UTILIZATION OF LAPOR SLEMAN IN PUBLIC SERVICE TO REALIZE SLEMAN SMART REGENCY YEAR 2018

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DECLARATION PAGE

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I stated that this Undergraduate Thesis is originally my own work result. There are no other works that ever been proposed before in aims to gain Bachelor/Undergraduate Degree in any Universities. As far as my acknowledgement there is no others working result that ever been published as it is listed in the references list. Moreover, if one day there are any certain parties reported this undergraduate thesis, I will responsible and overcome all the consequences.

Yogyakarta, March 2019

Norma Sartika Dewi

MOTTO

“Life is balancing act”

DEDICATION PAGE

Bismillahirrohmanirrohim all praise belongs to Allah SWT for all his bless and guidance that have been given to the author in finishing this undergraduate thesis. This undergraduate thesis would never been done without the support from my family, friends and other parties. It is my genuine gratefulness and warmest regard that I dedicate this work to everyone who has been give their support, time, energy, criticism and suggestions during the process of completing this undergraduate thesis. I could not mention one by one, but I greatly appreciate the assistance you have provided me**.**

PREFACE

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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.*

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