



# Jakarta Smart City: Government that listens, citizens that participate

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As consumers of private goods and services we have been empowered by the Web and, as citizens, we expect the same quality from our public services. In turn, public authorities are seeking to reduce costs and raise performance by adopting similar approaches in the delivery of public services.

The concept of a Smart City goes way beyond the transactional relationships between citizen and service provider. It is essentially enabling and encouraging the citizen to become a more active and participative member of the community. As one of the world's megacities with a population of more than 10 million, Jakarta has been dealing with a lot of problems caused by so many different aspects, such as rapid urbanisation, poor governance system, and natural causes. With these come the increased demand for resources along with services such as education, decent transportation system, and health care. This emphasises the necessity to use the resources efficiently or in a 'smart' way and the need to develop a smarter Jakarta to meet the needs of its people.

Responding to these needs, the Jakarta administration launched the Jakarta Smart City programme in an effort to establish a technology-based service for the citizens. Jakarta

Smart City is the implementation of the concept of a smart city with the use of technology and communications to achieve better public services. The concept will further enhance public participation and government to utilise data and applications, as well as to provide feedback and criticism easily.

Jakarta Smart City has six pillars of indicators; Smart Governance (creating a transparent, informative and more responsive government), Smart Economy (increasing productivity with entrepreneurship and the spirit of innovation), Smart People (improving the quality of human resources), Smart Mobility (providing advanced transportation systems), Smart Environment (managing natural resources and providing environmentally friendly public spaces), and Smart Living (establishing a healthy and livable city).

## **The Six Pillars**

### *Smart Governance*

The spirit of a smart governance is a government that is transparent, informative and also responsive. In order to achieve those, Jakarta has built a smart city portal as the foundation of smart governance. [Smartcity.jakarta.go.id](http://Smartcity.jakarta.go.id) is a website which uses the Google Maps engine and data from smartphone traffic application Waze. The website is also integrated with the Qlue and CROP (Cepat Respon Opini Publik) Jakarta applications. It shows traffic information from Waze and various information from Qlue and CROP using the Google Map platform that is used by officials to respond to public complaints.

### *Smart People*

In order to support the implementation of ideas or proposal given by the government, the need of qualified and supportive citizen is an absolute. Thus, Jakarta has also involved the value of smart people within the six pillars of smart city. In here, citizens are welcomed and recommended to actively participate in developing Jakarta. By establishing cooperation with Indonesian youth, Jakarta promotes the use of application-based media to bridge the government of Jakarta and its society.

Qlue is a crowd-sourcing smartphone application in which users can report various incidents such as flood, crime, fire or waste, and city officials will respond through CROP Jakarta smartphone application. Related civil servants and officials nearest to the reported incidents will be detected through their smartphones and must respond to the report.

### *Smart Mobility*

Having said that Jakarta is considerably crowded as a capital city, a reliable public transportation is definitely needed to commute the people. The government has executed its mega proposal in creating a comfortable and reliable public transportation for all layers of society. The idea of smart mobility is a well integrated public transportation and infrastructure that are able to boost the productivity and economic status of Jakarta. Recently, the government of Jakarta has built a MRT to support TransJakarta as public transportation. It has long been expected that the availability of comfortable and reliable public transportations could decrease the use of private cars and motors.

### *Smart Environment*

RPTRA (Ruang Publik Terpadu Ramah Anak) or integrated, child-friendly public space is the concept of public area in the form of a green open space or park equipped with a variety of exciting playgrounds, CCTV surveillance, and community rooms that serve the interests of the community around the RPTRA, such as the library, the PKK Mart, lactation rooms, and sometimes a football field. RPTRAs are intentionally not built in a strategic location, but rather in the middle of the most densely populated residential areas so that the benefits can be enjoyed by residents in the vicinity.

An RPTRA costs approx. Rp500-750 million and is funded by Corporate Social Responsibility. There are currently more than 100 RPTRAs throughout Jakarta and it is expected that by 2017, Jakarta will have 300 RPTRAs.

### *Smart Economy*

Realising that Jakarta-Indonesia is now being a part of ASEAN Economic Community, the need of sustainable economic development is considered core of success. In order to achieve that, Small and Medium Enterprises (SMEs) holds big roles. Thus, the government of Jakarta has tried to inject the value of smart economy by boosting the spirit of creating, developing and innovating, especially when it comes to business of SMEs. The government of Jakarta has given a tangible support in the development of SMEs, such as through the program of #Kaki5Jkt that supports vendors of culinary business, JakCloth that supports business of garment that is mostly conducted by young generation, and many other events that give both direct and indirect support to its continuity.

### *Smart Living*

To make Jakarta become one of the livable cities, the government of Jakarta tries to ensure fundamental factors to support that, such as livable houses, healthy city, makes information become more accessible, availability of tourism object places for recreation, and not to mention the security issue. With the support of Internet of Things, information related to those things are now more accessible. Especially, with the establishment of open data concept, the citizens are now able to access important information that they need and transform that into communicable data, such as through [data.jakarta.go.id](http://data.jakarta.go.id), [apbd.jakarta.go.id](http://apbd.jakarta.go.id), Info Pangan Jakarta, and for the security issue, the government has provided a emergency call 112.

### **Conclusion**

Jakarta Smart City aims to not only create the government that listens, but also citizens that participate in order to establish a smarter, more environmentally-friendly, and more cultural Jakarta in the next few years.