

Intisari

IMPLEMENTASI PROGRAM SMART CITY: STUDI PADA PEMERINTAH DAERAH KABUPATEN SLEMAN

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Penelitian ini merupakan penelitian kualitatif deskriptif, yang memiliki tujuan untuk menginvestigasi mengenai aspek apa saja yang berperan pada kinerja pelayanan publik dalam proses penerapan program *smart city*, serta menyelidiki bagaimana keberadaan isomorfisme kelembagaan dalam proses penerapan program tersebut. Studi penelitian dilakukan pada pemerintah daerah Kabupaten Sleman, karena terpilih menjadi *pilot project* periode pertama Gerakan 100 smart city, dan di tahun 2021 mendapatkan skor tertinggi dibandingkan kabupaten/kota lain di DIY pada predikat kepatuhan tinggi dari Ombudsman RI atas pelayanan publik yang diberikan.

Hasil penelitian menunjukkan terdapat enam aspek yang teridentifikasi berperan dalam memengaruhi kinerja *smart city* di Kabupaten Sleman yang dikenal dengan Sleman Smart Regency (SSR), yaitu kapasitas keuangan, infrastruktur TIK, regulasi, kapasitas SDM, partisipasi masyarakat, dan kepemimpinan. Sementara itu motif yang paling dominan dalam memengaruhi proses implementasi program SSR ialah isomorfisme koersif dan normatif. Selain memperluas literatur, penelitian ini memiliki implikasi dalam memberikan gambaran kepada pemerintah daerah di Indonesia ketika menerapkan program *smart city* diperlukan persiapan yang matang, terutama dari segi keuangan, regulasi, dan infrastruktur penunjang. Oleh karena itu pemerintah daerah diharapkan dapat memberikan dukungan yang layak kepada OPD, seperti kecukupan anggaran, kecukupan jumlah dan sumber daya manusia yang kompeten, serta pemimpin yang baik.

Kata kunci: *smart city*, kinerja, isomorfisme kelembagaan.

Abstract

***IMPLEMENTATION OF SMART CITY PROGRAM: A STUDY ON THE
REGIONAL GOVERNMENT OF SLEMAN REGENCY***

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This research is a descriptive qualitative study, with the aim of investigating which aspects play a role in influencing the performance of public services in the implementation of the smart city program, as well as examining the presence of institutional isomorphism in the process of implementing the program. The research study was conducted in the local government of Sleman Regency, as it was selected as the pilot project for the first period of the 100 Smart City Movement and received the highest score among other districts/cities in the Special Region of Yogyakarta in 2021 for its high compliance with public services according to the Indonesian Ombudsman.

The research results indicate that there are six aspects identified as influential in the performance of the Smart City in Sleman Regency, known as Sleman Smart Regency (SSR). These aspects include financial capacity, ICT infrastructure, regulations, human resource capacity, community participation, and leadership. Meanwhile, the most dominant motive influencing the implementation process of the SSR program is coercive and normative isomorphism. In addition to expanding the literature, this research has implications for providing insights to local governments in Indonesia, when implementing a smart city program, careful preparation is necessary, especially in terms of financial readiness, regulations, and supporting infrastructure. Therefore, local governments are expected to provide adequate support to their agencies, including sufficient budget allocation, an adequate number of competent human resources, and effective leadership.

Keywords: smart city, performance, institutional isomorphism.