

Applying Lapor Sleman to Increase Public Participation

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ARTICLE INFORMATION	
<p>Keywords Smart City; Smart Governance; Lapor ; Sleman;</p>	<p>ABSTRACT This paper aims to analyze the utilizing Lapor Sleman as smart governance to increase public participation year 2018. Smart economy, smart governance, smart environment, smart people, smart mobility, and smart living are currently an innovations that continue to be developed in Indonesia as one step in applying technology to a broader sector. Smart governance became one of the important component among the six characteristics of smart city. Smart governance consists of aspects that encourage citizen participation in decision making and transparent governance. Collaboration between community and government, and the community involvement in giving advice and criticism of the government's performance became the main things in smart governance. Lapor Sleman is existed as one of the manifestations of smart regency to improve public services by following the dynamics of people's lives, technological developments and communication. This research used exploratory descriptive qualitative method. The results of the study reveals the utilization of Lapor Sleman is expected to be able to support community activities in reporting and complaints and assisting the government in developing Sleman Regency. In spite of that, there are still many problems occurring in the use of lapor sleman.</p>
<p>Kata Kunci Smart City; Smart Governance; Lapor; Sleman;</p>	<p>ABSTRAK Tulisan ini bertujuan untuk menganalisis pemanfaatan Lapor Sleman sebagai <i>smart governance</i> untuk meningkatkan partisipasi publik tahun 2018. <i>Smart economy, smart governance, smart environment, smart people, smart mobility, dan smart living</i> saat ini merupakan inovasi yang terus dikembangkan di Indonesia sebagai satu langkah dalam menerapkan teknologi ke sektor yang lebih luas. <i>Smart governance</i> menjadi salah satu komponen penting di antara enam karakteristik <i>smart city</i>. <i>Smart governance</i> terdiri dari aspek yang mendorong partisipasi warga dalam pengambilan keputusan dan tata kelola yang transparan. Kolaborasi antara masyarakat dan pemerintah, dan keterlibatan masyarakat dalam memberikan saran dan kritik terhadap kinerja pemerintah menjadi hal utama dalam <i>smart governance</i>. Lapor Sleman hadir sebagai salah satu manifestasi dari <i>smart regency</i> untuk meningkatkan pelayanan publik dengan mengikuti dinamika kehidupan masyarakat, perkembangan teknologi dan komunikasi. Penelitian ini menggunakan metode kualitatif deskriptif eksploratif. Hasil penelitian mengungkapkan pemanfaatan Lapor Sleman diharapkan untuk dapat mendukung kegiatan masyarakat dalam pelaporan dan pengaduan dan membantu pemerintah dalam mengembangkan Kabupaten Sleman. Meskipun demikian, masih ada banyak masalah yang terjadi dalam penggunaan Lapor Sleman.</p>
<p>Article History send 31th October 2019 Review 05th Feb 2020 Accepted 23th May 2020</p>	<p>Copyright ©2021 Jurnal Aristo (Social, Politic, Humaniora) This is an open access article under the CC-BY-NC-SA license. Akses artikel terbuka dengan model CC-BY-NC-SA sebagai lisensinya.</p> 

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. Jakarta, Bandung, Surabaya and Yogyakarta are examples of cities in Indonesia that are trying to implement the smart city concept. Smart city was first introduced in 1994 (Dameri & Cocchia, 2013). 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 it is not being supported by smart governance.

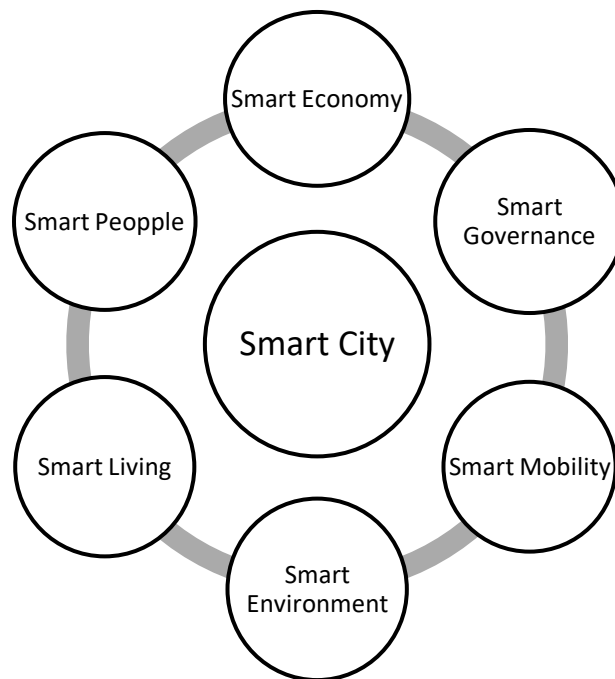
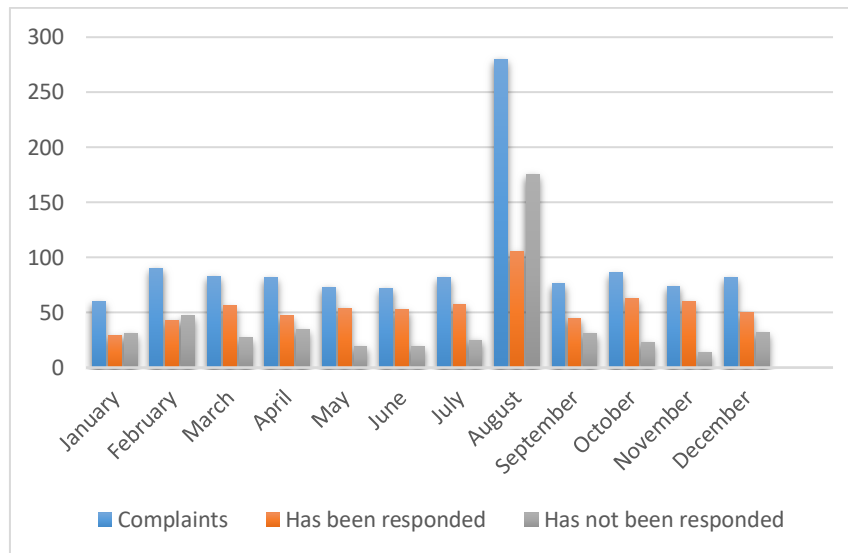


Figure 1. Six characteristics of smart city adopted from Giffinger et al., (2007)

Smart governance became one of the important component among the six characteristics of smart city. Smart governance consists of aspects of political participation, services for citizens and administrative functions (Purnomo et al., 2016). Those aspects purposed to encourage citizen participation in decision making and transparent governance. This component helps 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 obtaining 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).

Diagram 1 The Lapor Sleman Management Recapitulation on 2017



Source: (Dian Fridayani, 2018) modified by the researcher, 2019

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 performance is quite satisfying with a percentage that has reached more than 50%.

With the rapid development of technology, the Sleman Regency Government through the RPJMD Vision tries to meet the demands of the times. In RPJMD Vision 2016-2021, the Sleman Regency Government strives to realize the Sleman community that is more prosperous, independent, civilized, and integrated with e-government becomes the background for the creation of the *Lapor Sleman* development. Besides, changes in the dynamics of the community becomes a major factor in developing the canals of *Lapor Sleman*. Therefore, this paper aims to analyze the utilizing *Lapor Sleman* as public service to increase public participation year 2018.

Method

This paper used the qualitative 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 use analysis with an inductive approach. Processes and meanings based on the subject's perspective are more highlighted in qualitative research (Sugiarto, 2015). According to Marshall and Rosman there are four approaches that use in qualitative research, such as descriptive research, exploratory research, explanatory research and emancipator research (Creswell, 2014). The first approach is descriptive research, it 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. The phenomenon could be in the form of relationships, activities, characteristics, changes and the differences between two or more phenomenon. Second, exploratory research this approach being used in aims to find a new insight by delivering ideas and questions for the further research. Therefore, exploratory need deep research to get know all characteristic of object and problem solving explanation (Creswell, 2014). Third, explanatory research that explain relationship between two or more variables and also to test the hypotheses of the cause and effect. The last one is emancipatory research that aims to engage in social action (Creswell, 2014). In this research, the researcher will use exploratory-descriptive qualitative method that focus on analyzing the utilizing *Lapor Sleman* as public service to increase public participation year 2018.

This research adopted purposive sampling to determine the informants. Purposive sampling is a technique of taking samples of data sources with certain considerations, for example the person who is considered to know the best about what we will examine (Sugiyono, 2015). The unit of data analysis in this study are the Communication and Informatics Agency and *Lapor Sleman's* user. The Communication and Informatics Agency chosen as data analysis because the person is responsible in managing and controlling ICT-based public service in Sleman. In analyzing *Lapor Sleman's* utilization, it requires opinions and responses from the community related to the services provided by the government whether it is in accordance with smart governance indicator or not. Meanwhile, *Lapor Sleman* users chosen as data analysis unit.

The researcher used primary and secondary data sources in which the data were obtained directly and indirectly. Primary data is information obtained from first hand or primary sources (Sugiarto, 2015). Reasearcher gathering primary data from interviewing Communication and Informatics Agency and *Lapor Sleman's* user. While, secondary data is

information that is not obtained directly from the informant, but from a third party (Wardiyanta, 2010) (Sugiarto, 2015). In this research, reasecher will gather the secondary data from previous researches, Sleman Government website (www.slemankab.go.id), *Lapor Sleman*'s social media (facebook and twitter), and Communication and Informatics Agency to get evaluation report, the number of *Lapor Sleman*'s user and the number of complaints.

In analyzing the data, there are three steps that researcher conducted. First, data reduction, summarizes and selects the main things to simplify the selection of raw data obtained in the field. Second, presentation of data, carried out in the form of a brief description, chart, flowchart, relationships between categories that can describe all the information collected in the form of narrative text. Third, drawing conclusion, explain new findings that have never existed before by choosing data that can answer the problem in order to be a valid conclusion.

Literature Review

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 residential 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 of realizing smart city. However, the concept of smart city is not only about technological improvement, but to promote the socio-economic development is important (Nam and Pardo 2011). Caragliu et al (2011) stated that city can be defined as smart city when investment in human, transport and ICT to encourage sustainable economic growth and high quality of life, with using natural resource management wisely, through participatory governance (Caragliu et al., 2011).

The use of smart city concept in the management of local government will make living conditions more enjoyable and will reduce budget costs by using smart service. Smart city also brought changes in public service to a better direction and increased the performance of the bereaucratic apparatus (Enceng & Hidayat, 2016). Widodo stated that to increase the quality and quantity of public service, it needs to develop e-government in the local government through implementing characteristics of smart city concept that is smart governance (Widodo, 2016).

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. Besides, smart governance is one of the characteristics of a smart city where the government has an important role with transparency and is able to provide democratic space for the people (Nasrullah, 2017). So that smart city is a concept by creating new innovations through the use of information and communication technology with the aim of the government being able to provide good and efficient public services. The existence of these new innovations can facilitate and accelerate public services so that they are effective and efficient in service (Bifulco, Tregua, Amitrano, & D'Auria, 2016) (Nasikhah, 2019).

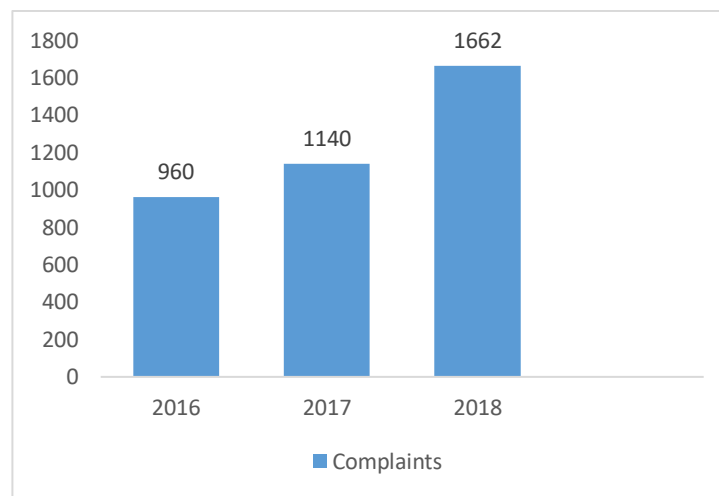
In conclusion, most of previous researches discussed about how the information and communication technology (ICTs) affect in realizing smart city or facilitate public service, where participation and cooperation from the citizen and government are needed. Most of previous researches focused on developing ICT-based public services in smart cities and strategies to realize the smart city concept. There has no scholars or experts discussed over the utilization of ICT-based public service and smart governance concept can affect in public participation. Particularly, it will discuss how public participation can be increased in the management of local government through utilizing *Lapor Sleman* as public service.

Results and Discussion

Looking at the development of the demographic community in Sleman Regency, the Sleman Regency Government is must implement an e-government system (Arifianto, 2019). Therefore, the use of technology that has developed at this time can improve public services and community participation in controlling the performance of the government. Community participation is an important factor in public service. Through this community participation, the government can continue to improve service quality. In addition, community involvement in decision making related to development in Sleman Regency is also needed. Because the government has limitations in seeing problems that exist in society.

The main objective of *Lapor Sleman* was to increase public participation. *Lapor Sleman* was made so that the community can participate and improve public services and development. *Lapor Sleman* comes with several access channels provided by the government. These various channels aim to make it easier for people to interact with the government. So that the use of Sleman Report can be effective and efficient both from the Sleman Report user side and from the *SKPD* side of Sleman Regency as the provider and admin of *Lapor Sleman*. The chart below is the number of complaints entered in 2016 - 2018.

Diagram 2 The Number of Incoming Complaints



Source: Processed by researcher from Information and Communication Agency (2019)

Based on the graph above, the number of incoming complaints has increased every year. Based on interviewed with the *Lapor Sleman* user the number of incoming complaints increased, because the community can easily deliver their complaint through *Lapor Sleman* channels. The community do not have to come to the related agency for asking question or give criticism and suggestion. As explained by Rahayu as the user, *Lapor Sleman* could help the community in communicate with the government (Rahayu, 2019). This is because the use of technology that has developed at this time can improve public services and community participation in controlling the performance of the government. Thus, it can be said that the level of community participation in using the *Lapor Sleman* increased. This increased community participation can have a positive impact on the government, namely the collaboration between the government and the community. Collaboration is one of the important factors in realizing Smart Regency.

Table 1. Ten categories of Lapor Sleman Complaints with the highest number in 2018

Categorized	Amounts
Infrastructure	18,0%
Population (certificate, Citizen's Identity Card, Family Card)	13,9%
Street Lighting Lamps	5,9%
Traffic and Parking	5,1%
General	4,3%
Employment	4,2%
Excavation, and drainage	4,0%
Waste, environmental permits, plantation	3,7%
Public Service Information	3,6%
Licensing	3,2%

Source: Processed by reseacher from Information and Communication Agency (2019)

Viewed in table 3.1, the service with the most reports is the Public Works and Housing Agency, this service type is responsible for the categories of infrastructure, hollow roads, excavations, building permits, and drainage. Department of Population and Civil Registration that handles population categories (certificate, Citizen's Identity Card, Family Card).

All the reports are received by the operator (main admin) which is the public communication and complaints section, in Sleman Communication and Informatics Agency. Reports that can be answered will be answered directly by the operator. But, if the report is the authority of another *SKPD*, the report will be disposed according to category. Viewed in table 3.1, the service with the most reports is the Public Works and Housing Agency which is responsible for the categories of infrastructure, hollow roads, excavations, building permits, and drainage. Department of Population and Civil Registration that handles population categories (certificate, Citizen's Identity Card, Family Card).

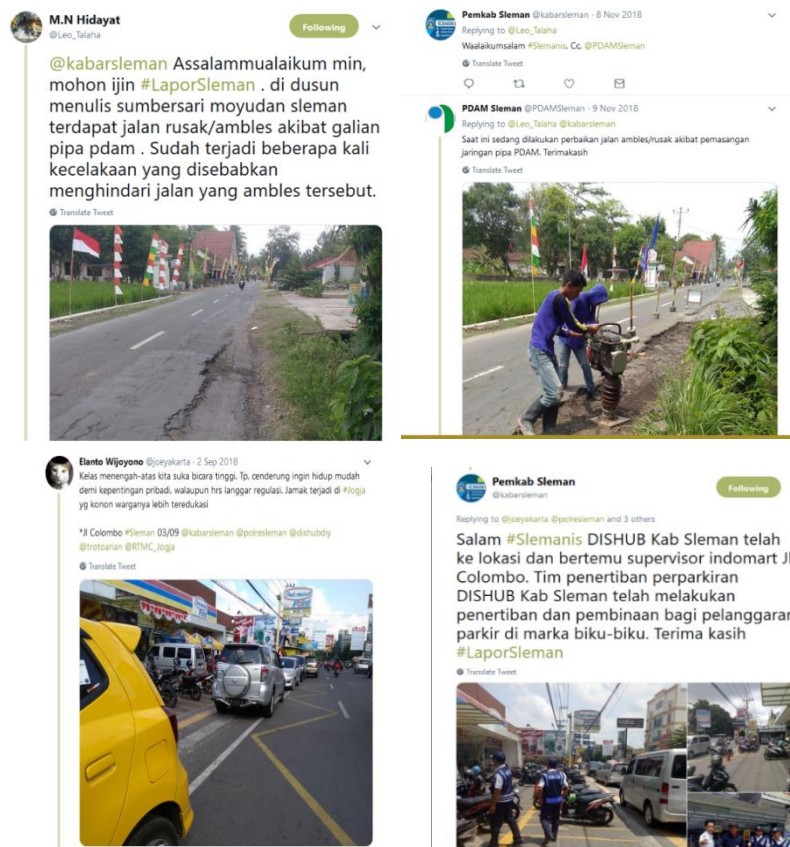
The Transportation Agency handles the category of public lighting, traffic, and parking. General category is the responsibility of public relations. For the employment category handled by the Education and Compliance Personnel Agency. Environment Agency deals with categories of waste, environmental permits, and reforestation. The Communication and Information Technology Agency handles the category of public information services. The Investment and Integrated Licensing Service Agency handles licensing categories.

Reports with the most categories do not mean that the relevant agency has a poor performance, because not all incoming reports are complaints. Considering the data in table 3.1, it can be concluded that agencies with the most reports are agencies related to public

services and infrastructure. A large number of reports proves that the public dares to be open with the government. This is a manifestation of people's concern for their environment.

In controlling the events and problems that exist, the government needs the role of the community as supervisors. Because considering the government's limitations in monitoring existing problems. For this reason, active participation from the public in reporting complaints or aspirations is needed by the government in improving public services and meeting community needs. In addition, this community participation can help the government in development planning and decision making. Because in every development planning the government must involve the community so that the decisions or plans made are right on target and run effectively. The following are some complaints submitted by the community and followed up by the Sleman Regency Government.

Picture 1 Reports and complaints from the public through *Lapor Sleman*



Source: Sleman Government's Twitter (2019)

The data above are complaints from the public to the Sleman Regency Government that has been followed up. The complaints has been responded first by the main admin before being disposed to the relevant agencies. The response from the government which is quite responsive in responding to community complaints facilitates the collaboration process that occurs. Moreover, the government can improve things that are still felt lacking in

development and public services. In addition, the community is also satisfied with the follow-up given by the government to the complaint. If the government system has been improved, the community will feel easy and comfortable.

Smart city is not just development in terms of physical infrastructure. However, the government needs to optimally utilizing technological advances to facilitate service, efficiency, and quality of life of the community. This is because, the quality of reliable human resources is part of the successful implementation of the smart city concept. Basically, the collaboration between the community and the government will not work well if it is not supported by adequate human resources. Through the adequate quality of human resources, the government can encourage people to be more productive in providing control of government performance. The following table is the 2017 Sleman Communication and Information Agency Employee Performance Report that the researchers got, as follows:

Table 2. Achievements of the Main Performance Indicators of Sleman Communication and Information Agency in 2017 Regarding the Communication and Information Technology Capability

Performance Indicator	Target	Realization	Level of Achievement
Coverage of government apparatus that connected to computer networks	75	100	133,33

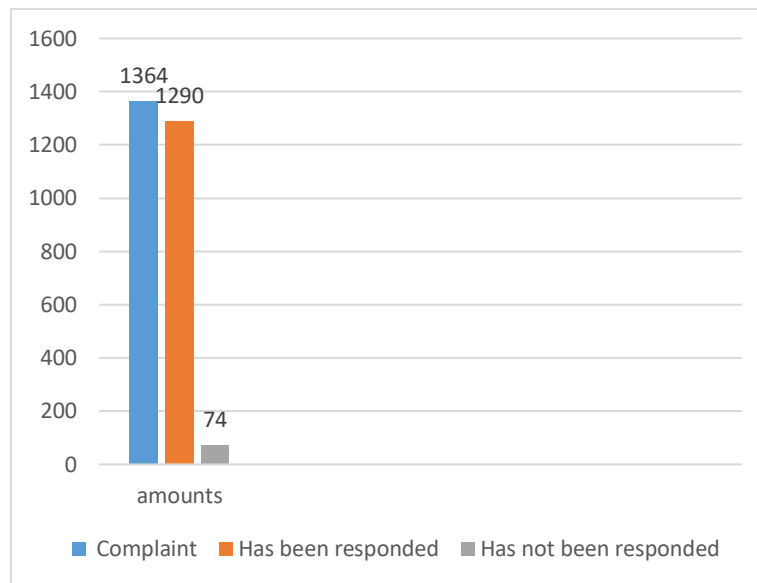
Source: LAKIP Information and Communication Agency (2017)

Based on an analysis of the Regional Devices Coverage connected to a computer network, the realization of 100 of the target 75. The driving factors for the success of this goal are:

1. Determination of target performance indicators is outcome oriented and cascading to the lowest echelon.
2. All indicators are equipped with baseline data and how to calculate them.
3. The commitment of all personnel to improve performance.

In addition to data from LAKIP which shows the responsiveness of the government, from January to October 2018 there have been 1290 responses given by the government from 1364 complaints submitted. Here is the complaint report for 2018:

Diagram 3 Complaint Report 2018 (January-October)



Source: Processed by reseacher from Information and Communication Agency (2019)

Based on data above it can be concluded that the Government of Sleman Regency has carried out its responsibilities in responding to every complaint entered. This is evidenced by almost all complaints that have been given a response and only 74 complaints that have not been responded to.

Smart governanace to shape public participation

The basic things about smart governance is the collaboration between community and government, where the community can get involved in giving advice and criticism of the government’s performance (Enceng & Hidayat, 2016). *Lapor Sleman* emerges as a bridge between government and the community to improve the quality of public service. In improving the quality of public services, it begins by placing the community as a central point in every step of development. As a central point in public complaints services, it is hoped that they can respond to the government's performance. Thus, control in every performance and service provided by the government can be monitored by the community.

The aim of implementing the smart city concept to realize Smart Regency is to solve problems through the use of ICT-based urban infrastructure. The smart city concept allows people to actively participate in city governance and management through ICT-based services provided by the government (Caragliu, Del Bo, & Nijkamp, 2011). *Lapor Sleman* as a manifestation of Smart Governance implementation aims to make effective and efficient public services. According to (Toppeta, 2010) often, actions initiated related to Smart

Governance are discussion groups for citizen involvement, platforms for sharing information, social media networks, and gathering resources to engage stakeholders in decision making (Colldahl & Kelemen, 2013). Based on that theory, *Lapor Sleman* is already provide network to gather the public aspiration, it is also support by the government apparatus that qualified in the use of computer network. the adequate quality of human resources, the government can encourage people to be more productive in providing control of government performance. So that the interaction that has been built between the government and the community can support the realization of Sleman Smart Regency.

In applying the smart city concept, it is not only the quality of human resources from the community that is qualified, but the government apparatus must also be qualified. Because if there is an imbalance from one of the parties it can become an obstacle in realizing smart city. The quality of this government apparatus can be seen through capabilities in the field of communication and information technology. Because the basic thing of the smart city concept is the use of information technology in solving existing problems. That way government officials are required to continue to improve their capabilities in the field of communication and information technology. The two main things in Smart City are ICT-oriented approaches and a human-oriented approach (Ahvenniemi et al., 2017). These two things are very related to each other, so the ability of human resources in the use of ICT is needed. Based on table 2 above, the human resources of the Sleman Communication and Informatics Agency as the person in charge of *Lapor Sleman* have good capability in using ICT.

Improving public services by providing responsive public services is an important part of implementing Smart Governance (Pramuningrum & Ali, 2017). One of the principles of public service is based on the Minister of Administrative Reform Regulation No. 62 of 2003 is the responsibility of the public service provider to respond the public complaints. Based on the data above, the Lapor Sleman admin responsiveness is quite satisfying. This is because in responding the complaints the government have two main admins from the Communication and Information Agency and 2 admin in each *SKPD*. Moreover, the admin at the Communication and Informatics Agency itself is a terminal to continue complaints to related agencies. In addition, to respond to complaints and proceed to the relevant *SKPD*, the main admin has the task of monitoring and controlling the admin in each *SKPD* in following up on complaints. So that the information received by the community is clear and on target. For this reason, all *SKPD* cooperation in answering complaints is very much needed (Thurayyah, 2019).

Nevertheless, on giving the response as main admin the Communication and Informatics Agency do not provide complaint status. This complaint status is useful to see how far their complaints have been followed up. Through the status of complaints, the public can track how far their complaints have been processed by the government. Based on the results of the research, the Communication and Informatics Agency only provides a time limit for handling, namely 13 days. The implementation of complaints handling has been carried out according to the applicable SOP, but for complaints that require a long process, the handling will be more than 13 days. Therefore, the time limit prepared by Communication and Informatics Agency is flexible depending on the type of complaint. This causes a lack of clarity of time in complaint handling.

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. Besides, the quality of service carried out by the Communication and Informatics Agency in realizing Sleman Smart Regency is quite intense and has been satisfied. With the quality of service and increased participation in utilizing ICT, there will be more ideas and inputs obtained by the Sleman Regency Government.

Conclusion

Lapor Sleman emerges as the developing of smart governance. Lapor Sleman that have been created and developed in such a way by the government in order to realize the smart regency will not be meaningless if not supported by the collaboration between government and the community in the use of Lapor Sleman. Lapor Sleman aims to facilitate the community in providing criticism and suggestions to the Sleman Regency government. That activity is also beneficial for the Sleman Regency government, which makes the community as participants in regional development, so that development can be in accordance with the expectations of the community. Judging from the theory of Giffinger above, with a public participation in decision-making, the community can actively participate in reporting complaints or deliver information and aspirations in controlling the events and problems that exist. Because considering the government's limitations in

monitoring existing problems. Through Lapor Sleman integrated complaint service public participation is increase. This is proven by the increasing number of complaints that have entered in *Lapor Sleman*. Thus, it can be see that public participation indicator has accomplished, and the government still need to improve another indicators from smart governance, in order to realize the Sleman Smart Regency.

Acknowledgement

I would like to say thank you to everyone who has been give their support, time, energy, criticism and suggestions during the process of completing this paper. I could not mention one by one, but I greatly appreciate the assistance you have provided me.

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