

PEMANFAATAN APLIKASI *JOGJA SMART SERVICE* (JSS) DALAM MENDUKUNG PELAKSANAAN *SMART GOVERNANCE* DI KOTA YOGYAKARTA

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INTISARI

Aplikasi *Jogja Smart Service* (JSS) disediakan oleh Pemerintah Kota Yogyakarta sebagai sarana untuk mempermudah masyarakat dalam mengakses informasi yang terintegrasi. Tujuan dari penelitian ini untuk: 1) Menganalisis utilisasi layanan-layanan dalam aplikasi *Jogja Smart Service* berdasarkan persepsi masyarakat, dan 2) Menganalisis pengembangan aplikasi *Jogja Smart Service* dalam mewujudkan *Smart Governance* Kota Yogyakarta. Penelitian ini dilakukan menggunakan metode deskriptif kualitatif dan deskriptif kuantitatif. Data sekunder diperoleh dari studi dokumen perencanaan, data statistik, dan dokumen pendukung. Data primer diperoleh melalui survei dengan persebaran kuesioner dan wawancara secara mendalam.

Hasil penelitian menunjukkan bahwa utilisasi layanan aplikasi JSS cenderung positif, dengan layanan yang paling sering digunakan adalah *Freehotspot* dan *CCTV*. Aspek manfaat memperoleh skor tertinggi yang menunjukkan aplikasi JSS memberikan kemudahan, kecepatan, keterbaruan, dan integrasi layanan, meskipun frekuensi penggunaan belum merata di semua fitur. Dari sisi pengembangannya, aplikasi JSS telah mendukung *smart governance* terutama pada aspek transparansi, *ICT & E-Gov*, dan efisiensi pelayanan, namun partisipasi masyarakat dan kerja sama antar OPD masih perlu ditingkatkan.

Kata Kunci: *Smart City*, Aplikasi *Jogja Smart Service* (JSS), *Smart Governance*

***UTILIZATION OF JOGJA SMART SERVICE (JSS) APPLICATION IN
SUPPORTING THE IMPLEMENTATION OF SMART GOVERNANCE IN
YOGYAKARTA CITY***

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ABSTRACT

The Jogja Smart Service (JSS) Application is provided by the Yogyakarta City Government as a means to facilitate public access to integrated information. This research aims to: 1) Analyze the utilization of the Jogja Smart Service application based on public perception, and 2) Analyze the development of the Jogja Smart Service application in realizing Smart Governance in Yogyakarta City. This research employed both descriptive qualitative and descriptive quantitative methods. Secondary data were obtained from the study of planning documents, statistical data, and supporting documents. Primary data were obtained through a survey with questionnaire distribution and in-depth interviews.

The results of the research indicate that the utilization of the JSS application services is generally positive, with the most frequently used services being Freehotspot and CCTV. The benefit aspect obtained the highest score, showing that the JSS application provides convenience, speed, up-to-date information, and integrated services, although the frequency of use has not yet been evenly distributed across all features. In terms of development, the JSS application has supported smart governance, particularly in the aspects of transparency, ICT & e-government, and service efficiency. However, public participation and inter-agency collaboration still need to be improved.

Keywords: Smart City, Jogja Smart Service (JSS) Application, Smart Governance