

CHAPTER IV

CONCLUSION AND RECOMMENDATION

4.1 Conclusion

Smart government concerns one of the most important elements in urban areas, that is Government Agency which is developed based on the Information Technology function so that it can be accessed effectively and efficiently. One of the things that can be seen from smart governance is the improvement of services by prioritizing the use of technology. This is in line with the basic function of government which is managing all aspects of data information relating to urban areas including the community, infrastructure, networks, resources, policies, economy, and environment.

According to the data displayed in the previous chapter, it has been proven that that the utilization of *Lapor Sleman* still need to improve Sleman Smart Regency implementation. In this matter, researcher has found several important conclusion based on the findings and analysis. First, with the public participation, *Lapor Sleman* is quite successful in increasing community participation. This is proven by the increasing number of complaints that have entered in *Lapor Sleman*. Through the increasing level of community participation in submitting complaints, it can be said that the community also participates actively in decision-making and direction of development.

Second, the responsiveness level of *Lapor Sleman* admin is not satisfying. Sleman Communications and Informatics Agency still need to improve the services included

in the application channel. This is because there are many users complained about the comment column which cannot be opened, until now, this problem has not been resolved.

Third, socializing *Lapor Sleman*, the frequency and intensity of the publications was very lacking. In this matter, the people did not notice because of the lack of socialization. Besides, the government's transparency is not implemented well. This is because, the community still having the difficulty in accessing responses from the government through *Lapor Sleman* application. Thus, the community must report again to find out the response or follow-up from the government.

4.2 Recommendations

First, the government suggested to increase the number of human resources and the quality of human resources in internal body of Sleman Informatics and Communication Agency. Through increasing the number of human resources and providing training for government employees to develop applications, *Lapor Sleman* can serve the public complaints every day.

Second, the government suggested to give complaint status in every channels of *Lapor Sleman*. This complaint status is useful to see how far their complaints have been followed up. Through the status of complaints, the public can track how far their complaints have been processed by the government. Then, if more than 13 days the

government can not give the follow up regarding the complaints, they have to explain the reason to the public.

Third, Communication and Informatics Agency suggested to socialize *Lapor Sleman* more broadly, the government is suggested to create a technical team. The team aims to maximize and deliver direct communication of *Lapor Sleman* directly to the public. Besides, the team can be formed not only by the Sleman Regency Government but also could collaborate with communities or organizations in the Sleman area, such as the *Karang Taruna Desa*, *PKK Desa* or others.