PUBLICATION TEXT

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

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Utilization of Lapor Sleman in Public Service to Realize Sleman Smart Regency year 2018

INTRODUCTION

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. Smart city is city development and management with the use of ICT to connect, monitor and control the resources more effectively and efficiently (Amri, 2016). Smart city refers to 3 important elements, namely human, technology and institutional factors (Nurmandi, 2006). 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). Hence, the concept of smart city will not run effectively and efficiently if not being supported by smart governance.

The component of smart governance 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).

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 not been responded in 2017 was 478 messages, while the reports that has been responded were 662 messages out of a total of 1140 complaints. 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 compare 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. Beside that, 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. Moreover, this paper aims to analyze the realization of smart regency in managing local government through utilizing *Lapor Sleman* as public service in year 2017-2018.

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.

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. 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.

RESEARCH METHOD

This research apllied the Qualitive Research 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 used analysis with an inductive approach. Processes and meanings based on the subject's perspective are more highlighted in qualitative research (Sugiarto, 2015). This study uses descriptive research type. Descriptive research 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 (Creswell, 2014). This research used a descriptive type of research because researchers want to explore the problems that was investigated through description, identification, and analysis the use of Lapor Sleman to realize Sleman Smart Regency year 2018. There are several data collection methods that were applied in this research namely, in-depth interview and documentation techniques. Qualitative data analysis method is applied in certain steps namely: conducting of data collection, data reduction, data processing and the final stages drawing conclusion.

FINDINGS AND DISCUSSION

Public Participation Decision-making

Smart governance consists of aspects of political participation, services for citizens and administrative functions (Purnomo, Meyliana, & Prabowo, 2016). Those aspects purposed to encourage citizen participation in decision making and transparent governance. Lapor Sleman is present 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 includes. 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.

In conclusion, the utilization of Lapor Sleman has provided space for the community to share information with the government. Thus, the obstacles associated with communication and collaboration can be eliminated. In addition, Lapor Sleman is quite successful in increasing community participation through complaints services. With the increasing level of community participation in submitting complaints, it can be said that the community also participates actively in policy making and direction of development. Therefore, the policy that will be made by the government will be able to meet the needs of the community.

Public and Social Services

The responsiveness of the Sleman Regency Communication and Informatics Agency is a matter that needs to be considered from the performance of the Sleman Regency Communication and Information Agency when the program will be realized related to the application of ICT to both the community and the Sleman Regency Government. As explained by the Staff of Public Communication and Complaints, that their focus as the admin is to be responded to and for the follow-up responsibility at the relevant office. So if there is a complaint coming in, they are sure to get an initial response that we will continue the complaint to the relevant agency. For example, there are complaints related to national roads or related to the provincial government, so they will proceed to the provincial government. And later when from the office or the provincial government has provided the answer, the admin of Lapor Sleman will forward it back to the community. Staff of Public Communication and Complaints as admin, do not want people to feel ignored by their reports or feel like they are being thrown (Thurayyah, 2019).

The following is a recapitulation of the number of incoming complaints in January - October 2018.

Figure 3

Lapor Sleman Complaints Recapitulation
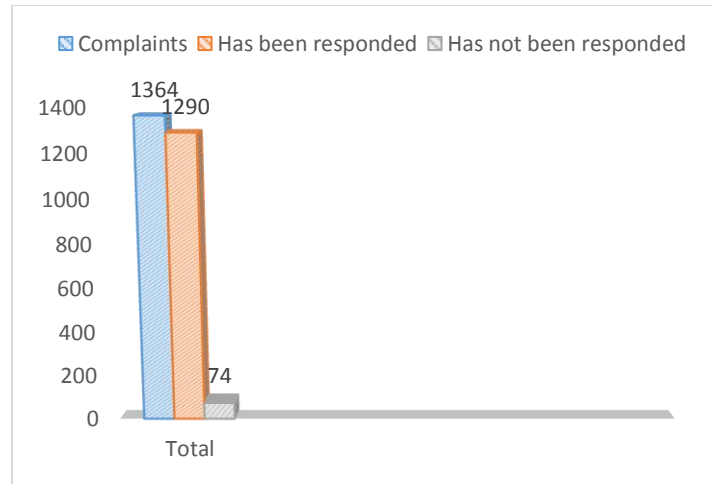
Source: Information and Communication Agency (2019)

Based on complaint data entered in January - October 2018 the total number of complaints totaled 1364 complaints. Out of a total of 1364 complaints entered, 50% of complaints came from the Lapor Sleman application, 24% of complaints from websites, 11% came from social media, 7% of complaints came from SMS hotlines, 3% came from emails and 1% of complaints came from newspapers. Of the total complaints that came in, the Communication and Information Agency still had 74 complaints that had not been responded to or followed up. When compared with the number of complaints that have been responded to, it can be concluded that the Communication and Information Agency has been quite good in responding to any incoming complaints.

Based on the data above, the Lapor Sleman admin responsiveness is quite good. This is proven by the response given by the admin even though the report or complaint is not part of the regional government organizations (*SKPD's)* responsibility in Sleman Regency. However, there is no time limit given by the admin in making a response, so the public does not know for sure when their report will be followed up. This can reduce the quality of services provided by the Information and Communication Agency as a public service provider. Information and Communication Agency should not only answer or respond to complaints from the public but also provide a clear time-limit for the community. So that the Lapor Sleman complaint service can really be utilized by the community in expressing their aspirations, criticisms and suggestions. It also benefits the Sleman Regency Government in realizing smart regency.

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 heeds 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 again is information transparency. In smart city concept, technology can support transparency in a variety of ways, from making documents available online to transparency in the decision-making process. The existence of good 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.

However, the Communication and Information Agency has not been able to provide socialization related to the use of Lapor Sleman directly to the community. Though socialization is needed in the Lapor Sleman complaint service because the community becomes a central point in complaint services. This is because there are some obstacles that the Communication and Information Agency has in conducting the socialization, that is the limitation of funds and human resources. To solve this problem, Information and Communication Agency use print and television media as promotional media so that programs can be communicated effectively and efficiently. For print media, they have used community service advertisements as a medium of communication to the public since the beginning of 2017. As for television media, they have filled in several dialogs shows on local TV, such as *Dialog Sembada* and *Acara Angkringan* on *TVRI Jogja*.

A region can be said to be smart city when it can provide information that is fast and up to date, and do not let the information is outdated. Nevertheless, the Lapor Sleman application still needs development to improve service quality. This is because many application users complain about the comment column that cannot be opened. Complaints from the public who complained about the comment column on applications that cannot be opened are as follows.

Picture 1.

Complaints from Lapor Sleman Application
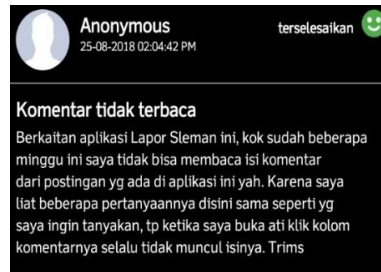
Source: Lapor Sleman Application

However, information disclosure on the application channel is still lacking. This problem is proven by not being able to open a comment column. This is not in accordance with Law No. 14 of 2008 concerning public information disclosure. In the law, it is explained that every public information is open and can be accessed by every user of public information. Whereas in the Lapor Sleman application, the response from the government given through the comment column is inaccessible so that the user must report back to another channel in order to get a reply or response from the government.

As the result, transparent is not running well. It is proven by the lack of socialization provided so that not all the community did not notice about the Lapor Sleman and cannot be opened in the comments column of the Lapor Sleman application.This is caused the information disclosure that government gave still not maximum. Therefore, as a public service provider Communication and Information Agency should improve the level of transparency.

CONCLUSION

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*. 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. 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.

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