Smart Government: The Involvement of Government Towards Public Services in Yogyakarta for Smart Development

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Smart Government: The involvement of government towards public services in Yogyakarta for Smart Development

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ABSTRACT

Development digital technology influencing public service handled by government that purpose makes easy access to share information. Government renew of public services more favorable is kinds of supporting smart city programs. Smart city program has purpose creates good services that citizen participation in Government services. The study regarding that involvement of government in public services within smart development concept. Located of research conducted in Yogyakarta with vision as center of education, culture and tourism destination in Southeast Asia. Other hand, Government of Yogyakarta was introducing digital platform in the year 2015. Previously, Website is platform aspiration for citizens. Drawback, government needs cross and check about complaints. In mean time, reason makes government to upgrading of digital platform related to Indonesia Program. Jogja Smart Services (JSS) is first platform based on software application with features. Jogja Smart Services has collaboration government element, due to JSS brings smart city program. The year in 2015 introduces that application users not significant. This study uses descriptive research that analyzed with interview conducted key informant. The informant separated by department, agencies as provides of application also society and non-government organization as users. The application supporting features collaborates with private sector and stake holders. The purpose of study as problem solve in cases of involvement of Government toward public services, and issues on user and non-user. With qualitative approach regarding the research methods to get results based on data analysis and concern toward smart government. Due to, the research get data from element or leads and actor involvement in this application.

Keywords: The involvement Smart Government, Public Services, Smart Development, Citizens Participation, Sustainable Development Goals

INTRODUCTION

The world civilization has undergone significant changes. This is marked by the development of science and technology, especially information technology

(computers and telecommunications). As a result, the world feels smaller and not distant. Previously, communication between cities and between countries used written letters. However, it is currently using online (internet) media that is faster and more efficient (Moller, 2014).

Beforehand, public services used manual models and it was difficult to engage for person with long distances. Now they have switched to automation systems, and now discussions are very easy even though it is across provinces, even across countries can also meet face to face by utilizing information technology.

In its development the city became an area that was attractive to everyone (Michael, 2001). The city not only displays the dynamics of the changing times that are so fast but the city also shows the fact that almost the population on the earth inhabits the city as a residential area. this resulted in the city becoming an area that has very large and complex challenges related to all facilities from the government to its citizens. All basic needs must be able to be closed by the city government to create a harmonious region and create security, comfort and happiness for everyone who lives in it (Aurigi, 2005).

Along with the rapid urban development (Jon, 1999), making the problems that occur in several big cities, especially the city of Yogyakarta, become increasingly complex. Some problems such as the rise of juvenile delinquency, infrastructure damage, and other problems are becoming increasingly classic problems. The Regional Government is certainly required to become an organization that can maximize the potential of its region without overriding some of the problems that arise in its area. One effective solution in solving these problems is to implement the Smart City concept. The wider community views smart cities as limited to how many cities produce applications that are accessible to the public. But more than that the application of smart city requires a lot of interaction from the wider community with related local government circles.

Facing these challenges, with the existence of a foundation that can strengthen the application of Smart City, Yogyakarta can make its own motivation to improve service and public comfort. Based on the Mayor Regulation No. 15, the Yogyakarta city government began rolling out applications that can be accessed by android users to support the implementation of smart city and e-government called Jogja Smart Services

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(JSS). The application created by government since 2018 as a one windows system services collaborated. With government and stakeholders. JSS as an upgrade digital government platform with feature related to services, emergency, government activity, budgeting transparency, complaints, and information (Development Planning Agencies of Yogyakarta City, Interview, 2019). The medium-term regional design of Yogyakarta City (RPJMD) in 2017-2022 focused on several public services as follows:

1. **Education,** Improvement quality standard of education include quality of teacher and student also facilities support to academics.

2. **Public Health,** Concern with medical personnel, Availability of hospital and health centers, health problems, also facilities.

3. **Public Work,** include of infrastructure and public services also water governances.

4. **Spatial Planning and Housing,** Improvement of green space area, the utilization of mineral energy resources.

5. **Social and Development Planning,** Concern of Social Equality and implementation of government development planning.

According to Development Planning Agencies of Yogyakarta City, the medium-term regional design of Yogyakarta city relevant with the goals of SDGs (Sustainable Development Goals) number 11, focused on cities and settlement inclusive, safe, resilient and sustainable. Hence, this paper will be concern of influence and role of government are an involvement of government to implementation public services to created smart development in Yogyakarta. Subsequently of innovation and improvement of public services as a key important to good public services. Thus, the analyzes the participations of citizen to uses smart services, and the collaboration government of Yogyakarta between stakeholder to realize smart development in Yogyakarta and outcomes from implementation public services.

LITERATURE REVIEW

According to Laws No. 25 in 2009 about Public Services in Indonesia, Public services is a provider services created by government included budgeting, administrative, resources also implementation of public services. In smart city concepts, the innovation of public services and technology as key

factors to realize good smart city programs (Nam & Theresa, 2011). Smart city defined by Alberto (2014) as an implementation of government vision using technology included promotion of new public services, invite the partnership also empowerment of citizens. In descriptive about smart city concepts, to create smart government needs active the government involvement are efforts to create public services with decision making based citizen aspirations and transparency of government to development country (Nam & Theresa, 2011). According to Manuel (2015) The action of government called "smart government", the elements support smart government they are: 1). The use of ICT for digital smart services and communication channels for citizens 2). Smart government needs collaboration and participation from department and communities 3). There are Internal coordination to achieve goals collaboration 4). Decision-making process 5). Fulfilment of e-administration 6). Outcomes to measurement of public services.

The relation between smart city between Sustainable Development Goals is strategic of government to build innovation using technology and gaining popularity with investor to support development country (David, 2016). In Public service, government needs responsibilities, clear, efficient also maintenance of actors involve in public services (David,2016). According to Development Planning Agency at Sub-National Level in Indonesia (2019), Technology is a key of development in country hence globalization emphasis information exchange in quickly and easy accessed by society also technology effects the development of a country to compete with other countries.

In order hand, noted, Sustainable Development Goals (SDGs) handle by the General Assembly of the United Nation (UN) there 17 goals as reduce problem in countries. Based on official website *un.org*, By 2030, the number of population projected rise to 5 billion people. The challenges of government are creating urban planning include improve quality of infrastructure and public service also disaster risk management at all levels. The rule of government to created good public administration related to development goods and public services has several principles are promoting the rule of law, protecting fundamental freedoms, effectiveness, accountability and transparency also participation of citizen in political decision making (Geert and Steve, 2016).

The.Gov of Indonesia are Development Planning Agencies (2019) are

concepts of smart city to created smart development, as follows:

1. Repairing problems in the community
2. Improve quality of public services
3. Creating a better government
4. Educating the community
5. Managing city potential and human resources.

In general, the successful smart city development there are several strategic. Lucas (2018) has argue about strategic principles for smart city development, are:

Strategic principle 1: Created of technology consist of long-term sustainability with engaging collaborative between individuals and organization joining in development country.

Strategic principle 2: Public and private sector collaboration, to provide good service based the needs of people.

Strategic principle 3: Combine top-down and button up, the strategic to smart city development oriented toward creating based individuals and organizations. The role of government are identification conditions based on priorities reflect the vision and goals of the city.

Strategic principle 4: Build a strategic planning collaborative with stakeholders to produce a long-term strategic framework as guiding the city transformations.

Strategic principle 5: Created digital transformation with collaboration between individual and organization delivering innovative ICT.

Strategic principle 6: Adopt an integrated intervention logic that extends the benefits of ICT offered to public sector with application domains.

However, in this study will uses the concepts of Sustainable Development Goals (SDGs) by the General Assembly of United Nation (2019) relevant with medium-term of regional design of city. Based on goals number 11, by 2030 the General Assembly of United Nation make cities inclusive, safe resilient and sustainable with targets are integrated city development, urban infrastructure and services, also disaster risk and climate change in cities. The efforts to achieve target carried out by government and non-government organization with engaging citizens, public and private sector collaboration to joining in smart city development.

RESEARCH METHODS

This paper uses a qualitative research method to explain, understand and describe the involvement of government toward public services in Yogyakarta City, participation of citizen and collaborative public and stake holder to created smart development. The data was gathered using development planning of city also smart development goals and depth interviews with informant related to Government of Yogyakarta, society also actors in development of Yogyakarta City. A descriptive analysis approach using a concept of descriptive government in Yogyakarta city, do engaging participation of citizens, and collaborative government with public and private. The data mainly with the responses of the key informants with inductive approach. The discussion on smart government: the involvement of government toward publics services in Yogyakarta for smart development into 3 parts: first part will discuss the involvement of government in public services, second part will discuss the participation of society in public services, and last part will discuss collaborative between government with public and private sector.

RESULT AND DISUCSSION

The Involvement of Government in Public Services

Public service uses Information, Communication, and Technology (ICT) is a part of smart city programs. Yogyakarta is a city joining smart city program with website and mobile application. In 2009, Yogyakarta was introduce digital platform are website handled by public relations and information office. UPIK (*Unit Pelayanan Informasi Keluhan)* is digital platform with website system by Yogyakarta government to provide information easy accessed by society also aspiration form. Complaint in order to system processed in 2x24 hours and classified based on government work unit. Thus, information and complaints channeled are:

Telephone (Fixed line)	: 0274-555242
SMS	: 081-227-80001 or 2740
Web	: www.upik.jogja.go.id

Based on Mayor Decree No.86 of 2003, the purpose of UPIK, as follows: 1). Receive information delivered by society though media provided by Yogyakarta Government, included complaints, questions, proposals and suggestion both directly and indirectly, also news and statements. 2). Distributing information related to SKPD or *Satuan Kerja Perangkat Desa*(unit of government) 3). Delivering information based on decision making 4). Carry out inventor of problems and solution 5). Agenda report of the results to the Mayor of Yogyakarta.

In 2018, the renewal of digital platform based on mobile application made by Government of Yogyakarta. Jogja Smart Services is new digital platform with Mobile application system and downloaded in play store. JSS concern as one windows system to complementing of digital platform in Yogyakarta. Until on July 29th, 2019, there are 18.807 users in Jogja Smart Services. Tagline of JSS are Smart Services for Development Yogyakarta Cities toward Jogja Liveable City (Department of Information and Communication, interview, 2019). Jogja smart services as public services to realized E- Government and Public Services in Yogyakarta.

Figure 1. Classification of Jogja Smart Services
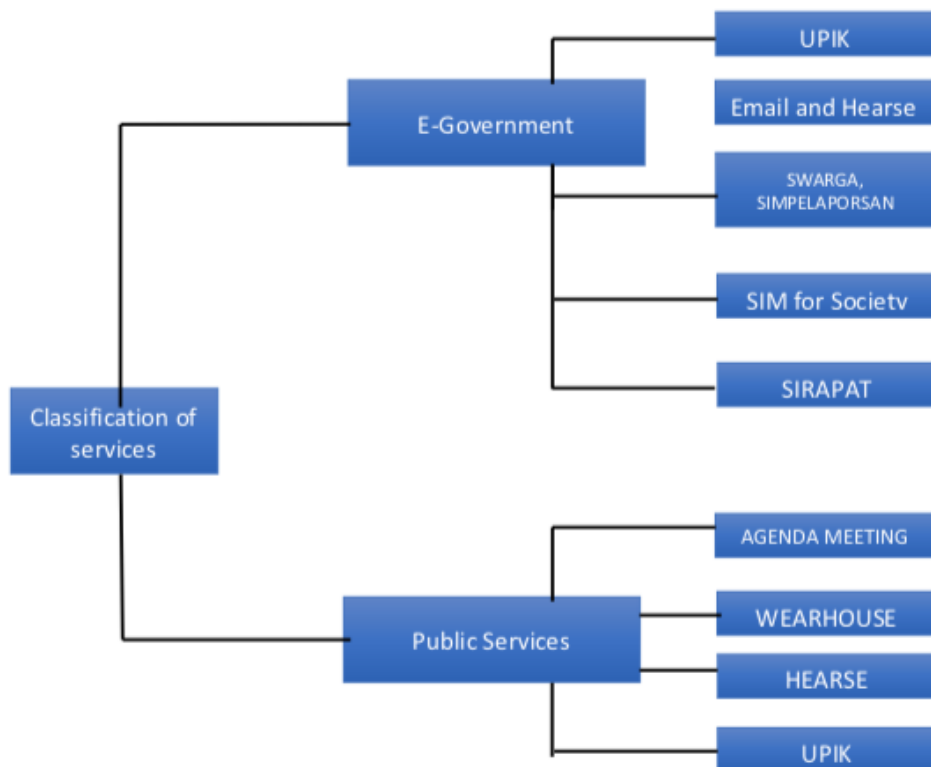
Showed in Figure.1 The classification of services in JSS application, First, E-Government is a government activity to support development with development plan until evaluation. Second, Public services is services provided by government to government administration affairs and information. Yogyakarta has development planning uses ICT such as Jogja Plan focused on Culture, Tourism object and Education. The government actions, government has concepts to sustainability development city.

Table 1. The Achievement of Government in Yogyakarta

Indicator Smart City	Goals
Smart Living	- Easy accessed toward education services, with development smart offices - Development mess media with talk show - Safe guaranty for humanity
Smart Environment	Development EBT or New Energy are waste utilization for traffic light

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	• Development environment organization
Smart Infrastructure	• Equality both of push and pull transportation system with smart card concepts • Development E-Commerce • Development of Small Medium Enterprises
Smart Governance	• Development of Digital Government Services as platform to support government affairs.

In order to, noted, the plan of government kinds of the involvement government improve quality public services for society in Yogyakarta. There are several goals from the implementation of agenda planning from government as outcomes in implementation government plan. Outcomes from implementation used for problem solve in society. Government of Yogyakarta has purpose toward public services to support smart city programs, there are several aspects smart city are: Smart Living focused on human development and protecting humanity, Smart Environment focused on utilization of environment, Smart infrastructure focused on quality improving toward infrastructure, Smart economy focused on development economics growth with supporting Small Medium Enterprises, last Smart Governance focused on Digital Government services. The agenda planning created by government can realized with good performance of government and participation of society, Hence, Government program has a job description for stakeholder as follow:

Table. 2 The Job Description of Stakeholder toward Public Services

| No	Stakeholders	Role
1	Mayor and Vice of Mayor in Yogyakarta City	• Responsibility with all activity in public services • Provide ideas for services development • Makes Agenda Evaluation • Has a right gives mandate for staff

		• Decision maker
2	Department in Yogyakarta (SKPD)	• Responsibility with a services and complaints for society • Reporting draft for agenda evaluation • Collaborate with partnership, public, and private • Sharing information related to government affairs • Drafting Agenda Meeting
3	Admin	• Verification all information thought to society with digital platform are complaints, suggestion, question and statement • Distribution of information forward to institutions
4	Computer Networking	• Development operational system and technology innovation related to public services • Repairs computer system
5	Government Partner (PMI, BAZNAS, PDAM)	• Provide services in alms • Upgrading information related to blood donors, health, mineral water, legal case, and others
6	Non-Government organization	• Participation in market place • Participation and supporting in tourism events
7	Police	• Protect the community

In Conclusion, the involvement of government in programs based on job description can be impact toward implementations government programs. Every stake holder has job description depends a functions and purpose. Department in Yogyakarta included agencies are provide services for society, there are many departments in Yogyakarta with different goals. Digital platform created by Department of Communications and Information to supports services all department in Yogyakarta.

Citizens Participation in Public Services

Citizens participation giving impact towards effectivities of public services. In 2018, Government of Yogyakarta was introduced Jogja Smart Services as a digital platform of public services based mobile application. Jogja Smart Services (JSS) is public service with one windows system that collaborated with public and private in Yogyakarta. Data on June 2018 up to July 2019 there are 18.843 users in Jogja Smart Services. While, In Yogyakarta there are 417.705 population.

Figure 2. Diagram Users of Jogja Smart Services
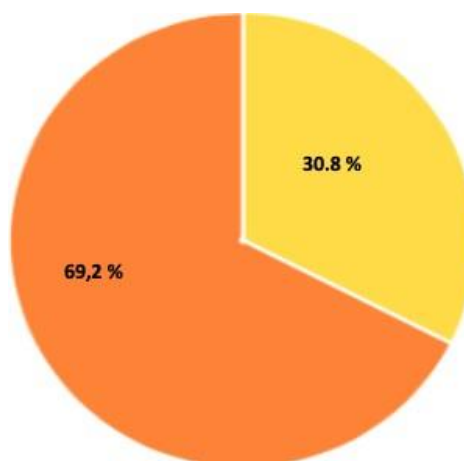
69 percent: Society , 31 percent : Employee

Showed in diagram of users in Jogja Smart Services Application, there

are 18.843 users included 69 society (12.727 users) and 31 percent employee (6.116 users). In fact, From 12.727 users, 8.778 users of local society and 10.065 users outside Yogyakarta. While,

6.116 users included employee or government and partnership as long as staff in Government Yogyakarta from total 8.778 users of local society. If then make calculated users from local approximately 2.262 accounts. Whereas, the population in Yogyakarta are 417.705 local society. Comparison between population of local society and users are approximately 1 up to 2 percent. On the other hand, 10.065 users came from outside Yogyakarta as well as tourist, student living in Yogyakarta, researcher, foreigner, society from Special Region of Yogyakarta and others people has interest.

Participation from society uses application as a form of public services as support government evaluation. Aspiration or suggestion can delivered to complaints system included report on inappropriate services and problem related to public services. Complaint system as many as 1.964 complain report since June 2018 up to August 2019. Yogyakarta has 14 Sub-district area as follows: Tegal Rejo, Jetis, Gondokusuman, Gedong Tengen, Umbul Harjo, Danurejan, Wirobrajan, Gondomanan, Pakualam, Ngampilan, Mergangsan, Kotagede, Kraton also Mantrijeron.

Table 3. The Complaints in Jogja Smart Services

(7th June 2018 – 1st August 2019)

Kinds of Complaints	Quantity
General Public Service (street, pollutant, traffic, waste, land, garden, tourism object, tax, internet host spot, agriculture, trading)	1803
Social and media problem	86
UMKM, IKM and market management	12
Disaster Management	35
Sub-District area	28
Totals	**1.964**

Based on Table 3. Total of complaint report are 1.964 Complaints consist of 1.803 general public services problem, 86 cases related to social and media problem, 12 cases UMKM (Micro, Small, Medium Enterprises) problem, 35

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related to Disaster Management and last 28 cases in Sub-district area. The General Public services is the most problem in society, the general public is services realized with infrastructure and services of governance. The several problem of infrastructure are street problem, pollutant, traffic jam, waste management, land scape, garden for green house space, tourism object, tax, internet and host spot area, agriculture, and trading in market. In Conclusion, the citizens participation in Yogyakarta needs improve quality of digital platform consist of governance process. Complaint reported in system are 1.964 complaints consist of 1.498 complaints in finished by government, 118 on processed and 348 complaints by rejected. The complaints into a system has identification based evidence and public needs. The complaints into on system and clarification based on problem and department relevant with problem. Concluded, the participation of society needs to implementation of public services as well as the using JSS to access information and services.

Government Collaboration in Yogyakarta

Government collaboration needs to improve quality of public services. In 2018, Government of Yogyakarta was introduce digital platform are Jogja Smart Services comes with features to society needs. In features, government of Yogyakarta collaborated with partnership are public and private sector. Every partnership joining in to support in budgeting, facilities, or investor. In Jogja Smart Services, the government collaborated with BAZNAS (*Badan Amil Zakat Nasional*) or Zakat National Agency, PMI (*Palang Merah Indonesia*) or Agency related to Blood Stocks, District Courts, Polices and others.

Table 4. The Government Collaboration in Yogyakarta

No	Name	Function
1	BAZNAS or National Agency Donation in Indonesia	Agency has function to manage donation from citizens in Indonesia
2	PMI or Agency of Blood Stock	Manage of blood stock from citizen to donated for citizen needs.
3	District Court	Authorize to support agenda related to district court and administration court.

4	Police	Protect the community
5	Public Safety Center 119 (PSC 119)	Services related to health emergency
6	Civil Services Police Unit (Satpol PP)	Protect the community
7	Bank Jogja	To manage of incoming finance related to public services
8	PDAM or company of mineral water	Subsidy mineral water for society
9	Hospital	Support for health services for society also hearse services.
10	Medium-Small Enterprises	Participation in market place

The actors collaboration with government consist of agencies handled by government, private sector, and public. BAZNAS is national agency for donation handled by government, PMI and PDAM is agency or company has existence for blood stock and mineral water supply. Thus, Police and Civil Service police unit (Satpol PP) protecting the society. Thus, Bank Jogja is Government bank with investor from private. Last, Hospital and Public Safety Center has purposed to provide health services for society. In order hand, noted, the Government of Yogyakarta include all department, inspectorate, regional secretary and local government.

From the explanation above, it can be seen that the government collaboration in Jogja Smart Services are partnership, public and private sector has provide good public services. In it development city collaboration needs to improve facilities and supporting financial to implementation public services and role of actors has main of purposed in public services. In fact, the government collaboration there is no mass media as media for disseminating information and introduce government services continuously (*Department Communication and Information of Yogyakarta, 2019, interview*).

Due to the role of government collaboration is complementary to quality of public services. Based on features created by government division between department, public and partnership. The actor leads to authority, functional and role depends on public service needs.

CONCLUSION

The paper has discussed that several approach, are the involvement of government toward public services as well as the efforts and goals of government in public services also the role of government and stakeholders in public services. In Yogyakarta, digital platform was introduced in 2009 with website called UPIK (*Unit Pelayanan Informasi Keluhan)* or a unit provide by government as system for complaints, as long as the implementation of website not supporting evidence as fact of complaints. Hence, government needs a process to identification of complaint from society. Therefore, Government of Yogyakarta created renewal from digital platform uses mobile app. Jogja Smart Services as digital platform can accessed by society by smart phone. JSS as mobile application with several features collaborated with public, and private. JSS is one windows system related to government networking. JSS was introduce in 2019, with numbers of users 18.843. Although, the number is quite a lot. In fact, the users based society of Yogyakarta only 8.778 with 6.117 government staff and 2.662 users from society in Yogyakarta. The lower of participation of society has influence with implementation of public services. Whereas, Yogyakarta has population 417.705 in 2019 with 14 sub-district area. Suppose that calculated population and users has 1 up to 2 percent users from society in Yogyakarta.

The paper also discussed several actors collaboration in public services, such as the BAZNAS or National agency for donation, PMI or Agency for blood stock, District court, Hospital, Police and Unit Police (Satpol PP) , Company of mineral water, Medium-Small

Enterprises, and Bank Jogja. The contribution of actors such as information of public needs, economics growth for society joining in Medium-Small Enterprises, Protect the society, also budgeting. Total complaints enter the system are 1.964 complaints on June 2018 up on August 2019 that classification 1.498 complaint finished by government, 118 on processed,

348 complaint rejected by government. The classification of complaints based priority, emergency and public needs. There are several of complaints not relevant either problem or cases in public services.

However, taking a look at the track record of digital platform created by government and public services, the paper found that the lack of participation of

society need improvement. This is mainly due to promotion of digital platform and willingness of society to uses public services. Therefore, the collaboration of government, public and private needs to improve quality and quantity in public services. Suppose that, government collaboration needs mess media as known as to share and introduce government has something new and explained usability, excellence and profit uses the JSS application in public services.

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