

Impressionable Administration Through Smart City Application In City Of Makassar

¹Mariyum Jakia Immu, *Research Student,*

²R. P. Raja, *Phd. HOD, Department of Sociology, Rajasthan School of Arts, Kishanpole Bazar, Modikhana, Jaipur, Rajasthan 302001*

Corresponding Author*

Mariyum Jakia Immu

Article History

Received: 18.07.2019

Accepted: 22.07.2019

Published: 05.08.2019



Abstract: The ideal state can be established only when there exist social, political and economic harmony. It is tried to make this study conceptual and analytic as far as possible and also to correlate different concepts to reflect their mutual consistency. Gandhiji's concept of swaraj, sarvodaya, man, truth, god, ramrajya, education reform and all-round development of human personality in the light of soul, truth and nonviolence is appraised. The concept of freedom is one of the core ideals of the philosophy of Gandhi and this is the driving force for the concept of ideal state. Through the glasses of Responsive Governance, a concept that emphasizes the point of view of responsive governance that still lacks research literature that discusses the concepts and theories of responsive governance and helps the Makassar city government in finding new approaches and perspectives in promoting the existence of Makassar's smart city concept.

Key words: *Impressionable Administration, thought, and belief.*

INTRODUCTION

Good governance is possible on the basis of an interdependent idea and interaction of various institutional actors at all levels within the state and the private sector. The climate of good governance does not provide a way for institutional actors to have absolute control. The implementation of good governance has been carried out for decades but has not been able to

show maximum results, especially in the aspect of accountability to the public.

This indicates that there are still no ways or strategies to improve the implementation of good governance, both systematic efforts to develop good governance and there is no comprehensive and systematic national strategy to achieve good governance in Indonesia [1]. The classic viewpoint of government is usually not considered a dynamic and innovative

organization, but rather reflects a slow, fat, and static organization without thinking about renewing outdated rules. Dynamism is characterized by new ideas, fresh perceptions, continuous upgrades, fast, flexible, adaptive and innovative actions [2].

Responsive governance is present as a new variation in monitoring the implementation of governance based on transparency communication and social media monitoring. One that is monitored is a smart city, where the city is currently supposed to provide services that use the latest technology and build smart infrastructure, so that it can provide effective and inexpensive services to all people who live in cities [3].

In its implementation, smart city has a new breakthrough in solving problems in the city and must be able to improve the performance of the city [4]. The concept of a smart city that is a big issue in big cities around the world encourages active roles and community participation in urban management using a citizen centric approach so that there is an interaction that can be said to be more dynamic between citizens and urban service providers [5].

The Smart City program in Makassar City emphasizes various digital services (web-based system applications) in supporting the Makassar city government program and bringing it closer and improving services to the community online. The thing that supports smart city progress is the

heart touch program implemented by the mayor to the public, Tangkasaki trucks are monitored in real time and several other city government products, official vehicles have also been installed T. Drive to monitor the use of these vehicles both fuel and user speeds.

The Makassar city government can better understand the wishes of the city community through the application of smart city applications so that decision making in service delivery is more responsive to the demands of the community. Through the glasses of Responsive Governance Painter [6], that capture issues related to smart city (specifically the application of Tangkasaki and Dottoro'ta Trucks) through a number of indicators, namely the type of citizen involvement in applications, dependence on networks and partnerships, enhanced collaboration in a number of sectors, and forms of accountability for the use of the application.

Responsive Governance

Institution governance must be efficient and effective in carrying out its functions, responsive to community needs, providing facilities and opportunities rather than exercising control and implementing applicable laws and regulations. Governance embraces the use of political, economic and administrative authorities in managing state matters. This term specifically describes changes in the role of government from service providers to facilitators, and changes in

ownership of state property belong to the people. The main focus of governance is improving performance or improving quality. The government means the decision making process and the process by which decisions are implemented or not implemented [7].

Responsive governance requires quick response to changing situations / conditions to accommodate people's aspirations, and takes initiatives to overcome various problems faced by the community, if good governance conditions can be achieved then the realization of a clean and responsive state [10]. Responsive is in the implementation of principles good governance that the government must be sensitive and responsive to community issues [11].

Corresponding with responsive principle, every element of the government must have two ethics, namely individual and social ethics. Individual ethics qualifications require executors of government bureaucracy to have professional criteria and reliability. "Adapun etik sosial menuntut mereka agar memilikisensitivitas terhadap berbagai kebutuhan publik" (Nawawi, 2012). The social ethics requires them to have sensitivity to various public needs [13]. "Seorang aparatur yang bertanggung jawab atas pemantauan proyek dari sudut pandang warga negara, dapat berkontribusi terhadap responsivitas kebijakan publik" (Bekkers, et al, 2013). An apparatus responsible for monitoring a project from a citizen perspective can contribute to public

policy responsiveness [14]. Responsive Governance (Painter, 2009): "yang menangkap isu-isu melalui sejumlah indikator yaitu Jenis keterlibatan warga terhadap aplikasi, ketergantungan pada jaringan dan kemitraan, kolaborasi yang disempurnakan pada sejumlah sektor, dan bentuk pertanggungjawaban yang dilakukan". Responsive Governance Painter, (2009) which captures issues through a number of indicators, namely the type of citizen involvement in applications, dependence on networks and partnerships, collaboration that is enhanced in a number of sectors, and forms of accountability undertaken.

Smart City

Smart city platforms started from the United States and Europe in a country and continent that became the pioneer of smart city in the world. IBM is a company that embodies the establishment of smart cities. IBM divides smart cities into six types. The six types of smart city distribution include smart economy, smart mobility, smart governance, smart people, smart living, and smart environment . Smart city or literally means smart city, is a concept of developing and implementing technology that is applied in an area as a complex interaction between the various systems in it [15].

The city called smart city is a place that initially had a new breakthrough in solving problems in the city, and successfully improved

the performance of the city Caragliu et al. [14], argues that a city can be said to be intelligent when it has wise natural resource management (SDA) through participatory governance.

Smart cities have 6 dimensions, namely: (1) Smart economy; (2) Smart mobility; (3) Smart environment; (4) Smart people; (5) Smart living; and (6) Smart governance, where each dimension is broken down into several indicators. (Nuzir et al., states that cities will be smart if investment in human resources, social capital and traditional and modern communication system infrastructure can enhance sustainable economic growth and quality living with wise natural resource management through participatory governance.

Dynamics of the Application of Smart City

The concept of smart city which is a big issue in big cities around the world encourages active role and community participation in city management using a citizen centric approach so that there is more dynamic and close interaction between citizens and service providers, in this case is Local government.

This two-way interaction will continue to develop and proceed so that the city will become a comfortable place to live and be strong in responding to new changes and challenges more quickly. What's new about the narrative of contemporary smart cities is the emphasis on places that are transformed into the application of technology rather than, smart cities are not only

talking about technology but also, the target is decent applications for the urban community [15].

Makassar City as a Smart City is part of a city government program as part of a global community. This program does not work alone because it must be juxtaposed with the concept of Makassar's local wisdom, namely Sombere (friendliness).

With sombere spirit, the interaction between government and society is getting closer, togetherness is built, more responsiveness, higher level of improvisation, initiative and desire to solve problems as soon as possible, solutive, innovative, more open to change, services that can combine gesture (language body) and oral which reflects intelligence, nobility and high manners.

Thus the bond between somber (attitude) and public service is a new innovation and a new perspective in realizing bureaucratic reform, this is one of the important components of the bureaucratic pattern building carried out by the mayor of Makassar and the vice mayor of Makassar for the period 2014-2019. A number of previous studies have been carried out regarding the application of this smart city

This system can improve the ability of the community to know the dangers and support efforts that must be done independently. Regarding the Design of Mobile-Based Smart City Applications to Improve Public Service Quality found that the benefits of big data

analysis can do a lot of cost and budget savings, make new decisions and innovations, and measure satisfaction and public services based on behavior and culture that support performance [16].

Responsive Governance in Smart City services in Makassar City

From the results of this study it can be seen that responsive governance for the Tangkasaki application has not been implemented properly and for Home Care Dottorota responsive governance is quite well implemented. Responsive Governance requires quick response to changing situations / conditions to accommodate various problems faced by the community [17]. Responsive Governance ini dicermati dari kedua program pemerintah Kota Makassar yaitu melalui aplikasi Tangkasaki dan Home Care Dottorota yang menyoroti tiga aspek besar yaitu keterlibatan masyarakat, kolaborasi jaringan kemitraan, dan pertanggungjawaban fasilitator. Responsive Governance is observed from the two Makassar City government programs, namely through the Tangkasaki application and Dottorota Home Care which highlights three major aspects, namely community involvement, partnership network collaboration, and facilitator accountability.

The results of the study found that the use of applications is still minimal known by the community only to certain circles who use the

smart application while using the application, giving input in the form of suggestions and receiving benefits or benefits still need to be optimized. Community involvement can provide important strategic value in improving urban services [18].

Community involvement in Dottorota's home care program is not based on applications that can be downloaded on the play store but uses more telephone services. 112 The number is connected to the Makassar city government war room. The team will contact the nearest homecare service. Dottorota's home care capacity can reach 4,546 patients who in the immediate implementation of being served at home can reduce referral to the hospital. The implementation of dottorota in the island area is currently limited by means of transportation. The public knows how to access Dottorota, use the dottorota, accept the benefits / benefits of entering, but providing input in the form of advice still needs to be optimized.

On the aspect of network collaboration, partnerships carried out in municipal solid waste services involve the cleaning service and the Makassar city hall war room as a means to control Tangkasaki trucks that pick up garbage at a number of points. There is a collaboration between the city hall war room in following up on community reports related to waste problems at a number of points but specifically at certain points that cannot be reached by tangkasaki trucks, the

waste motorbike fleet is used to transport garbage to residents' houses.

Collaborative network collaboration in the Smart Tangkasasi application shows the effectiveness of network work, involving community components, and the benefits for each partner are in the medium category, this means that partnership collaboration has been running even though it can still be improved so that collaboration can be carried out optimally.

Collaboration in the Dottoro'ta home care program connects directly to the city hall wall room which will connect with expert doctors so that it can be the initial solution so that health services can be fulfilled directly without letting patients accumulate in the hospital ICU. But the input of collaboration still requires rapid collaboration between wall rooms, doctors, dottorota officers and puskesmas service providers in the puskesmas so that the results of EKG examination are done at home only because the results of the data are sent to the puskesmas. The collaboration process of partner networks can be accommodated through the application of services carried out digitally so that public services are more effective [19].

Network work effectiveness, win-win, the benefits for each partner have been well implemented, only on indicators involving community components that are considered to be optimized, this is because socialization is still not so optimal that the community needs to be

involved in providing information through socialization dottorota but in the implementation it is considered effective.

Indicators of network and application problems, obstacles encountered, and resolution of obstacles still need to be optimized while complaints to service users are high so that it can be said that service problems need to be optimized so that garbage services for the community are getting better.

For home care dottorota, the answer to the dottorota facilitator takes responsive action so that health services can be handled immediately through first aid in terms of basic life assistance can be done immediately without having to wait for hospital referrals. there are facilities that support responsive services for the community such as the availability of medicines, medical devices, there are O₂ tubes, there are monitoring devices so that the medical actions taken can be rushed without the need to wait too long only in certain cases of sickness so referral is carried out.

Responsive governance encourages service facilitators to be controlled by direct accountability to the community. Responsive Governance, captures issues in a number of emphasis aspects, namely community involvement, partnership network collaboration, and facilitator accountability. From the results of this study, it can be understood that the Tangkasasi application has not shown optimal implementation of responsive governance while

the Dottorota home care program has carried out responsive governance quite optimally and very well from the aspect of partnership network collaboration.

CONCLUSION

Responsive Governance directs efforts to be responsive to changing situations and conditions that accommodate the interests of community services, and take initiatives to address various problems faced by the community. Hasil penelitian menunjukkan bahwa penggunaan aplikasi masih minim diketahui oleh masyarakat hanya pada kalangan tertentu yang menggunakan aplikasi smart tersebut sementara

pemanfaatan aplikasi, memberi masukan berupa saran dan menerima keuntungan atau manfaat masih perlu dioptimalkan. The results of the study show that the use of applications is still minimal known by the community only to certain circles who use the smart application while using the application, giving input in the form of suggestions and receiving benefits or benefits still need to be optimized. Responsive governance mendorong fasilitator layanan menjadi terkontrol pada pertanggungjawaban langsung kepada masyarakat. Responsive governance encourages service facilitators to be controlled by direct accountability to the community.

REFERENCES

1. Adja, Sarip La. 2015. Implementation of Good Governance at the Office of Samarinda Ilir Sub-District Head, Samarinda City. *eJournal of Public Administration*, Vol. 3 No. 4. 1849-1862.
2. Aminullah . 2014. Dynamic Governance (Framework Conceptual Institutionalize Culture , Capability and Change) . *Journal Nationality* Volume 9 Number 1 March 2014. P. 17-31.
3. Rumpak, Aristarkus Didimus. 2016. Jakarta Smart City Website User Review of Community Trust in the DKI Jakarta Provincial Government. http://asmi.ac.id/e-journals/files/34_2016-Penelitian%20Jakarta%20Smartcity.pdf
4. Pratiwi, Alfariani; Soedwihajono; Hardiana, Ana. 2015. Surakarta City Readiness Level Against the Dimensions of Smart Mobility (Smart Mobility) As Part of the Smart City Concept (Smart City). *Region*, Volume 6, No. 2. p. 4-14.

5. UGM, TP (2016). Yogyakarta City Road Map Towards Smart City. Gajah Mada University Online Journal.
6. Painter, Martin. 2009. Accountability challenges in the age of responsive governance. <http://unpan1.un.org/intradoc/groups/public/documents/un/unpan020466.pdf>
7. Maulana, Robi. 2014. The Effect of Government Accounting Standards and Good Governance on Financial Accountability at the Majalengka Regency Department of Youth Sports and Culture. *Maksi, Scientific Journal of Management & Accounting*. Vol. 1 No. 2. p. 47-57.
8. Hadi, Kisno. 2010. Corruption of Public Service Bureaucracy in the Era of Regional Autonomy. *Political research journal* Volume 7 no. 1. p. 51-70.
9. Harahab, Rinto. 2016. Application of the Principles of Good Governance in Public Services at the Office of the Long Mesangat Sub-District of East Kutai District. *eJournal of Governmental Science*, Vol. 4, No. 4. p. 1-11.
10. Nawawi, Juanda. 2012. Building Trust in Realizing Good Governance. *Scientific Journal of Governmental Science* Vol. 1 No. 3. p. 19-29.
11. Anthopoulos, LG, Siozos, P., & Tsoukalas, IA (2007). Applying participatory design and collaboration in digital public services for discovering and re-designing e-Government services. *Government Information Quarterly* , 24 (2), 353-376.
12. Bekkers, VJJM, Tummers, LG, Stuijzand, BG, & Voorberg, W. (2013). Social innovation in the public sector: an integrative framework. *LIPSE Working articles* , (1).
13. Bitjoli, BE, Rindengan, YDY, & Karouw, S. (2017). Smart City Readiness Analysis (Case Study: Manado City Government). *Journal of Informatics Engineering*, Sam Ratulangi University , 12 (1).
14. Caragliu, A., Del Bo, C., & Nijkamp, P. (2011). Smart cities in Europe. *Journal of urban technology* , 18 (2), 65-82.
15. Chavis, DM, & Wandersman, A. (1990). The sense of community in the urban environment: A catalyst for participation and community development. *American journal of community psychology* , 18 (1), 55-81.
16. Cohen, B. (2012). What exactly is a smart city. *Co. Exist* , 19 .
17. Paul, S. (1992). Accountability in public services: exit, voice and control. *World Development* , 20 (7), 1047-1060.

18. Nahrudin, Z., & Tambajong, H. (2017). The Behavior of Apparatus and Cultural Organization in Provision of Public Service in District Level. *Scholars Journal of Arts, Humanities and Social Sciences*, 5 (7B): 716-720.
19. Nuzir, FA Saifuddin, Ridwan. (2015). Smart People, Smart Mobility Concept City of Request that Relies on Society and its Movement in the City of Metro .