

INTISARI

Walikota Pontianak menerbitkan Peraturan Walikota Pontianak Nomor 25 Tahun 2019 Tentang Masterplan Pontianak Smart City Tahun 2019-2028. Dimana di dalam peraturan tersebut dimensi *smart governance* sebagai pusat kegiatan *smart city* di Kota Pontianak. Tujuan dari penelitian ini adalah untuk membahas tentang efektivitas implementasi program-program *smart governance* yang diterapkan oleh Dinas Komunikasi dan Informatika Kota Pontianak serta mendeskripsikan dan menganalisis faktor pendukung dan penghambat yang mempengaruhi implementasi *smart governance* di Kota Pontianak.

Penulis menggunakan metode penelitian deskriptif dengan pendekatan kualitatif. Sumber data penelitian ini yaitu data primer dan sekunder. Analisis dilakukan berdasarkan dengan konsep *smart government* menurut Boyd Cohen di dalam Djunaedi (2018:12), yang mencakup tiga indikator dari *smart government* antara lain *online services*, *infrastructure*, serta *open government*.

Hasil penelitian menunjukkan semua program-program *smart government* yang telah diterapkan oleh Dinas Komunikasi dan Informatika Kota Pontianak sudah diintegrasikan ke dalam satu aplikasi *Pontianak Smart City* yang dinamakan Jendela Pontianak Integrasi atau disingkat “Jepin”. Secara umum, menunjukkan karakteristik yang mendukung pembangunan *smart city* di Kota Pontianak. Aspek *online services* terdapat 70 aplikasi dan website yang sudah dibangun di Kota Pontianak dan telah diintegrasikan ke dalam aplikasi Jepin, namun masih terdapat beberapa website yang terkendala seperti tidak dapat diakses, informasi yang belum diperbaharui, dan belum ada SOP yang baku. Aspek *infrastructure* telah terdapat akses wifi gratis, CCTV, jaringan internet yang sudah memadai namun belum optimalnya layanan kesehatan dan keselamatan yang terintegrasi. Aspek *open government* telah adanya portal satu data Kota Pontianak untuk akses data publik namun belum adanya SOP mengenai manajemen keamanan informasi.

Adapun untuk faktor penghambat dalam implementasi *smart government* adalah koordinasi antar instansi, SDM aparatur yang masih kurang, keterbatasan anggaran, sosialisasi yang belum optimal serta infrastruktur yang masih kurang. Faktor pendukung dalam implementasi *smart government* di Kota Pontianak adalah kebijakan Pemerintah Kota Pontianak dan dukungan dan komitmen kepala daerah.

Kata Kunci: Implementasi Kebijakan, *Smart City*, *Smart Governance*.

ABSTRACT

Mayor of Pontianak issued Pontianak Mayor Regulation Number 25 of 2019 concerning the Pontianak Smart City Masterplan for 2019-2028. Where in the regulation the dimensions of smart governance are the center of activities in the smart city in Pontianak City. The purpose of this study is to discuss the effectiveness of the implementation of smart governance programs implemented by the Pontianak City Information and Communication Agency and to describe and analyze the supporting and inhibiting factors that affect the implementation of smart governance in Pontianak City.

The author uses a descriptive research method with a qualitative approach. The data sources of this research are primary and secondary data. The analysis was carried out based on the concept of smart government according to Boyd Cohen in Djunaedi (2018:12), which covers three indicators of smart government, including online services, infrastructure, and open government.

The results showed that all programs smart government that have been implemented by the Pontianak City Information and Communication Agency have been integrated into application Pontianak Smart City called Jendela Pontianak Integrasi or abbreviated as "Jepin". In general, it shows the characteristics that support the development of a smart city in Pontianak City. In the aspect of online services, there are 70 applications and websites that have been built in Pontianak City and have been integrated into the Jepin application, but there are still some website that have problem such as inaccessibility, and information that has not been updated, there is no standard SOP. In the aspect, infrastructure there is free wifi access, CCTV, internet network but not yet optimal integrated health and safety services. The open government has one Pontianak City data portal for public data access, but there is no SOP regarding information security management.

As for the inhibiting factors in implementing smart government are coordination between agencies, lack of human resources, budget constraints, socialization that is not yet optimal and infrastructure that is still lacking. Supporting factors in implementing smart government in Pontianak City are Pontianak City Government policies, budget allocation for programs, smart government, as well as support and commitment of regional heads.

Keywords: Policy Implementation, Smart City, Smart Governance.