier to access the government information and services, to improve the quality of the services and to give opportunities in democratic processes.

c. Public Service

Public service is a series of activities in meeting the needs in accordance with the laws and regulations for every citizen and population goods and services provided by government.

1.8 Operational Definition

Smart governance is part of the smart city dimension that focuses on governance. The basic thing about smart governance is the collaboration between the community and the government and the community involved in the implementation in the form of giving advice and criticism of the government's performance (Enceng & Hidayat, 2016). With the cooperation between the community and the government, it is expected to realize clean, transparent, fair and democratic governance by providing better quality and quantity of services.

Table 1.2

Operational Definition

No	Variabel	Indicator	Parameter
1.	Utilization of *Lapor Sleman*	Public Participation in decision-making	- Interaction - Relation between government and public
		Public and Social Services	- Responsibility - Responsive
		Transparent Governance	- Accessible - Data openess

1.9 Research Method

In analyzing the utilization of *Lapor Sleman* to realize Sleman Smart Regency, this academic undergraduate thesis will use a qulitative method. Qualitative method is research aimed to describe and analyze phenomenon, events, social activities, attitudes, perceptions, thoughts of people individually or in groups (Bachri, 2010). Qualitative research tends to use analysis with an inductive

approach. Processes and meanings based on the subject's perspective are more highlighted in qualitative research (Sugiarto, 2015).

1.9.1 Type of the Research

According to Marshall and Rosman in Creswell (2014), there are four approches that use in qualitative research, such as descriptive research, exploratory research, explanatory research and emancipator research. The first approach is descriptive research, it is a research that describes the phenomenon that can be seen or existed that can be used to identify and analyze the characteristic or factor of the subject. The phenomenon could be in the form of relatioanships, activities, characteristics, changes and the differences between two or more phenomenon. Second, exploratory research this approch being used in aims to find a new insight by delivering ideas and questions for the further research. Therefore, exploratory need deep research to get know all characteristic of object and problem solving explanation (Creswell, 2014). Third, explanatory research that explain relationship between two or more variables and also to test the hypotheses of the cause and effect. The last one is emancipatory research that aims to engage in social action (Creswell, 2014).

In this research, the reseacher will use exploratory-descriptive qualitative method that focus on analyzing the smart city concept realization in the management of local government through utiliziling *Lapor Sleman* as public service year 2018 which will be measured using smart governance indicator.

1.9.2 Location

This study will be taken in Sleman Communication and Informatics Agency. Sleman Communication and Information Agency is responsible in managing and developing ICT-based public services in Sleman.

1.9.3 Data Analysis Unit

This research will adopt purposive sampling to determine the informants. Purposive sampling is a technique of taking samples of data sources with certain considerations, for example the person who is considered to know the best about what we will examine (Sugiyono, 2015).The unit of data analysis in this study are Staff of the Public Communication and Complaints Service Section, Statistical Data Section and *Lapor Sleman*'s user.

Head of Information and Public Communication Division is chosen as data analysis because the person is responsible in managing and controlling ICT-based public service in Sleman. While, Staff of the Public Communication and Complaints Service Section chosen because this section is responsible to carry out information and public communication management, especially through *Lapor Sleman*. Statistical Data Section chosen as data analysis unit to gather secondary data, evaluation report, statistical data and standard operational procedure of *Lapor Sleman*. In analyzing *Lapor Sleman*'s utilization, it requires opinions and responses from the community related to the services provided by the government whether it is in accordance with smart governance indicator or not. Meanwhile, *Lapor Sleman* users chosen as data analysis unit.

Table 1.3

Data Analysis Unit

No	Agency	Amount	Informant(s)
1.	Communication and Informatics Agency	2	Staff of the Public Communication and Complaints Services Section
2.		30	*Lapor Sleman* Users
Total		32	

1.9.4 Type of Data

The researcher uses primary and secondary data for this research. Primary data is information obtained from first hand or primary sources (Sugiarto, 2015). In this study, data sources were obtained directly in the form of words or phrases obtained through interviews as the results of the researchers. Reasearcher gathering primary data from interviewing Staff of the Public Communication and Complaints Services Section, and *Lapor Sleman*'s user.

Table 1.4

Primary Data

No	Primary Data	Source(s)	Data Collection Technique
1	Mechanism of *Lapor Sleman*	- Staff of the Public Communication and Complaints Services Section	Interview
2	Utilization of *Lapor Sleman* in realizing smart city	- Staff of the Public Communication and Complaints Services Section	Interview
3	Complaint Handling Response	- Staff of the Public Communication and Complaints Services Section - *Lapor Sleman*'s user	Interview
4	The use of *Lapor Sleman*	- *Lapor Sleman*'s user	Interview

While secondary data is information that is not obtained directly from the informant, but from a third party (Wardiyanta, 2010; Sugiarto, 2015). Secondary data in this study were obtained from the internet, journals, books, archives and directly from related parties that related to the subject of research. In this research, reasecher will gather the secondary data from previous researches, Sleman Government website (www.slemankab.go.id), *Lapor Sleman*'s social media (facebook and twitter), and Statistical Data Section to get evaluation report, the number of *Lapor Sleman's* user and the number of complaints.

Table 1.5

Secondary Data

No	Secondary Data	Source	Data Collection Technique
1	Standard Operating Procedures	Staff of the Public Communication and Complaints Services Section	Documentation
2	Evaluation Report	Communication and Informatics Agency	Documentation
3	The number of *Lapor Sleman*'s user	Staff of the Public Communication and Complaints Services Section	Documentation
4	The number of complaints	Staff of the Public Communication and Complaints Services Section	Documentation

1.9.5 Data Collection Techniques

Data collection is a strategic step in research, because the main purpose of research is to obtain data. For this reason, it is necessary to have the right data collection techniques so that the requested data is truly valid and reliable. There are the techniques that will be used by researcher in this research:

1. Interview

The interview is a data collection technique that aims to find the problems being studied and find the answer for research question from the respondents by talking face to face (Afifudin and Saebani, 2012; Sugiarto, 2015). Interviews are conducted with semi-structured methods where the interviewer asks questions that have been prepared. In this study the interview was conducted to Staff of the Public Communication and Complaints Services Section and *Lapor Sleman*'s user.

2. Documentation

Documentation is a technique of collecting data by searching for evidence in the form of writings, drawings, or monumental works (Sugiyono, 2015). This research requires official documents from the Communication and Informatics Agency such as the Standard Operating Procedures of *Lapor Sleman*, Evaluation Report, user data of *Lapor Sleman* and complaint data received by the Communication and Information Agency.

1.9.6 Data Collection Analysis

Data analysis is a process of systematically finding and compiling data obtained from interviews, field notes and documentation, by organizing data into categories and then describing it and making conclusions so that it is easy to understand (Sugiyono, 2015). Data collection analysis in qualitative research can be explained in several steps as follows:

a. Data reduction, summarizes and selects the main things to simplify the selection of raw data obtained in the field.
b. Presentation of data, carried out in the form of a brief description, chart, flowchart, relationships between categories that can describe all the information collected in the form of narrative text.
c. Drawing conclusion, explain new findings that have never existed before by choosing data that can answer the problem in order to be a valid conclusion.

1.9.7 Data Collection Tools

In this study the tools used to collect data are notebooks, recording device and camera. Notebooks are used to record information when conducting literature studies and record important things during interviews. A recording device is used to record information from sources when conducting interviews. The camera is used as a documentation tool of research activities

1.10 The Systematic of Writing

The researcher employs a systematic writing technique as follows:

Chapter I, consist of: background, research question, research objective, benefit of research, literature review, theoretical framework, conceptual definition, operational definition, conceptual framework, research method, research location, data analysis unit, data collecting technique and data analysis technique.

Chapter II, Research Description, consist of: Sleman Regency overview, Sleman Communication and Information Agency and *Lapor Sleman* profile.

Chapter III, Result and Discussion in this chapter will analyze the realizing smart regency in management of local government through utilizing *Lapor Sleman* as public service year 2017-2018 measured using smart governance indicator.

Chapter IV, Conclusion, consist of: conclusion of the research and research recommendation.