

CHAPTER II

RESEARCH DESCRIPTION

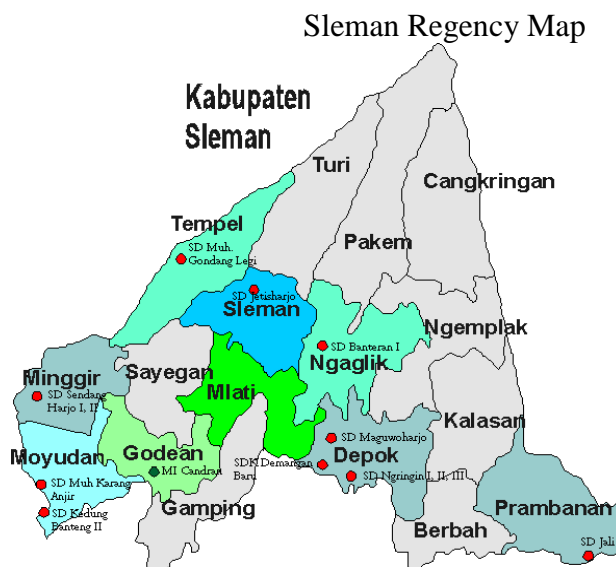
This chapter will discuss about object description of the research, namely Sleman Regency Overview, Sleman Communication and Information Agency Description, and *Lapor Sleman* Profile.

2.1 Sleman Regency Overview

2.1.1. Regional Condition

This picture below is Sleman Regency Map

Picture 2.1



Source: slemankab.go.id

Geographically, Sleman Regency is located between $110^{\circ} 33' 00''$ and $110^{\circ} 13' 00''$ East Longitude, $7^{\circ} 34' 51''$ and $7^{\circ} 47' 30''$ South Latitude. The Sleman Regency in the north is bordered by Boyolali Regency, in the east by Klaten Regency, while in the west is bordered by Kulon Progo Regency and Magelang

Regency. In the south, it borders by Yogyakarta City, Bantul Regency and Gunung Kidul Regency.

The area of Sleman Regency is 574,82 km^2 or around 18% of the total area of the Special Region of Yogyakarta 3.185,80 km^2 . Administratively, it consists of 17 sub-districts, 86 villages and 1,212 hamlets.

Table 2.1

District Area of Sleman Regency

No	Subdistrict	Amount		Area (Ha)
		Villages	Hamlets	
1.	Moyudan	4	65	2.762
2.	Godean	7	57	2.684
3.	Minggir	5	68	2.727
4.	Gamping	5	59	2.925
5.	Seyegan	5	67	2.663
6.	Sleman	5	83	3.132
7.	Ngaglik	6	87	3.852
8.	Mlati	5	74	2.852
9.	Tempel	8	98	3.249
10.	Turi	4	54	4.309
11.	Prambanan	6	68	4.135
12.	Kalasan	4	80	3.584
13.	Berbah	4	58	2.299
14.	Ngemplak	5	82	3.571
15.	Pakem	5	61	4.384
16.	Depok	3	58	3.555
17.	Cangkringan	5	73	4.799
Amount		86	1.212	57.482

Source: *slemankab.bps.go.id*

Based on the table above, the District with the largest area is Cangkringan (4,799 Ha) and the narrowest is Berbah (2,299 Ha). The sub district with the most *padukuhan* is Tempel (98 sub-villages), while the sub-districts with the least

padukuhan are Turi (54 sub-villages). The district with the most villages is Tempel (8 villages), while the District with the fewest villages is Depok (3 villages).

2.1.2. Vision and Mision of Sleman Regency

Based on Sleman Medium Term Development Planning (RPJMD) year 2016-2021, vision of Sleman Regency is: "The realization of the Sleman community that is more prosperous, independent, cultured and integrated e-government system towards smart regency in 2021". While the Mission of Sleman Regency in 2016-2021 consists of:

1. Improving good governance through improving the quality of responsive bureaucracy and the implementation of integrated E-government in providing services to the community.
2. Improving quality education and health services and reach all levels of society.
3. Improving the strengthening of the people's economic system, accessibility and capability of the people's economy, as well as poverty reduction.
4. Strengthening and improve the quality of natural resource management, spatial planning, the environment and comfort.
5. Improving the quality of community culture and proportional gender unity.

2.1.3 Sleman Smart Regency

Smart Regency is a concept that developed from Smart City. Which is defined as a city that uses digital technology to improve performance, reduce costs and consumption, and engage more actively and effectively with citizens. Therefore, Sleman Regency has developed the concept of Smart City with the

branding of Sleman Smart Regency. Sleman Smart Regency is smart in developing and managing resources effectively and efficiently by optimizing information and communication technology, to maximize public services and support sustainable development.

There are 6 elements in developing Sleman Smart Regency:

1. Smart Governance

Improve: (1) Quality of public services, (2) Efficiency of bureaucratic management, (3) Public participation in policy formulation and direction of development.

2. Smart Branding

Build: (1) Tourism ecosystems, (2) Regional business ecosystem platforms, (3) Market cities.

3. Smart Economy

Build: (1) Competitive industrial ecosystems, (2) people's welfare, (3) financial transaction ecosystems

4. Smart Society

Realizing: (1) Efficient community interaction, (2) Efficient learning ecosystems, (3) Community security systems.

5. Smart Environment: (1) Protect important ecosystems and restore critical land, (2) Manage waste, (3) Energy savings

6. Smart Living: (1) Harmonization of regional spatial planning. (2) Providing quality health infrastructure, (3) Providing convenient public transportation.

In realizing Sleman Smart Regency in 2021, in addition to the development of 6 elements from Smart City the Sleman Regency Government makes a Smart Regency action plan, namely:

1. Policy and Institutional Development

- Preparation of the Master Plan
- Establishment of Smart Regency Board and Team
- Establishment of the Smart Regency Forum
- Partnerships between government, college, business, media and communication

2. Infrastructure Development

- Public facility
- ICT infrastructure
- Increase bandwidth capacity

3. Application and Software Development

- Public service application
- Government service applications
- Regional application
- Information security

4. Strengthening Literacy

- Community literacy
- Increased capacity of human resource personnel
- Synergy with the community

2.2 Sleman Communication and Informatics Agency Description

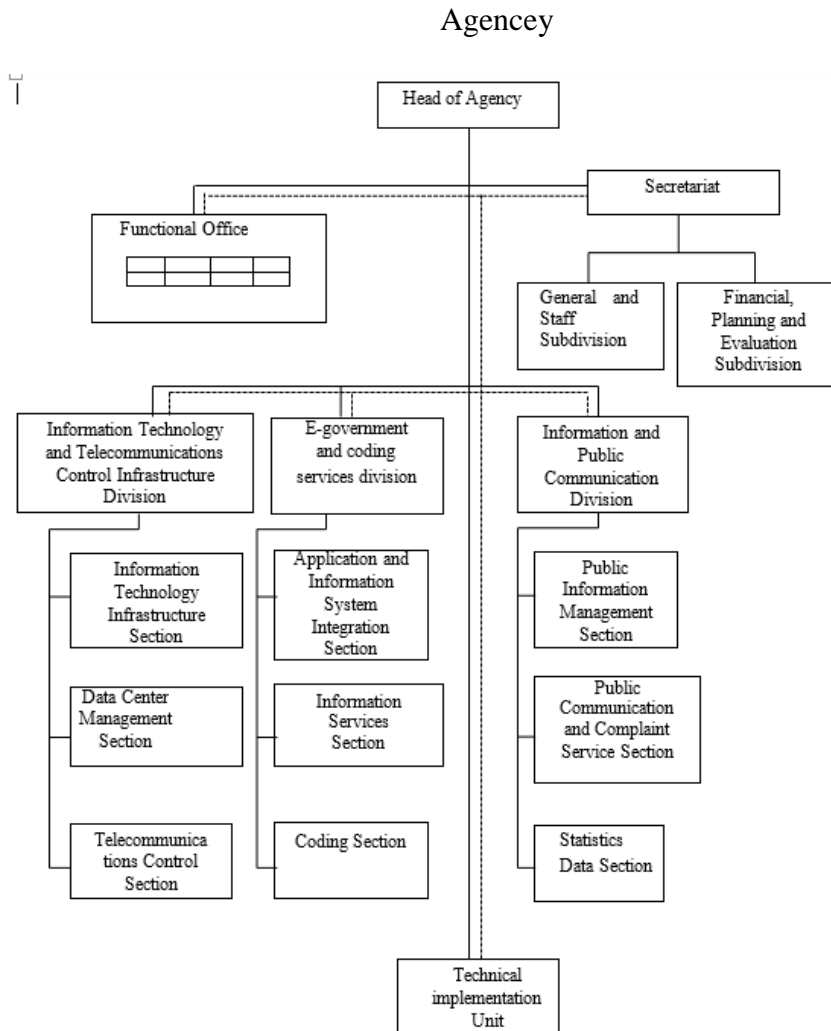
2.2.1 Sleman Communication and Informatics Agency

The Sleman Communication and Informatics Agency (*Dinas Kominfo*) is a regional apparatus organization resulting from institutional arrangements in 2016 and has only been operating since January 3, 2017. The Communication and Informatics Service Agency was formed based on the Regional Regulation of Sleman Regency number 11 of 2016 concerning the Formation and Composition of Regional Devices of Sleman Regency. Whereas the position, organizational structure, duties and functions and work procedures of the regional apparatus are regulated by Regulations of Regent Sleman number 87 of 2016.

The Communication and Informatics Agency is integration of communication and informatics affairs (which were previously merged in the Department of Transportation, Communication and Information) on statistical data (which previously had authority in the Regional Development Planning Agency) and part of public relations affairs (previously in the Regional Secretariat).

1.2.2. Organizational Structure

The organizational structure of Sleman Communication and Informatics



Source: Sleman Regent Regulation No. 87 Year 2016

- : Command line
- - - - - : Coordination line

According to Sleman Regency Regulation Number 87 of 2016 concerning Position, Organizational Structure, Tasks, Functions, and Work Procedures of the Communication and Information Technology Agency, then the organizational structure as follows:

- 1) Head of Agency
- 2) Secretariat
 - a. General and Staff Subdivision
 - b. Financial, Planning, and Infrastructure Subdivision
- 3) Information Technology and Telecommunications Control Infrastructure Division
 - a. Information Technology Infrastructure Section
 - b. Data Center Management Section
 - c. Telecommunication Control Section
- 4) E-government and Coding Services Division
 - a. Application and Information System Integration Section
 - b. Information Services Section
 - c. Coding Section
- 5) Information and Public Communication Division
 - a. Public Information Management Section
 - b. Public Communication and Complaint Service Section
 - c. Statistics Data Section
- 6) Technical Implementation Unit
- 7) Functional Office

2.3 Lapor Sleman

Lapor Sleman is a system of integrated complaints that exist in Sleman Regency Government. The complaint service system itself has existed since 2007, which is

based on the Public Service Law No. 25 of 2009, that the basis for the public services provider must have a complaint service unit. This complaint service unit continues to grow in line with the needs of the community and technological developments.

Lapor Sleman is expected to provide a place for citizen to deliver their aspirations towards the development process in Sleman Regency. *Lapor Sleman* management system is a public complaint management and service system for the public services in Sleman Regency. The system encompasses governance and complaints services by involving personnel or admin from all regional organizations (*SKPD*) and regionally owned enterprises (*BUMD*), as well as information systems that integrate various complaint channels. Government of Sleman Regency has provided 6 complaints channels that are actively used by the community to convey their aspiration, namely:

- a. SMS Hotline : 08119525000
- b. Website: slemankab.go.id
- c. Email : lapor@slemankab.go.id
- d. Citizen coloumn in local newspaper (SKH KR, Bernas, Radar Jogja, Kompas, Media Indonesia, and Tempo)
- e. Social Media Pemkab Sleman : Facebook, Twitter, Instragram
- f. *Lapor Sleman* android-based application

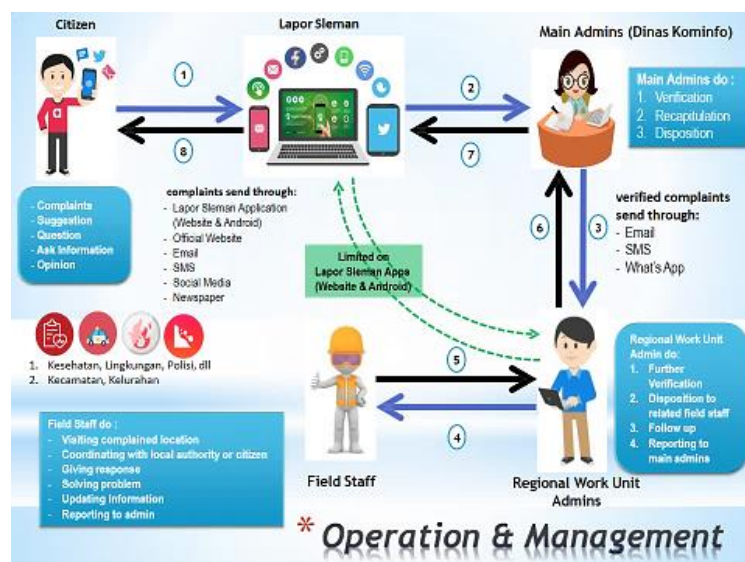
Sleman Regency Government develop 6 channels based on demands of the community. It is because, nowadays provide ICT-based public service is important to fulfill the citizen needs. All of the channels integrated through admin in

Application and Information System Integration Section. Through the six complaint channels, government are expected to facilitate the public in conveying their aspirations.

This picture below show the flowchart of complaint handling procedure that managed by Sleman Communication and Informatics Agency.

Picture 2.2

Complaints Handling Procedure Flowchart



Source: Sleman Communication and Informatics Agency

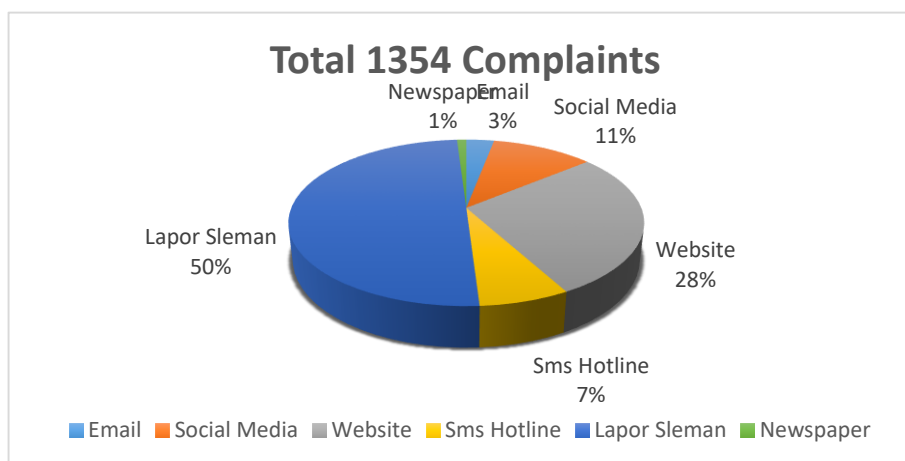
Lapor Sleman complaints handling procedure start from the citizen deliver their complaints, suggestion or question through *Lapor Sleman*'s channels. Then the report is received by the operator (main admin) which is the public communication and complaints section, Sleman Communication and Informatics Agency. Reports that can be answered will be answered directly by the operator. But, if the report is the authority of another *SKPD*, the report will be disposed according to category.

The report is received by the *SKPD* admin, then the report will be filtered by the *SKPD* admin to be distributed to the field or section or needed handling to the head of the agency. There will be an analysis of the report and subsequent follow-up of the report requested to be told to the moderator (main admin) for later answers.

The following figure is complaints recapitulation from Communication and Informatics Agency on January - October 2018 based on the complaint channel used.

Figure 2.1

Complaints Recapitulation on January - October 2018



Source: Sleman Communication and Informatics Agency

Based on the incoming complaint data in January-October 2018 *Lapor Sleman* application received the highest percentage of 50% from 1354 complaints. Then the second one is on the website at 28%, the third is on the social media of the Sleman Regency, which is 11%. While the two lowest channels are in e-mail and

newspapers, with percentages of 3% and 1%. Thus, it can be concluded that the *Lapor Sleman* application is the most used complaint channel by the community.

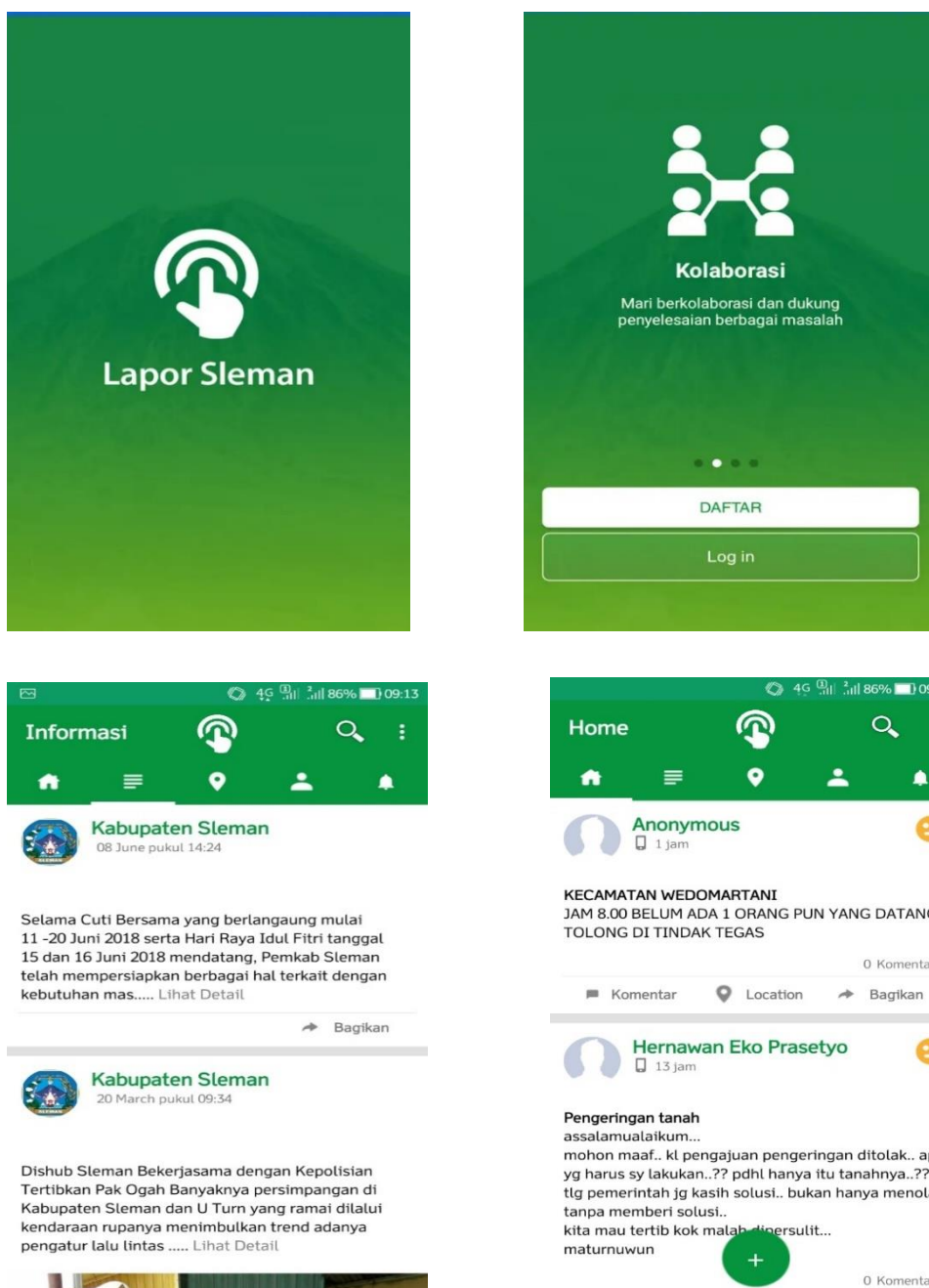
Lapor Sleman application was launched on April 4, 2017 which was previously introduced on April 16, 2016 to be tested first for 9 months. *Lapor Sleman* is managed and developed by Sleman Communication and Information Agency and 50 moderators in collaboration with SOROT (Smart Online Reporting and Observation Tools) as application providers and integrated reports with LAPOR! (Online People's Aspiration and Complaint Service) from the Presidential Staff Office.

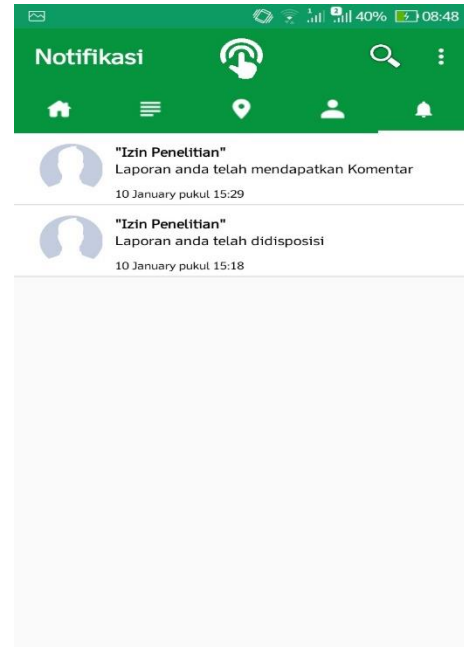
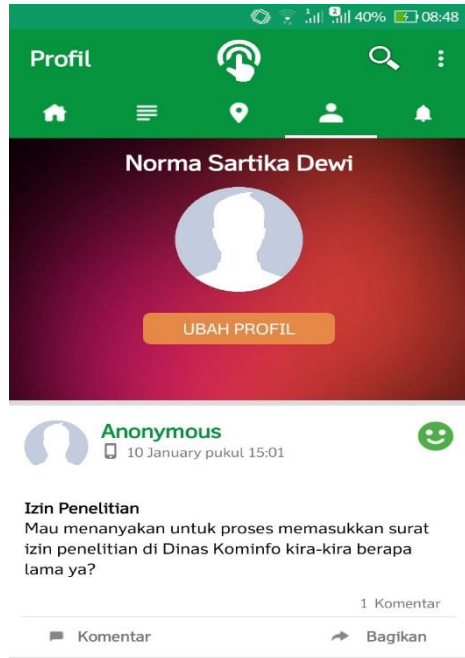
Lapor Sleman application has been downloaded more than 1000 users on the Google Play Store. In the application there are 5 menus. The first is the home menu where users can report complaints or criticisms with photos or videos accompanied by them. In this menu, users can also read complaints from other users related to the problems they find. The second menu is information which contains of information disguised by the Sleman Regency government. Then, the third menu is the map of Sleman Regency, the fourth menu contains the user's profile and the last menu is a notification where users will get feedback from their complaints.

The pictures below are examples of the application display the process of how the user can register before ask and request information.

Picture 2.3

Lapor Sleman Application





Lapor Sleman 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. The presence of *Lapor Sleman* is objected to increase the level of community participation. Therefore the government will be helped in addressing and resolving the existing problems related to the public service.