CHAPTER III

RESULT AND DISCUSSION

This chapter describes the findings and analyses the formulated problem presented in previous chapter of this research. This part will particulary discuss about the use of *Lapor Sleman* as public service in realizing Sleman Smart Regency, especially in smart governance characteristic. The first sub-chapter discuss about the public participation in decision-making. The second sub-chapter discuss about public and social services. The last sub-chapter discuss about transparent governance.

3.1 Public Participation in Decision-making

Smart governance consists of aspects of political participation, services for citizens and administrative functions (Purnomo et al., 2016). Those aspects purposed to encourage citizen participation in decision making and transparent governance. *Lapor Sleman* is existed as one of the manifestations of smart regency to improve public services by following the dynamics of people's lives, technological developments and communication that is included.

In order to realize Sleman Smart Regency, can be done through bureaucratic transformation, public education and digital transformation. In addition, the use of technology that supports community activities and government operations also needs to be done to realize smart regency. The *Lapor Sleman* complaint service is expected

to be able to support community activities in reporting and complaints and assisting the government in developing Sleman Regency.

With the rapid development of technology, the Sleman Regency Government through the RPJMD Vision tries to meet the demands of the times. In RPJMD Vision 2016-2021, the Sleman Regency Government strives to realize the Sleman community that is more prosperous, independent, civilized, and integrated with e-government becomes the background for the creation of the Sleman Report development. Besides, changes in the dynamics of the community becomes a major factor in developing the canals of *Lapor Sleman*.

Looking at the development of the demographic community in Sleman Regency, the Sleman Regency Government is must implement an e-government system (Arifianto, 2019). Therefore, the use of technology that has developed at this time can improve public services and community participation in controlling the performance of the government. Community participation is an important factor in public service. Through this community participation, the government can continue to improve service quality. In addition, community involvement in decision making related to development in Sleman Regency is also needed. Because the government has limitations in seeing problems that exist in society.

The *Lapor Sleman* complaint service aims to be able to facilitate the community in providing criticism and suggestions to the Government of Sleman Regency. This

activity is beneficial for the Sleman Regency government. It is because the community will be involved as participants in the regional development, furthermore, the development could be suitable with the community expectation.
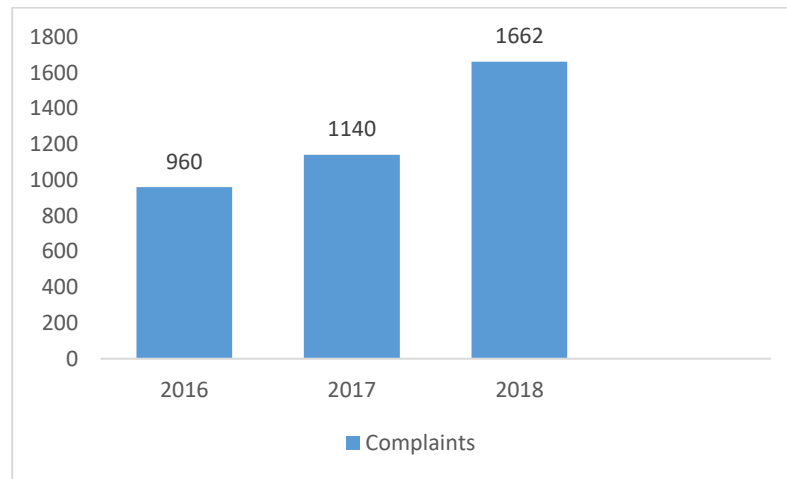
> "Through the *Lapor Sleman*, the community can actively participate in the development process in Sleman Regency. Because *Lapor Sleman* is an integrated complaints system, all complaints will be summarized first and then submitted to the relevant agencies. So the SKPD or related agencies will follow up on complaints related to the development process. " (Arifianto, 2019)

The results of the interview above explained that the main objective of *Lapor Sleman* was to increase public participation. *Lapor Sleman* was made so that the community can participate and improve public services and development. *Lapor Sleman* comes with several access channels provided by the government. These various channels aim to make it easier for people to interact with the government. So that the use of Sleman Report can be effective and efficient both from the Sleman Report user side and from the *SKPD* side of Sleman Regency as the provider and admin of Lapor Sleman.

The chart below is the number of incoming complaints in 2017 and 2018.

Figure 3.1

The Number of Incoming Complaints

Based on the graph above, the number of incoming complaints has increased every year. Based on interviewed with the *Lapor Sleman* user the number of incoming complaints increased, because the community can easily deliver their complaint through *Lapor Sleman* channels. The community do not have to come to the related agency for asking question or give criticsm and suggestion. As explained by Sekarayu (2019) the *Lapor Sleman's* user that *Lapor Sleman* help the community in communicate with the government (Sekarayu, 2019). This is because the use of technology that has developed at this time can improve public services and community participation in controlling the performance of the government. Thus, it can be said that the level of community participation in using the *Lapor Sleman* increased. This

increased community participation can have a positive impact on the government, namely the collaboration between the government and the community. Collaboration is one of the important factors in realizing Smart Regency.

Ten categories of *Lapor Sleman* Complaints with the highest number in 2018

No.	Categorized	Amounts
1.	Infrastructure	18,0%
2.	Population (certificate, Citizen's Identity Card, Family Card)	13,9%
3.	Public Lighting	5,9%
4.	Traffic and Parking	5,1%
5.	General	4,3%
6.	Employment	4,2%
7.	Excavation, and drainage	4,0%
8.	Waste, environmental permits, greening	3,7%
9.	Public Service Information	3,6%
10.	Licensing	3,2%

Source: Processed by reseacher from Information and Communication Agency (2019)

All the reports are received by the operator (main admin) which is the public communication and complaints section, in 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.Viewed in table 3.1, the service with the most reports is the Public Works and Housing Agency which is responsible for the categories of infrastructure, hollow roads, excavations, building permits, and drainage. Department of Population and Civil Registration that handles population categories (certificate, Citizen's Identity Card, Family Card).

3.3 Transparent Governance

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 (Siahaan, 2016). To realize smart governance in Sleman, the thing that needs to be considered further is information transparency. As a result, the community feels satisfied and knows the performance carried out by the government. This is certainly an ideal smart governance concept. In addition to making the public more critical of the government, increased service quality and level of government fraud will be minimized by the presence of transparency.

Information and communication technology can help increase transparency in government. In smart city, technology can support transparency in a variety of ways, from making documents available online to push transparency in the decision-making process. The existence of adequated transparency can make people smart and critical to analyze the symptoms that occur in the government. In order for the availability of good transparency, there is certainly a need for socialization to the community so that they understand and want to actively participate in controlling the performance of the government.