

CHAPTER II

DESCRIPTION OF LAPOR SLEMAN AND JOGJA SMART SERVICE AND RESEARCH SETTING

A. Sleman Regency

Sleman Regency is one of five regions in the Special Province of Yogyakarta which is on the north side. It stretches from Opak River on the east side to Progo River on the west and border sides of Bantul Regency, Yogyakarta City, and Gunung Kidul Regency on the south side, and on the north side to the slopes of Mount Merapi which is among the 10 most active mountains in the world. With this position, Sleman Regency is the upstream area of the Special Province of Yogyakarta.

1. Geographical Area

Sleman Regency is geographically located between $107^{\circ} 15' 03''$ and $100^{\circ} 29' 30''$ East Longitude, $7^{\circ} 34' 51''$ and $7^{\circ} 47' 03''$ South Latitude. The northern region of Sleman Regency borders Magelang Regency and Boyolali Regency, Central Java Province; the East is bordered by Klaten Regency, Central Java Province; the West is bordered by Kulonprogo Regency of the Special Province of Yogyakarta and the Regency of Magelang, the Province of Central Java and the South is bordered by the City of Yogyakarta, Bantul Regency, and the District of Gunung Kidul, Special Province of Yogyakarta.

Table 2.1 Division of Administrative Region of Sleman Regency

No	Sub-district	Number		Large
		Village	Hamlet	
1	Moyudan	4	65	2.762
2	Minggir	5	68	2.727
3	Seyegan	5	67	2.663
4	Godean	7	77	2.684
5	Gamping	5	59	2.925
6	Mlati	5	74	2.852
7	Depok	3	58	3.555
8	Berbah	4	58	2.299
9	Prambanan	6	68	4.135
10	Kalasan	4	80	3.584
11	Ngemplak	5	82	3.571
12	Ngaglik	6	87	3.852
13	Sleman	5	83	3.132
14	Tempel	8	98	3.249
15	Turi	4	54	4.309
16	Pakem	5	61	4.384
17	Cangkringan	5	73	4.799
	Total	86	1.212	57.482

Source: Badan Perencanaan Pembangunan Daerah Kabupaten Sleman, 2014

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 subdistrict with the most padukuhan is Tempel (98 hamlets), meanwhile the sub-district with the least padukuhan is Turi (54 hamlets). The subdistrict with the most villages is Tempel (8 villages), whereas the District with the least villages is Depok (3 villages).

3. Population of Sleman Regency

Table 2.2 Distribution and Population Density by District of 2017 Sleman Regency

Sub-distrit	Large Area	Population	Population density
Moyudan	27,62	31.497	1.140,37
Minggir	27,27	29.886	1.095,93
Seyegan	26,63	47.129	1.769,77
Godean	26,84	72.028	2.683,61
Gamping	29,25	108.675	3.715,38
Mlati	28,52	113.732	3.987,80
Depok	35,55	189.649	5.334,71
Berbah	22,99	58.806	2.557,89
Prambanan	41,35	48.565	1.174,49
Kalasan	35,84	86.654	2.417,80
Ngemplak	35,71	65.951	1.846,85
Ngaglik	38,52	120.368	3.124,82
Sleman	31,32	67.839	2.166,00
Tempel	32,49	50.723	1.561,19
Turi	43,09	34.361	797,42
Pakem	43,84	38.193	871,19
Cangkringan	47,99	29.456	613,79
Total	574,82	1.193.512	2.076,32

Source: Proyeksi Penduduk Indonesia, 2010-2035

Based on the table above, the densest district is Depok (5,334.71 Km²) and the least density is Cangkringan (613.79 Km²). Moreover, the district with the most population is Depok (189,649 people and the least number is Cangkringan (29,456 people).

4. Vision dan Mission of Sleman Regency

Based on the Sleman Regency Medium-Term Development Plan (RPJMD) for 2016-2021, the vision of the Sleman Regency government is: "The realization of the Sleman people who are more prosperous, independent, cultured and the realization of

integrated E-government systems towards smart regency in 2021". Meanwhile the Missions of Sleman Regency for 2016-2021 are:

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

B. Yogyakarta City

1. Geographical location

a. Borderline

The city of Yogyakarta is located as the capital of DIY Province and is the only level II area that has the status of a City in addition to the other 4 level II regions which have the status of the Regency of Yogyakarta located in the middle of DIY Province, with regional boundaries as follows:

North: Sleman Regency

East: Bantul & Sleman Regency

South: Bantul Regency

West: Bantul & Sleman Regency

The city of Yogyakarta lies between $110^{\circ} 24' 19''$ until $110^{\circ} 28' 53''$ East Longitude and $7^{\circ} 15' 24''$ until $7^{\circ} 49' 26''$ South Latitude with an average height of 114 m above sea level.

b. Natural Condition

Broadly speaking, the city of Yogyakarta is a lowland where from west to east is relatively flat and from north to south has a slope of ± 1 degree, and there are 3 (three) rivers that cross the city of Yogyakarta, namely: Gajah Wong river in the east side, Code river in the center, and Winongo in the west side.

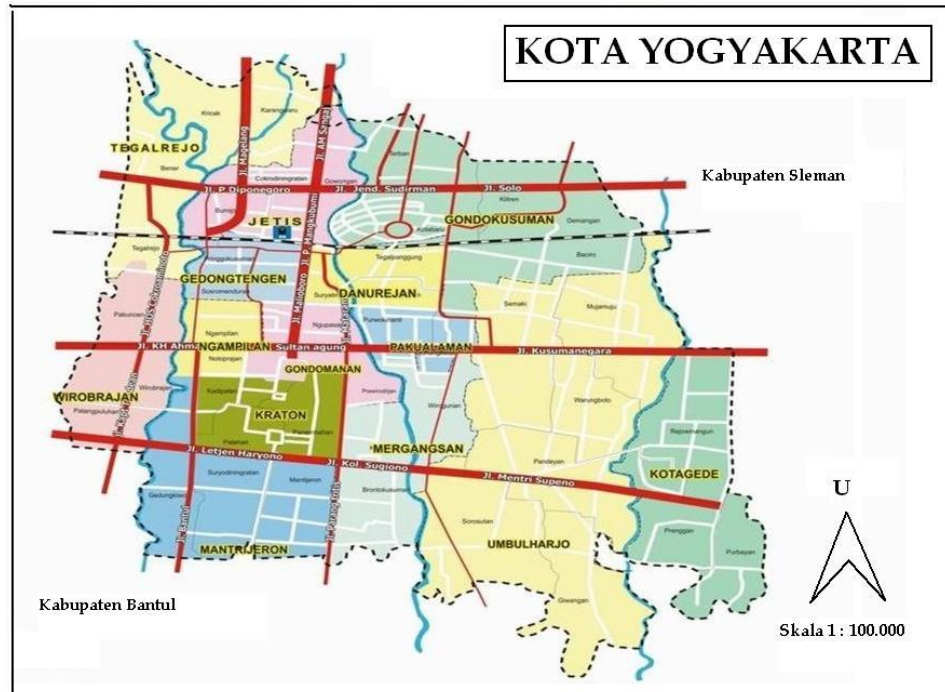
c. Large Area

The city of Yogyakarta has the narrowest area compared to other level II regions, which is 32.5 Km² which means 1.025% of the total area of DIY Province. With an area of 3,250 hectares, it is divided into 14 sub-districts, 45 sub-districts, 617 neighborhoods and 2,531 neighborhoods, and is inhabited by 428,282 people (data sources from SIAK as of February 28, 2013) with an average density of 13,177 people / km²

1. Demography

City population growth from year to year is quite high. At the end of 1999 the population of the city was 490,433 people and as of the end of June 2000 there were 493,903 people in the city of Yogyakarta with an average density of 15,197 / km². Life expectancy of the residents of Yogyakarta City by sex, for male 72.25 years old and female age 76.31 years old.

Figure 2.2 Map of Yogyakarta City



Source: www.Jogjakota.go.id

2. Vision dan Mission Yogyakarta City

The vision of the city of Yogyakarta is to strengthen the city of Yogyakarta as a comfortable city of habitation and a service center that has strong competitiveness for community empowerment based on the value of privilege.

The missions of the city of Yogyakarta are as follows:

1. Improving the welfare and empowerment of the community
2. Strengthening the people's economy and the competitiveness of the city of Yogyakarta
3. Strengthening the moral, ethics and culture of the people of Yogyakarta City
4. Improving the quality of education, health, social and culture

5. Strengthening urban planning and environmental sustainability
6. Building public infrastructure and settlements
7. Improving good and clean governance

Source: (<https://www.jogjakota.go.id/pages/visi-dan-misi>)

C. Description of Lapor Sleman Application

Lapor Sleman was created by the Department of Communication and Informatics of Sleman Regency, as a canal that helps the citizen reporting problem or complaint that happens in Sleman Regency. Since 2010 a complaint canal has been developed through technology and there are 5 complaints channels that are provided by the Department of Communication and Informatics of Sleman Regency namely;

- a. Menu of citizens' letters at www.slemankab.go.id
- b. Line telephone at (0274) 868405 aircraft 1149
- c. Fax line at (0274) 868945
- d. Column of readers in the mass media published in Yogyakarta (SKH KR, Bernas, Radar Jogja, Kompas, Media Indonesia, and Tempo).
- e. Complaint service directly in the Secretariat of Public Relations Section with address of Regional Secretariat / Regent's Office on Jl. Parasamya Beran Tridadi Sleman.

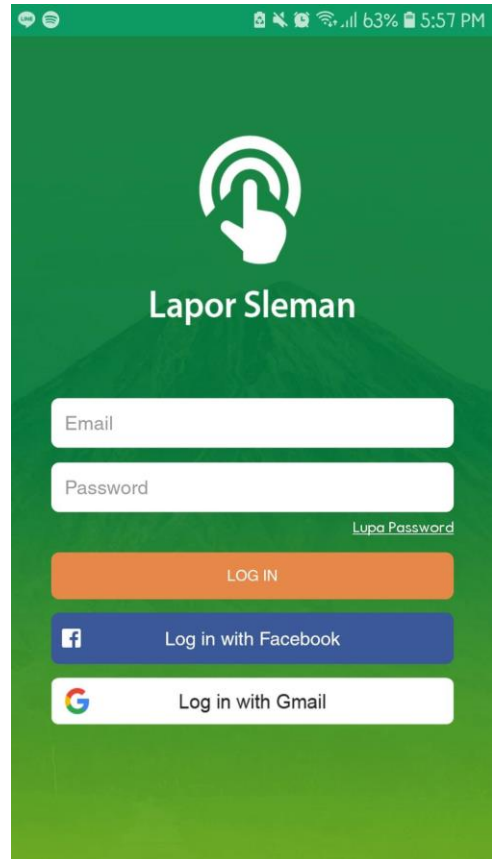
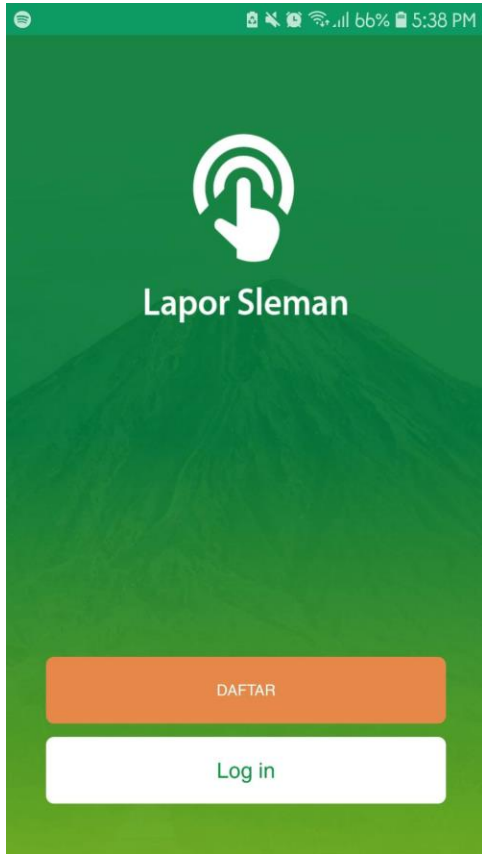
Right now, they also worked on social media such as Facebook Fanpage & @kabarsleman twitter & @laporsleman twitter, and finally since 2015 Sleman Report is built on Android in Smartphone. Through these 5 Channels, it is expected that at the maturation stage carried out by the Sleman Regency Government in its efforts to develop E-government, can attract support for parties in Sleman Regency.

Lapor Sleman application is provided as a place of collaboration for citizen and Sleman government to jointly know, understand and resolve various problems in Sleman. Through "Lapor Sleman", the community can convey their aspirations in the form of suggestions, input, criticism, complaints, and appreciation related to the development process, government, and public services in Sleman Regency. In order to give immediately respond, each OPD has an admin who helps provide a quick response. This, indirectly, can be a monitoring system from the community towards the performance of the Sleman Regency Government, as well as be a manifestation of aspects of transparency and accountability in the administration of the Sleman Regency.

Furthermore, Lapor Sleman application is used as a community connector in relation to various things that occur in the Sleman region, starting from damaged road conditions, public facilities and infrastructure, problems handling waste, licensing problems, crime and so forth. In fact, the existence of illegal levies can also be directly reported using the application.

Thus, it is hoped that Sleman can become one of the areas with high technological adaptation. Until now, thousands of people have downloaded the Lapor Sleman application. The application is the fourth channel prepared by the Sleman Regency Government to be able to communicate easily and quickly with the community.

Figure 2.3 Step in Using Lapor Sleman



Silakan Lengkapi Form di Bawah Ini Untuk Melakukan Pendaftaran.

Nama Lengkap

Email

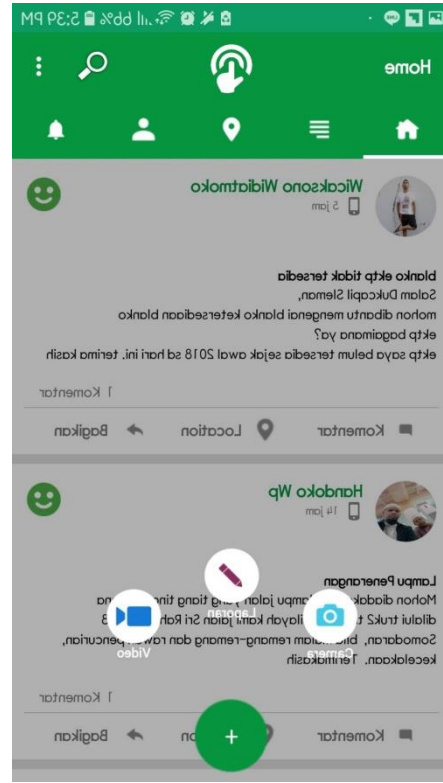
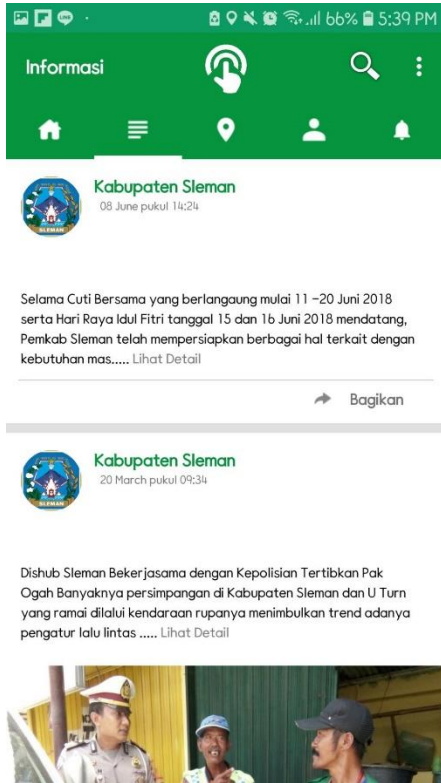
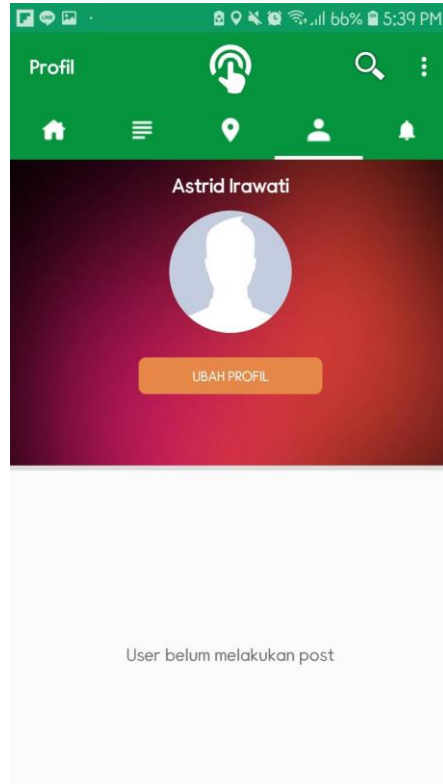
No Telepon

Password

Password Confirmation

REGISTER

Sudah terdaftar! Login.



The first step to use this application is installing the application on Google Play Store, and then registering via e-mail. To start using the application, user needs to register first by using email, complete name, address, phone number, and username and follows the direction. To add a report, press the plus button and write the report. It will automatically enter the server of Lapor Sleman.

Table 2.3 The Data of Report Enter in Department of Communication and Informatics of Sleman Regency via Lapor Sleman

No	Government Regional Work Unit	Number of Report
1	Department of Public Works, Housing, and Settlement Areas	152
2	Department of Investment and Integrated Licensing Services	20
3	Department of Transportation	117
4	Department of Local Water Supply Utility	20
5	Department of Population and Civil Registration	71
6	Department of Social Service	19
7	Department of Environmental Service	46
8	Department of Health Service	17
9	Department of Communication and Informatics	47
10	Regional Finance and Asset Agency	14
11	Office of Education Service	12
12	Gamping Sub-District	7
13	Department of Industry and Commerce	13
14	Human Resource	7
15	Satuan Polisi Pamong Praja of Sleman Regency	11
16	Department of Land and Spatial	7
17	Depok Sub-District	8
18	Department of Library and Archive Service	2
19	Department of Community Empowerment Service	8
20	National and Political Unity Agency	6
21	Ngaglik Sub-District	4
22	Department of Youth and Sports	4
23	Regional Disaster Management and Disaster Agency	3
24	Department of Labor Service	5
25	Department of Tourism	3
26	Education and Training Personnel Agency	4
27	Godean Sub-District	3
28	Department of Cultural Service	2

29	Seyegan Sub-District	2
30	Berbah Sub-District	2
31	Development Planning Agency at Sub-National Level	1
32	Kalasan Sub-District	2
33	Office of Women's Empowerment and Child Protection, Population and Family Planning Control.	1
34	Ngemplak Sub-District	2
35	Inspectorate	1
36	Pakem Sub-District	2
37	Minggir Sub-District	1
38	Prambanan Sub-District	1
39	Cangkringan Sub-District	0
40	Sleman Regional Public Hospital	1
41	Moyudan Sub-District	0
42	DIY DPRD Secretariat - e-Parliament DIY DPRD	0
43	Sleman Sub-District	0
44	Department of Sanitary	0
45	Tempel Sub-District	0
46	Office of Cooperatives and Small and Medium Enterprises	0
47	Turi Sub-District	0
48	Regional Library	0
49	Prambanan Regional public hospital	0
50	Regional Secretariat	0
Total		

From the table above, it can be concluded that most number of report from Sleman citizen in 2018 was at Department of Public Works, Housing, and Settlement Areas with a total of 152 messages. The number of complaints entered at Lapor Sleman with the fewest numbers were at Cangkringan Sub-District, Sleman Sub-District Moyudan Sub-District, DIY DPRD Secretariat e-Parliament DIY DPRD, Department of Sanitary, Department of Sanitary, Tempel Sub-District, Office of Cooperatives and Small and Medium Enterprises, Turi Sub-District, Regional Library, Prambanan Regional public hospital, and Regional Secretariat with 0 incoming messages. There were total of 648 complaints.

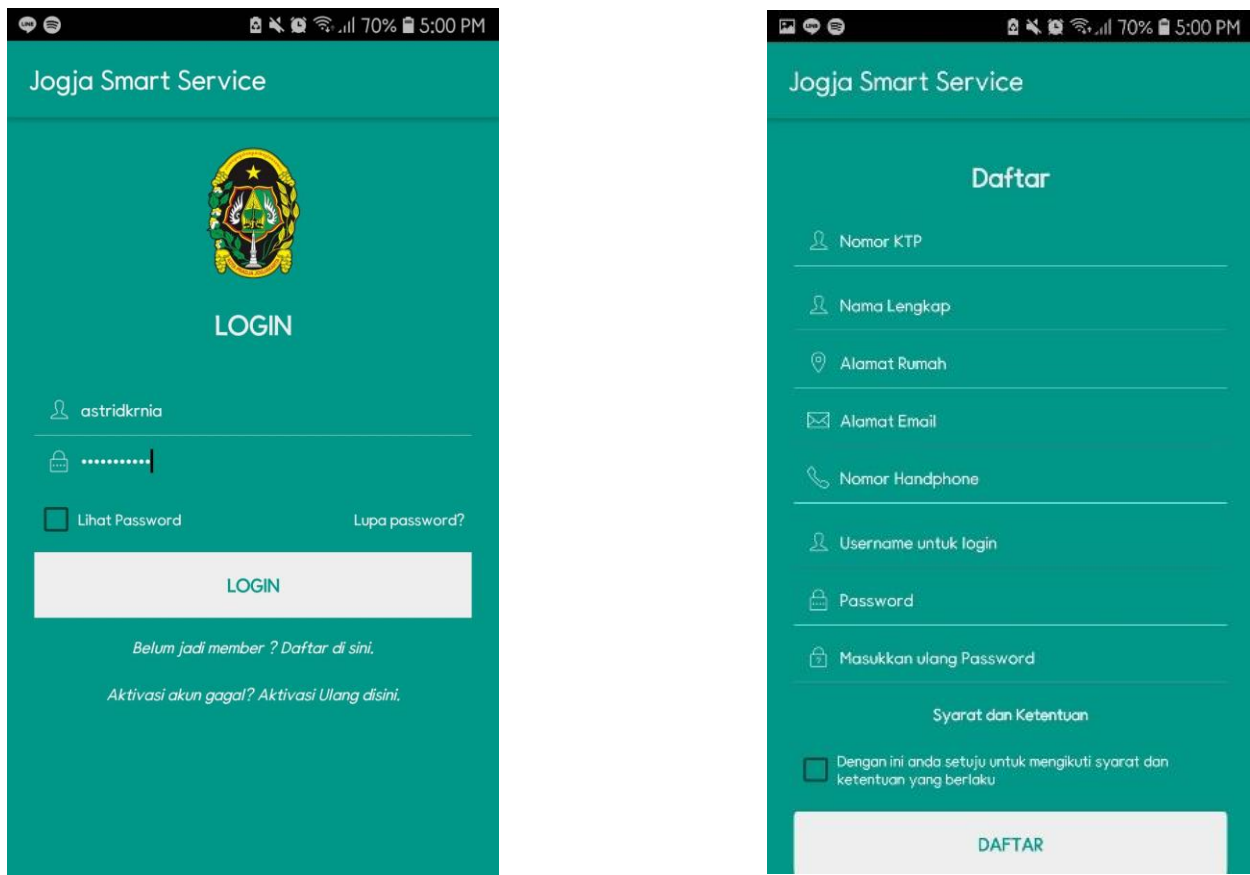
D. Description of Jogja Smart Service

Jogja Smart Service is a mobile-base application created by Department of Communication, Informatic, and Coding of Yogyakarta City as a public service media to help and serve the citizen of Yogyakarta city. This application was launched on 7 July 2018 and has gain more than 10 thousand downloaders in Google Play Store.

The system of this application is single window with single sign in as well as has an attractive, concise and easy to use design. This application can be used on smartphones with Android and Windows platforms and iOS which is in the development stage.

To start using the application, user needs to register first by using email, national identity number, complete name, address, phone number, and username and follows the directions.

Figure 2.4 Step in Registering Jogja Smart Service



The Jogja Smart Service application provides convenience by displaying various menus of public, emergency, data, information and complaints services, as well as city government partners.

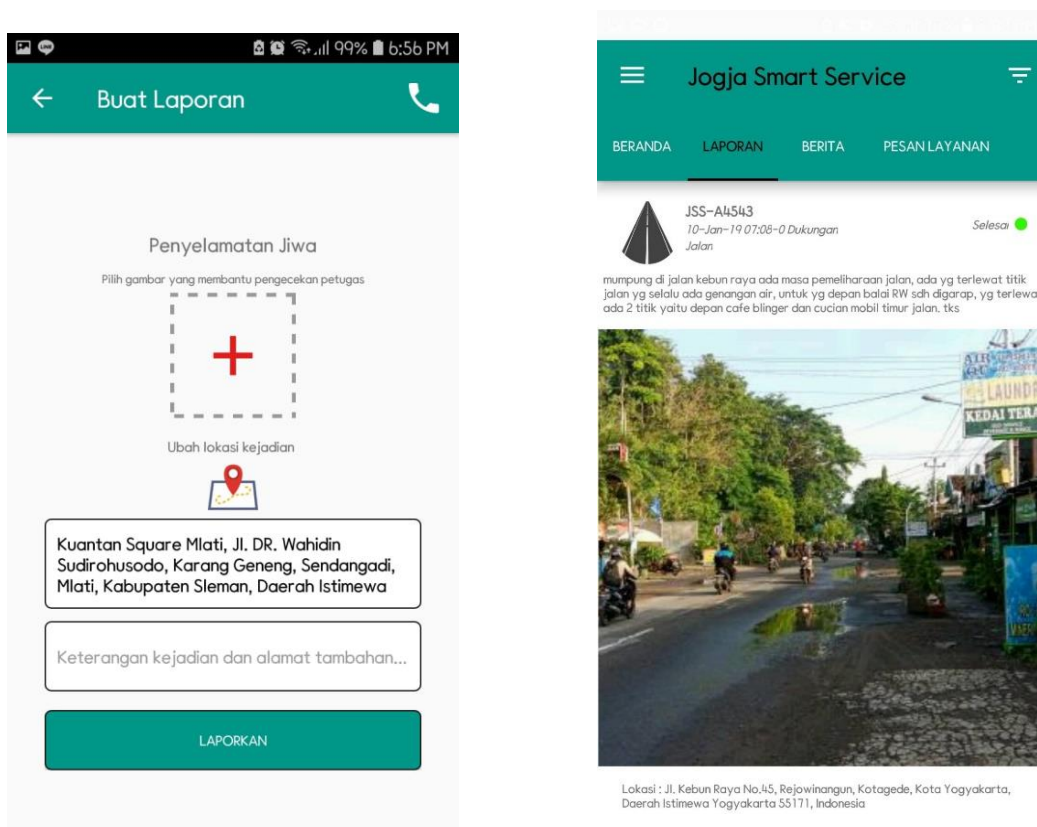
There are 4 menu windows consisting of public service features, reports from the citizen, news about the city of Yogyakarta, and service messages.

Figure 2.5 Menu of Jogja Smart Service for General Users



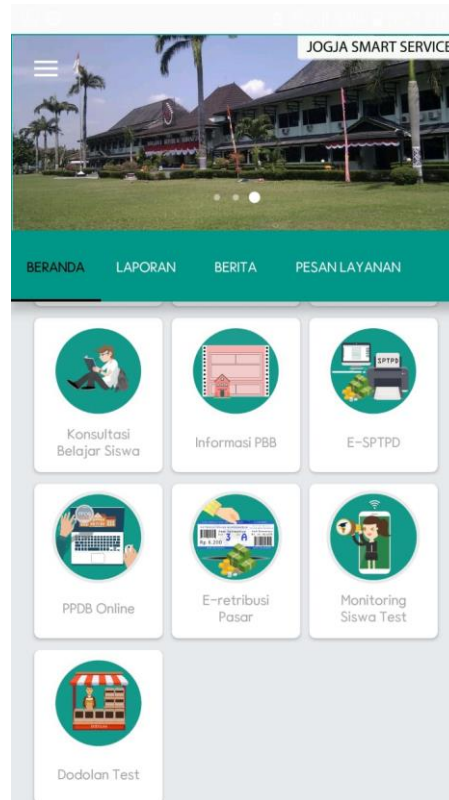
The public service menus in this application are very varied and quite complete. On the emergency menu, it consists of 3 options, namely emergency, lifesaving, and fire. All emergency features and complaints are complemented by a location-based service system or better known as Location-Based Services (LBS) so that people will more easily inform the location of an emergency.

Figure 2.6 Applying a Report in Jogja Smart Service



In the complaints feature there are 3 menu features which include questions, report statistics, and complaints. Incoming complaints will be attached to the report window with the respective color code. The red code means that there is no response from the government, yellow means that it is under construction, and the green sign means the report has been handled.

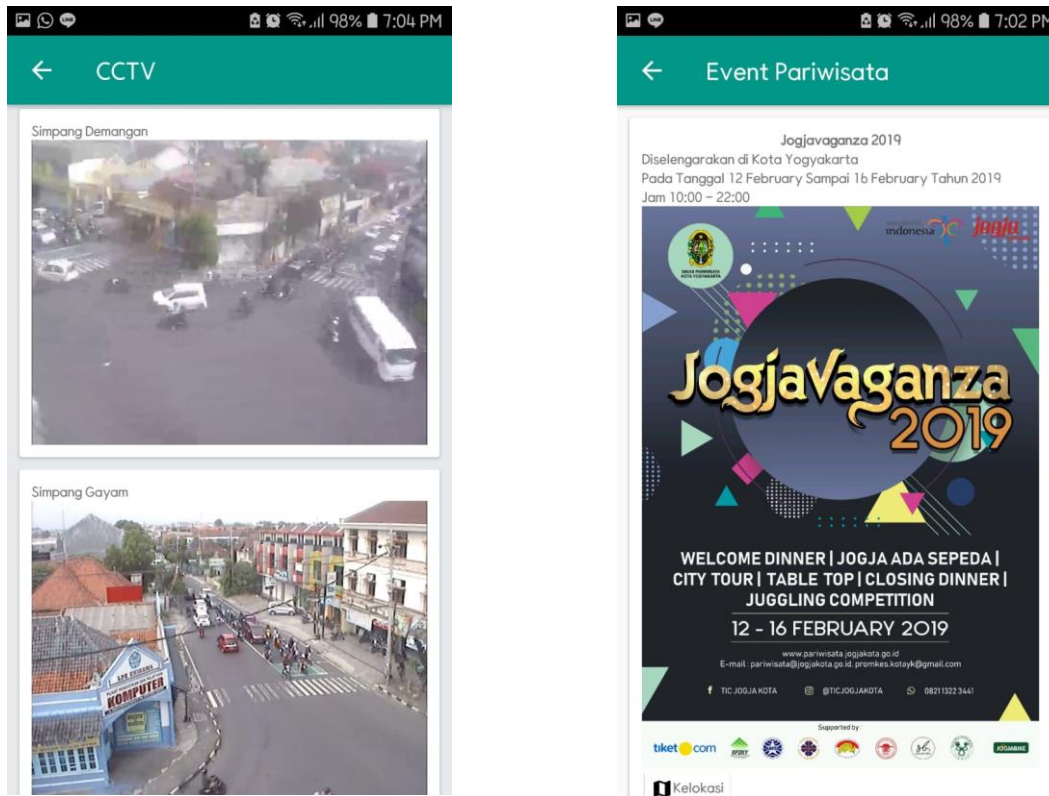
Figure 2.7 General Service in Jogja Smart Service



Furthermore, there is a general service menu consisting of nine features namely, urban and sub-district services, hearses, consolidation, student learning consultations, PBB information, E-STPD, PPDB Online, *E-retribusi pasar*, and *dodolan* test. Each feature will help the citizen to get their services.

On the data and information menu there are features related to general information and transparency from the government, namely, important places, legal products, population information, budget realization, job vacancies, prices of basic commodities, environmental quality, regional income, tourism events, auction and CCTV.

Figure 2.8 CCTV Menu and Tourism Event in Jogja Smart Service



The last menu is city government partners. There is a blood stock feature of PMI (Palang Merah Indonesia), Baznas (Badan National Zakat), PDAM billing info, as well as case tracking.

Aside from being a public service channel, Jogja Smart Service also functions as a service for government employees. Yogyakarta city government employees are required to download the Jogja Smart Service application as a special service for them. There are for examples e-performance features, e-office, presence, and SIMPEG (Staffing Information System). Through E-performance, it can measure individual performance efficiently, quickly and accountably. E-office is useful as an information portal for fellow employees such as correspondence, announcements, and other information notices. Presence is useful as an

attendance list from the Yogyakarta city civil apparatus. SIMPEG functions as employee savings which includes information relating to the rights of state apparatus such as benefits, information on receipt of state civil apparatus and others. The following is an overview of the special menu for the state apparatuses.

Figure 2.9 Menu of Jogja Smart Service for ASN

