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## Ternate Smart City Policy Implementation

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Received : September 20, 2023

Accepted : November 15, 2023

Published : November 30, 2023

Citation: Muksin, I. (2023). Ternate Smart City Policy Implementation. Sinergi International Journal of Economics, 1(3), 111-121.

**ABSTRACT:** The implementation of Smart City Policy has been applied in several cities in Indonesia including Ternate City which has been applied since 2017. In its implementation there are still obstacles faced in the form of budget limitations, human resources and community participation. This research aims to find out the implementation of Smart City policy in Ternate City, this research uses descriptive with qualitative approach. The results of the study can reveal several important things related to the implementation of smart city policies such as; First, budget constraints due to budget refocusing factors that occur at almost all levels of government in order to focus on handling covid-19, so that the SPBE master plan draft has not been implemented and internet capacity spending is still small which results in not all areas of Ternate City getting free internet facilities. Second, the aspect of the availability of human resources that are representative and able to become a motor in the movement of smart city policy implementation. Diskomsandi still needs many more experts even though the current Diskomsandi staff are qualified enough for that, but on a further development scale, of course, the Ternate City Communication, Information and Standardization Office really needs more qualified experts. Third, the aspect of the Command Center, the unavailability of Command Center facilities where data related to the implementation of smart city policies can be centralized all at the Ternate City Communication, Informatics and Coding Office.

**Keywords:** Implementation, Smart City, Ternate City



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## INTRODUCTION

Along with the pace of technological development can affect the entire order of life, including in governance. The government is required to adjust in its governance by using technology amid limited human resources and budget (Aall et al., 2015; Bénit-Gbaffou, 2018). However, due to the demands of effective and efficient services, it is a necessity for the government to adjust to technological advances, in the implementation of city governance kota with complex problems, it is recommended to use *the smart city concept*.

The implementation of *Smart City* is characterized by the use of Information Technology in the scope of government in terms of governance has improved accompanied by high public awareness (Astutik & Gunartin, 2019). In addition, Smart Cities are also part of the overall governance that innovates in governance in the aspect of public services connected to (Pramesti, Kasiwi, & Purnomo, 2020).

In the management of government, especially a city, the Smart City concept is inevitable because it has been widely applied in big cities including Indonesia, the government issued Peraturan President Regulation Nomor 95 of 2018 on electronic-based government systems (SPBE). Then followed up with Peraturan Ministerial Regulation Number 8 of 2019 concerning the implementation of concurrent Government Affairs in the field of communication and Information Technology (Guo et al., 2021; Khanal, 2013; Khodke et al., 2021; Nudzor, 2014). On these two regulations, the local government, especially the city can implement it in the area.

The Ternate city government responded to the Smart City concept Peraturan Walikota by issuing Ternate Mayor Regulation Number 17 of 2019 concerning guidelines for organizing Public Information Services in the Ternate City Government environment, with the Perwali it is intended to achieve the vision of an independent city, namely the realization of modern living quality. On February 24, 2017 Ternate Media's youtube channel has published a video in which the Ternate City Government has launched several applications that can help the community in terms of publicity services. In addition, it can make it easier for tourists visiting Ternate to be able to find clearer information about tourist attractions, hotels or other public service info, some of the applications published include Ternate Smart is an *android-based* application that aims to be a bridge between the community and the Ternate city government this application seeks to control and integrate all sectors such as infrastructure, economy, government, mobility. This application also has features such as tourist/place information which includes restaurants hotels hospitals ATMs, complaints and news (Alford et al., 2002; Dodds, 2007; Kwartnik-Pruc & Trembecka, 2021; Zainudin & Kamarudin, 2015).

Aplikasi Our market application, this application is made to provide information to the public the price of the general community in the economic markets of Ternate government and the public can also monitor the stability of market prices. and SMS *Gateway price Info*, this can make it easier for people to find market prices for basic daily necessities including agricultural commodities such as cloves, nutmeg, copra etc. The application can be downloaded in *the play store* on *smartphones* (Carey et al., 2020; Celliers et al., 2013; Pradhan et al., 2017).

However, it is very unfortunate that these various applications are not widely known by the people of Ternate city due to the lack of socialization by the government towards the introduction of this application. Plus some obstacles that arise at this time, for example, applications that suddenly disappear from the play store download list such as the Ternate Pintar application, our market and Ternate City LPSE which all can no longer be accessed using online downloader applications along with the malfunctioning of SMS Gateway price Info Services *Gateway* which are very useful for the people of Ternate to find out the commodity price of everyday goods just by sending a message. Coupled with the presence of several applications that experience interference on the server that has an impact on the performance of the application is not good (Hemker, 2017; Wang et al., 2022).

In the face of various problems that hit some of these applications Ternate city government took an alternative solution to move some *of the features* that exist in these applications and divert it to the official online site of the Ternate City Government ([ternatekota.go.id](http://ternatekota.go.id)) some *of the features* implemented in this site in the form of public services and government information such as statistics Ternate population, Accountability Report data on the performance of Ternate city government agencies every year to the summary of the Ternate city budget. But because of this, applications that have the potential to be neglected and lost such as the Ternate Pintar application.

The initial step of Ternate City to realize Ternate *Smart City* is to install free internet via WiFi or wireless network at several crowded points of Ternate City public space which has been carried out since 2017, Thamrin Marsaoly as head of Communication, Information and encryption Ternate city said, free internet facilities for Ternate residents are planned to number ten points of space public, the purpose of installing free internet for Ternate residents is so that local people can access the internet without having to buy credit. This is intended so that the people of Ternate who want to access free internet can come to points that already have free internet. This is also in order to support the vision of the Ternate city government to make Ternate *a Smart City*. This means that if this concept is ready but not supported by the facilities it is not good. Therefore, the purpose of free internet is so that Ternate residents when providing information about public services to the government no longer need to buy credit. *Liputan6.com* (Hiar, 2017)

As an archipelagic city, Ternate city consists of several islands around Ternate this factor makes Ternate city use the name *smart island* where Ternate *Smart Island* is a Ternate city government Program as a form of implementation of *the Smart City concept*, namely public services based on the use of Information and Communication Technology. This Program was built as a form of communication between the government and the citizens of Ternate in serving the City community by using several applications that are easy to operate.

Ternate *Smart Island Command Center* serves as a data Management Center for City Management, Control Center and city data/information integration so that complete data is obtained that is able to provide important information needed for decision making. In the early stages, TSI CC was built with the aim of bridging between the Ternate City Government and the community through interactive applications.

The application built is called SI APIK (Pengaduan Public Service Information System). warga can use this application to report incidents related to unsatisfactory public service performance, such as garbage problems, congestion, clean water/drinking water connections, damaged infrastructure, accidents, natural disasters, and social problems. The report can be a photo as a guarantee of the authenticity of the report. Si Apik application can be downloaded on the official Ternate Smart Island website page or play store and app store.

In accordance with the empirical phenomenon of Smart City governance, research needs to be carried out to determine how the implementation of the Smart City concept in Ternate city with a policy implementation approach.

### METHOD

#### Types Of Research

This study departs from empirical phenomena related to governance by using the concept of Ternate *Smart City*, it is categorized as descriptive research with a qualitative approach. PDescriptive research is a research procedure that research results can describe the situation as a whole in the field

#### Research Location

This study was conducted in the city of Ternate precisely in the Department of Communication, Information and encryption where the location was chosen by the researchers because it is the focus of the discussion studied is about Ternate *Smart City*.

#### Research Data Sources

The work of collecting data in qualitative research by the case study method is through *Fieldwork*, which is a work of recording, observing, listening, feeling, collecting and capturing all phenomena, data, information about the investigated case. The data source is the subject from which data can be obtained in the form of library materials or people (informants).Based on this understanding, it can be understood that what is meant by the data source is where the researcher will get and dig up information in the form of data needed in this study is qualitative research, then the main data source in qualitative research is words and actions the rest is additional data such as documents and others.

#### Data Collection

To obtain lapangan yang accurate field data, then in this study using observation techniques, interviews and documentation. Where the observation technique is a basic technique in qualitative research because the researcher acts as an object in the study to observe every phenomenon that occurs during the study and can be described. While the interview technique, researchers conducted interviews directly with informants who know exactly the process of smart city Ternate to confirm the results obtained obesrvasi, and documentation is the researchers get data from the relevant agencies in the form of reports that relate directly to the smart city, access journals and other documents needed.

#### Data Analysis

After the data is collected through observation, interviews and documentation, the data is then sorted according to the research topic and then interpreted and paraphrased. Setelah diparafrese data tersebut kemudian dicocokkan dengan konsep tentang smart city yang berkaitan (; Moleong, 2009).

## RESULT AND DISCUSSION

### Service Innovation Based on Smart City in Ternate City

The most important thing that determines our participation in the flow of globalization is the ability to master information and communication technology and of course the structure and means of information technology provided. Pan vanity in this case can not be bargained because it is a basic requirement in governance with a smart city approach. In addition, basic infrastructure is available as well as human data sources and sufficient budget availability.

As an island city, Ternate has its own charm from various aspects, namely tourist destinations that have increased the number of tourist visits and the number of Hotel/Villa occupancy has increased sharply, from that public demand for transparency and accountability of government is increasingly urgent, this is a consequence of a city *Center of excellence*. In this era of Information Technology, one of the main supports for realizing public openness is the opening of access to information from the government through print, electronic, social media, *websites* and other media based on information technology. This is in accordance with what was conveyed by the head of the Communication, Information and encryption Office of Ternate city as follows:

"Ternate city applies the concept of smart city because as a response to the pace of population growth, while public services by using manual standards are no longer relevant to the times, the implementation of smart city as a strategy of the Ternate city government in conducting public services, the purpose of this smart city as an innovation and is expected as a solution"

In accordance with the results of the interview above, it is associated with the smart city strategy, it must be adjusted to all the capabilities possessed by the government, the capabilities referred to in the strategy for the implementation of smart city are infrastructure, human resources and budget availability to ensure the continuity of smart city implementation that has been set (Utomo & Hariadi, 2016).

In the implementation of smart city, despite the availability of infrastructure, human resources and sufficient budget availability, community participation is needed in the implementation, because the community is the key to successful service with the smart city (Anindra, Supangkat, & Kosala, 2018).

### Ternate Smart City Policy Implementation Process

Ternate city government in implementing the Ternate Smart City Policy, the steps taken are to provide and expand the internet Network starting from the regional device organization (OPD), public places or public spaces. In addition, providing technical personnel as the most important part of the implementation of Ternate Smart City. On the other hand, the application of Ternate Smart City is the most important thing is to change *the mindset* of the community from manual to electronic patterns.

Therefore, in realizing good governance (*good governance*) the steps taken by local governments is necessary to increase participation, transparency, and accountability (Dwiyantri, 2013). At the implementation stage of the Ternate Smart City policy, it still refers to the main tasks and functions of each regional device organization (OPD) contained in Peraturan Ternate Mayor Regulation

Number 6 of 2019 concerning tugas Pokok and Fungsi. Dinas Komunikasi dan Persandian (Diskominfo) has a responsibility in implementing Ternate Smart City.

This is in accordance with that delivered by Anas head of Communications, Information and encryption Ternate following:

"The implementation of Ternate *smart city* in the form of Lapor-SP4N application since 2017 and evenly semua distributed all technical OPDs who handle publicity services and are supervised by Diskominfo, this application is a sub part of Ternate *smart city*. Ternate city government provides free internet infrastructure for the community".

In accordance with this statement, in the implementation of Ternate Smart City, the steps taken by the information and encryption Communications Office are to provide basic infrastructure in the form of installing internet networks in all regional war organizations (OPD) and in public places. This is in accordance with the results of research conducted by (Wahyudi, Widowati, & Nugroho, 2022). That in the implementation of smart city policies, the things that need to be considered are the availability of the internet Network, Human Resources who master technology, and community participation in conducting public services.

The same thing was also conveyed by Wahyusetia Permana as the Secretary of the Communication, Information and encryption Office of Ternate city as follows:

"Implementation of Smart City the step taken is to change *the mindset* of the community to live smarter in various aspects of life in accordance with the concept of *the smart city* itself. For the implementation of Ternate *smart city*, the city government has just entered the provision of online public service complaint facilities *online* through Lapor-SP4N which is provided by the central government and the Ternate City Government provides SIAPIK (Informasi Pengaduan Public Service Complaint Information System pelayanan )."

Based on the results of the interview above, it can be explained that the implementation of *smart city policies* in Ternate city since 2017 until now has made good progress every year but there are obstacles in the issuance/determination of the draft of the Spbe Ternate *smart city Master Plan*. Even without the Spbe Master Plan, the Department of Communication, Information and coding of Ternate city still organizes policy programs that are in accordance with the indicators in *the smart city concept*.

For now, the Department of Communication, Information and encryption of Ternate city focuses on technology-based public services and the provision of infrastructure such as free internet for all levels of society. The following is the policy implementation program conducted by Diskominfo Ternate. This is in accordance with the results of research conducted (Imran & Armawan, 2019). That to perform public services to the community, the regional device organization provides servers with qualified capacity, so that when the community performs services and complaints submitted can be known easily and can be responded to quickly and on target.



### People's online aspirations and complaints service (Lapor-SP4N)

In the progress of the implementation of the Ternate *smart city policy* under the responsibility of the Communications, Information and encryption Office of Ternate city implement electronic-based public service policies within the city government in the form of a public complaint application named Lapor-SP4N whose management has been regulated in the decision of the mayor of Ternate number: 141 / I.7/KT/2018 tentang Tim Koordinasi Pengelolaan Pengaduan dan Petugas Administrator pada Organisasi Perangkat Daerah Kota Ternate.

As explained in the Lapor-SP4N guidebook that all Indonesian people can use the pengduan service application, aspirations and Information requests (Lapor-SP4N) can be accessed by entering the website [www.Lapor.go.id](http://www.Lapor.go.id). with this statement can be interpreted that not only the people of Ternate can use the Service report-SP4N but the region- other North Maluku regions include Tidore, Sofifi, Halmahera. Because all Indonesian people deserve good public services.

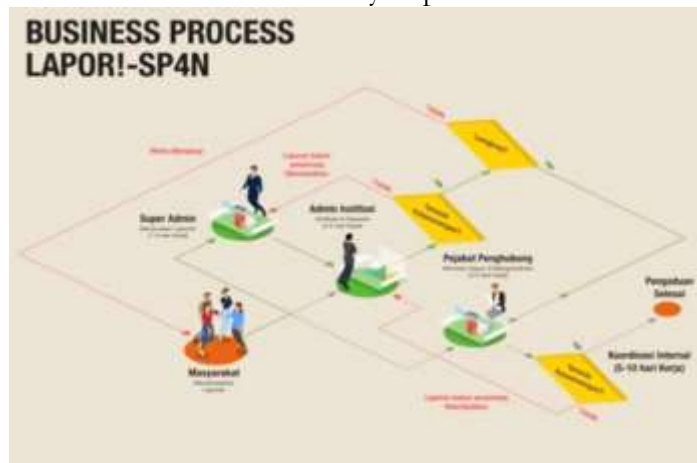
This is also reinforced by a statement from Nina Apriana Abbasas the head of the e-Gov application section of the following information technology devices:

"Layanan aspirasi dan Pengaduan online rakyat (Lapor-SP4N) is not made by the Ternate City Government but made by the central government so the city government is only ready to use and this application can be used by all local governments in Indonesia to provide convenience to the public in performing services"

As the results of the interview can be described below Layanan aspirasi and Pengaduan online rakyat (Lapor-SP4N) is an instrument provided by the central government and to be implemented by all local governments in Indonesia including the city of Ternate

dipantau directly monitored by the central government all public complaints that have been reported and also greatly facilitate the community in terms of public services or overcome existing problems in the community environment. Diskomsandi Kota Ternate continues to do its best in facilitating or helping to deal with problems that are complained *about by the community online offline* and offline and will *be sent* as soon as possible to the agencies responsible for overcoming the problems that are complained about.

Flow chart of the Community Report Submission Process



Source : Diskominfo Kota Ternate in 2022

### Internet infrastructure for the people (IKRA)

Since 2017 the Ternate City Government has installed infrastructure that supports the implementation of the Ternate *smart city policy*, namely free internet access for the wider community located at the central points of the current smpai City crowd and will continue to be pursued in the future by the Communications, Information and encryption Office of Ternate City to be able to facilitate all corners/ free internet for the people of Ternate. Because an important factor in the implementation of *this smart city policy* is the ease of internet access which is the key to the life kotaof the smart city itself. As conveyed by Anis head of Communication, Information and coding Ternate city the following :

“In the context of *smart city*, one of the most basic substantial needs is the availability of a representative internet network because it can take advantage of all *smart city indicators* after the internet network, for example for the city government, namely internet facility services, most of which have been handled by the Communications, Information and encryption Office of Ternate City, starting from the technical services that handle licensing, Finance, Planning and then BPBDS, health offices and other offices that have been Diskomsandi facilitation and on average in these offices there are already applications that can be used for the benefit of services, especially services related to the tasks attached to the SKPD. In the explanation of its implementation in terms of supporting the implementation of *smart city*, digital Literacy, which is an important item, will continue to be intensely carried out by Diskomsandi Ternate City in order to educate the public to be able to access digital services through practices attached to SKPDS that perform public services”

Implementasi *smart city policy* the most important thing in running this electronic-based governance system is the internet network facilities in terms of both on education and community because the wheels of the smart city concept is based on information and communication technology this will make people's lives more advanced and can be in accordance with the concept of *smart city implementation*.

### Obstacles Faced In The Implementation Of Smart City Policies.

Dnature of *smart city policy implementation* in Ternate city there are several constraints, namely budget constraints, the lack of availability of *representative human resources* in terms of *smart city policy implementation*, and the lack of *Command Center facilities*. Adapaun constraints are as in the explanation as follows:

- 1) Budget aspect, this is due *refocusing* to the budget refocusing factor that occurs almost at all levels of government in order to focus on handling covid-19, in the implementation of *smart city policy* implementation, of course, more budget is needed to carry out this policy, for example in the case of the Spbe Master Plan draft which cannot be ratified and applied by shopping internet capacity is still small which resulted in not all areas of Ternate get free internet facilities. Hopefully next year there will be no more *refocusing* budget refocusing by the Indonesian government so that the entire SPBE master plan regulates *smart cities*.
- 2) Aspects of the availability of *representative human resources*, which can be a motor in the movement of *smart city policy implementation*. Diskomsandi still needs a lot of experts even though Diskomsandi staff is currently quite qualified for it, but on a further scale of



development, of course, the Department of Communication, Information and encryption of Ternate city really needs more qualified experts.

Aspect *Command Center aspect*, Bbefore the availability of *Command Center facilities* so that the data related to the implementation of *smart city policies* are still centered on the Department of Communication, Information and encryption of Ternate City.

## CONCLUSION

Ternate smart city policy implementation at this time has arrived at the stage of policy implementation refers to the results of research and discussion, Ternate smart city policy implementation has not been implemented in accordance with the indicators of the smart city concept and the presidential regulation on SPBE. Based on the compliance of implementors in implementing the Ternate smart city policy, in the Ternate smart city policy implementation process there are three stages of policy implementation. Of the three stages at the stage of monitoring and evaluation, one of the implementors has not fully complied, that is, it has not been consistent in implementing the Ternate smart city policy monitoring on a regular basis.

The implementation of Ternate smart city policy still drinks the budget as an inhibiting factor. In the aspect of budget shortfalls that resulted in the inhibition of the implementation of this Ternate smart city policy and made the late determination of the SPBE master plan or can be called masterplan the Ternate smart city masterplan.

As for resources, disposition and bureaucratic structure are the driving factors for the implementation of the Ternate smart city policy. The resources provided by the Ternate city government to implement the Ternate smart city policy are sufficient. Disposition or attitude of the implementer in the implementation of Ternate smart city policy, implementor has a high commitment and enthusiasm in achieving the success of Ternate smart city policy. While the bureaucratic structure in the implementation of the Ternate smart city policy smart city,, the Ternate smart city development team has been formed smart city with the arrangement of the bureaucratic structure in accordance with the field and authority of each OPD.

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