

CHAPTER IV

CONCLUSION

A. Conclusion

Yogyakarta is one of cities joining to the program of 100 smart cities movement handled by the government. In the implementation of smart city in Yogyakarta, it needs ICT as supporting system in the programs of government. Yogyakarta city has public services based on online way, such as UPIK (*Unit Pelayanan Informasi dan Keluahaan*) and JSS (Jogja Smart Services). UPIK was created in 2009 and then Department of Communication and Information upgrades to be JSS in June, 2018.

In JSS, it is divided into some parts, such as information and complaint, public services, data and information, and corporation non-government. In information and complaint, it includes UPIK services, downloaded application, *warta kota*. There are some applications complained by the citizens, involving dodolan, E-Restribusi, E-SPTTD, *Konsultasi Belajar Siswa*, services in sub district area, monitory student, Hearse, online permission, and PPDB. Besides that, in looking for data of information, the citizens can use Agenda meeting, Data Warehouse, Trades, Job Vacancy, and Product of law. The last is corporation non-government related to *BAZNAS (Bazar Zakat Nasional)*, Stock of blood, System information of cases, *PDAM (Perusahaan Daerah Air Minum)*.

To make JSS application, the government needs one windows system to access all of activities in government. In JSS society, it can be uses for complaining, using public services, and giving suggestion. In fact, until February 2019, there are 11.095 users, even though the population in Yogyakarta City is 388.627 people. The comparation between population and users are 1:35. In the implementation of JSS, it needs time for persuading and involving all of societies.

The strategy in promoting the application done by the government uses social media, magazine, banner, advertisement and reequipment. In fact, there are some people who do not know about JSS application, especially old people and people in remote area. Besides that, the government makes the other strategy for the staff of government to utilize JSS application. The strategy is to persuade the staff to use JSS as a tool for getting and sharing information since in JSS version, the government has a feature agenda meeting and report. In agenda meeting, it is used to minimize time and condition for sharing about agenda and to make efficient and effective in activity of governance. The government gives a appreciation and allowance for staff to respond society.

For the implementation of smart government in reality, many societies use easy conventional system. However, the lack of conventional system society is that cannot give evidence of reality like picture. Therefore, it makes the government need time to check the report. In addition, JSS helps the government's performance to be effective and efficient with using online registration system, such as making KK (*Kartu Keluarga*) and KTP (*Kartu Tanda Penduduk*). Finally, the implementation of smart government is more productive when the data of government can be accessed for all of societies. Data of Warehouse including agenda meeting is to make policy in Yogyakarta, corporation, and program of government.

B. Recommendation

First, based on Department of Civilization and Population in Yogyakarta, government can add human resources and amount of budgeting. Next, Department of Fire gives recommendation for society to be smart in utilizing ICT for emergency features seriously.

Secondly, the recommendation is from society who needs depth promotion like training especially for old people and people in remote areas. The training can help society to improve knowledge about ICT. Besides that, the government needs supporting signal in remote areas to make the people in remote area gaining information fast.