

## Community Response In Supporting The Smart City Program In Denpasar City

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### Abstract

*The concept of Smart City is a concept currently adopted to describe the conditions of information technology-based governance. Public services must adapt to change, and must be able to apply the principles of Good Governance. Community response is one measure of the success of policies / programs created by the government, such as the Denpasar Smart City program. This study aims to determine the response of the community in supporting the Smart City program in the city of Denpasar. The research method used was descriptive qualitative, and data collection techniques used were in the form of interviews, observation, study of literature and qualitative documents, qualitative audio and visual. The results showed that the implementation of Smart City policies in order to realize Smart Government in Denpasar City, in general, had a positive impact on target groups. The context of implementation of the Smart City program in Denpasar showed poor conditions, while the content of policy showed good conditions, and there was a positive public response to the application of the Denpasar Smart City program that emphasized the principles of transparency and public openness.*

**Keywords:** *community response; smart city; smart government; denpasar city*

### Abstrak

Konsep Smart City merupakan konsep yang saat ini diadopsi untuk menggambarkan kondisi tata kelola pemerintahan berbasis teknologi informasi. Pelayanan publik harus beradaptasi dengan perubahan, dan harus mampu menerapkan prinsip Good Governance. Respon masyarakat menjadi salah satu tolak ukur keberhasilan kebijakan/program yang diciptakan pemerintah, seperti program Denpasar Smart City. Penelitian ini bertujuan mengetahui respon masyarakat dalam mendukung program kerja Smart City di kota Denpasar. Metode penelitian yang digunakan adalah deskriptif kualitatif, dan teknik pengumpulan data yang digunakan berupa wawancara, observasi, studi kepustakaan dan dokumen kualitatif, audio dan visual kualitatif. Hasil penelitian menunjukkan bahwa implementasi kebijakan Smart City dalam rangka mewujudkan Smart Government di Kota Denpasar secara umum memberikan dampak yang positif bagi target groups (kelompok sasaran). Adapun context of implementation (konteks implementasi) program smart city kota Denpasar menunjukkan kondisi yang tidak baik, sementara content of policy (isi kebijakan) menunjukkan kondisi yang baik, dan adanya respon positif masyarakat terhadap penerapan program Denpasar Smart City yang menekankan pada prinsip transparansi dan keterbukaan publik.

**Kata Kunci:** respon masyarakat; smart city; smart government; kota denpasar

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## INTRODUCTION

City is one of the areas that is aggressively proceeding towards an electronic-based smart city known as e-government. The Denpasar City Government currently has a website that contains information about the city of Denpasar and its administration, but services to support community participation electronically have not been accommodated properly. According to the definition of the World Bank (2004) in (Risnandar, 2014) e-government is the use of information technology by a body that has the ability to realize relations between citizens, business people and government agencies.

The people who live in the city of Denpasar certainly have complaints or obstacles encountered, and usually the people of the city of Denpasar must come to the OPD (Regional Apparatus Organization) to submit their complaints, but not all people in the city of Denpasar know the location of the OPD. The concept of smart city is currently being promoted in various countries, including Indonesia. Its application was considered very beneficial for people's lives.

Denpasar City is the center of tourism in Bali, where tourism is one of

the most important factors in creating a smart city. Smart City according to (Washburn, D., Sindhu, U., Balaouras, S., Dines, R. A., Hayes, N. M., & Nelson, 2010) is the use of intelligent computing technology that integrates important components of urban infrastructure and services such as city administration, education, health, public safety, real estate, transportation and other urban needs, where its use is carried out intelligently, integratively and efficiently. According to (Nam & Pardo, 2011) in essence the availability and quality of Information and Communication Technology (ICT) infrastructure is not the only characteristic of smart cities.

Another more important thing is the role of humans (smart people) and education in urban development. According to (Hasibuan & Krianto Sulaiman, 2019) Smart City is defined as a city that can provide a better quality of life and comfort for its people. The application of Smart City is also a benchmark for local government performance in implementing regional autonomy/decentralization in providing responsive community services (Insani, 2017).

Smart people, in this case, are those who are able to learn throughout their lives, be socially and ethnically plural, be plural, creative, open minded, and always involved and participate in community activities. The role of citizens, namely smart people is the most important subject of smart city implementation, but often they are ignored. The success of building a smart city according to (Dameri, 2014) should not only be judged by its success in utilizing ICT for infrastructure development, but it needs to be seen how much the technology is beneficial for the public interest.

Smart City has been widely applied in various cities in developed countries since the beginning of the development of communication and information technology. Smart city leads to a city condition that can understand the emotional state and behavior of the community towards the satisfaction of public services: the existence of trust and security from the government, ability to improve the quality and standard of living of the community, ability to utilize technological sophistication as an interactive medium between the community and government, and integrate various components of government with a

quick response to whatever aspirations come from the community.

Based on existing research as written by Budi Sutrisno and Idil Akbar (2018) with the title "E-Participation in Local Development (Study of Implementation of Smart City in Bandung)", explained that smart city programs, especially smart government, can accelerate coordination and problem-solving. It can also be seen that the implementation of a smart city in Bandung has been quite successful, especially in the indicators of smart government related to citizen participation in decision making (Sutrisno & Akbar, 2018). This is one of the supporters in this paper.

Then there is research written by Chandra Eko Wahyudi Utomo and Mochamad Hariadi (2016) with the title "Smart City Development Strategies and Challenges for Urban Communities" said that smart cities have been implemented in various cities in the world and proven to be able to solve various problems quickly as well as 6 characteristics namely smart governance, smart economy, smart mobility, smart environment, smart people, and smart living (supported by the advancement of information technology). Each city also has a different focus in

building their city into a smart city. This also supports this research as evidence of the use of smart cities (Utomo & Hariadi, 2016).

The next research is research written by Abdurrozzaq Hasibuan and Oris Krianto Sulaiman (2019) with the research title "Smart City, Smart City Concept as Alternative Solution for Urban/Regency Urban Problems, in City Cities in North Sumatra Province". In this research, it is said that to create smart cities in the Regencies/Cities of North Sumatra Province, there needs to be a similar paradigm regarding real smart cities (Hasibuan & Krianto Sulaiman, 2019). So that this can support the need for more research on smart cities to be discussed in this study.

This study discusses the public response in supporting the program of smart city in the city of Denpasar, given the city of Denpasar is a tourism center in Bali which is one of the most important elements in realizing good governance. Innovations in the use of technology in government systems have been stated in Law no. 23 of 2014 concerning Regional Government which can be used as a legal basis, specifically the explanation in

Chapter XXI on Regional Innovation, in Article 386 to Article 390 of Law 23/2014.

The innovations described in Article 386 are all forms of renewal in the administration of regional government. Forms of renewal include the application of scientific and technological results and new findings in the administration of government. Regional innovation policy refers to the principles: (1) efficiency improvement; (2) effectiveness improvement; (3) improvement of service quality; (4) there is no conflict of interests; (5) public interest oriented; (6) conducted openly; (7) fulfills propriety values; and (8) accountable and not for self-interest (Kertati, 2017).

Even Article 38 paragraph (11) states that the central government provides awards and / or incentives to local governments that have successfully implemented innovations. Awards are given to individuals and OPD who innovate. Conversely, if it does not achieve the target, then the local government cannot be convicted. In addition, in managing a sustainable smart city (Sustainable City), there are needs for adequate availability of green space, wise management of waste, and minimizing the carbon footprint to reduce the effects of

global warming involving elements of the smart environment. Because a smart city must have an environmental arrangement that is also intelligent. The goal of implementing the Smart City concept is to create good governance and foster public satisfaction with government services. The Smart City model developed by Gringer in (Graha, 2020) has 6 dimensions, namely smart economy, smart mobility, smart

environment, smart people, smart living, and smart governance. The smart city dimension from Gringer is mostly applied in developed countries, and the city of Denpasar adds 2 new dimensions, namely smart philosophy and smart creativity. The smart city Gringer model and Denpasar city can be seen in the picture below.

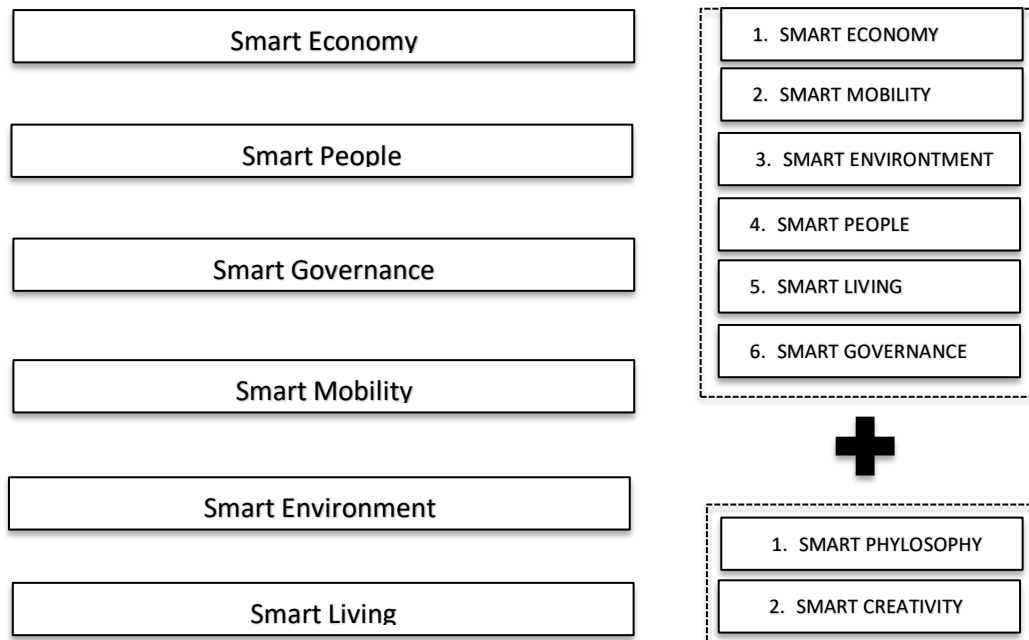


Figure 1. Smart City Gringer Model and Denpasar City (Graha, 2020)

Smart city policy, is closely related to aspects of public service. The application of smart city can already be seen clearly in the city of Denpasar. One example is in the creation of the Digital

Education Park in Lumintang City Park. The park, which was designed for public spaces, can be used, free of charge, for community recreation facilities, sports, cultural activities, and free internet

facilities (wifi corner) by the community and young people who want to discuss / learn in the park. Smart public space that provides comfort for the community is the target of the Denpasar city government in realizing a real smart city. The purpose of this study was to determine the response of the community in supporting the Smart City program in the city of Denpasar with the formulation of the problem as follows: how the public response in supporting the Smart City program in the city of Denpasar so as to reflect the principles of smart government and good governance.

This research will be discussed further how if in the city of Denpasar will optimize the smart city program, the implementation is also about the discussion. Moreover, it will discuss the response or the response of the people who are in Denpasar about the smart city work program. The response from the community is important in a study because the success or failure of a work program is also determined by the community as the perpetrators of the program later. By knowing the community's response regarding the smart city work program in this study, it can be used as an appropriate work program adjustment for the people of Denpasar City.

This research also explains that public complaints and criticisms about governance cannot be ignored if the government does not want to reject the sympathy and influence of the community. Demands will improve the quality of government better, which can increase benefits for most people, which has made the government aware of the need for them to improve the government's ability in policy planning. If many people give a positive response to the development of public policy. According to Michael Hill (1993: 34) in (Putra, 2019) Public Policy is a decision based on the relations of activities carried out by political actors to determine goals and obtain results based on consideration of certain situations. According to Wahab (2010) in (Ramdhani, A., & Ramdhani, 2016), it is stated that public policy are as follows:

1. Public policy is an action oriented towards the achievement of goals rather than as behavior,
2. In essence public policy has certain patterns that lead to the achievement of objectives carried out by the government, and not a stand-alone decision,

3. Public policy is related to actions or activities that are intentionally carried out consciously and measurably by the government in certain fields,
4. Public policy can be positive in the sense that it can act as guidelines for government action in dealing with a particular problem, or negative, namely the elite political decision not to do anything on an issue.

For the process of implementing public policies that are always responded positively by the community, in implementing the policy itself must always be done by negotiating directly with the people affected by a policy as for the theories that need to be studied for the success of the implementation process itself, namely the community response theory by Soekanto's opinion (1993) in (Usman, 2017), response as behavior is a consequence of the previous behavior as a response or answer to a particular problem. Meanwhile Susanto (1998: 73) in (Uswatun Hasanah, 2019) said that response is a reaction, which means denying or rejecting, and indifferent

attitude to what is conveyed by the communicator.

Responses are divided into two: opinions and attitudes, where opinion can be defined as open or overt response to a concern expressed by words spoken or written. While attitudes are positive or negative reactions to certain people, objects or situations. Meanwhile according to (NURHAYATI, 2013) Response, with the term feedback, has a major role or influence in determining whether or not the communication is good. Based on the theory put forward by Steven M. Chaffe in (NURHAYATI, 2013), responses can be divided into 3, namely:

1. Cognitive: a response that is closely related to the knowledge of one's skills and information about something. This response arises if there is a change in what is understood by khayalak.
2. Affective, i.e. responses related to emotions, attitudes and judging someone towards something.
3. Behavioral: a response that is related to real behavior, ie actions or habits.

As for the forms of response as follows, there are 2 forms of response, namely:

- a. Positive response: if the community has a positive response or reaction where they enthusiastically participate in running a program that is held privately or in groups.
- b. Negative response: the community gives a negative response and is less enthusiastic in participating or running a program that has been held privately or in groups, where they respond skeptically and pragmatically.

According to Walgito (1980) in (Uswatun Hasanah, 2019), response is an

act of the end result of a stimulus where the response is divided into two, namely:

- a. Reflective responses or actions (occur without the individual realizing) are reactions from the stimulus received not reaching the brain as the center of consciousness.
- b. Responses or actions that are realized, namely the actions of the organism on certain motives of the individual concerned, and the stimulus received by the individual reaches the brain and is very conscious of the individual concerned.

## **RESEARCH METHODS**

This research is a type of descriptive research with a qualitative approach. In data collection techniques, the techniques used were in the form of interviews, observation, study of literature and qualitative documents, qualitative audio and visual. In the interview, the determination of the informants were using the purposive sampling techniques and continued snowball sampling techniques. The use of the technique of

determining informants with purposive sampling conducted in determining key persons with consideration in the selection of informants who are considered to be able to provide initial information about what the authors expect so as to facilitate researchers in analyzing the implementation of policies and public response to the application of the smart city program in Denpasar.



The location of this research was carried out at the Denpasar City Government Communication and Information Service which is located in Graha Sewaka Dharma Jalan Majapahit Number 1 Lumintang Denpasar. In this interview, the researcher interviewed with the Staff of the Protocol Sub Division in the Administration Section of the Denpasar City Secretariat. Then the sample in this study is the people of South Denpasar and West Denpasar.

Data obtained based on interviews conducted directly with the speakers. Based on several questions related to the implementation of a work program on smart cities conducted in Denpasar. Based on these questions obtained various answers about opinions or responses both positive and negative from the relevant sources. The next thing to do is:

## **RESULTS AND DISCUSSION**

Based on the results of a survey and analysis, it is found that 90% ASN or State Civil Apparatus in the Denpasar City Government knows about technology and information that are developing at this time. The increased performance of city governments that is effective, efficient, accountable and transparent is a goal of

### 1. Summarize the data

The data obtained are summarized into one by looking for the same topics following the research topic so that it can provide a clearer picture or answer.

### 2. Presentation of data

After summarizing the data, the data obtained will be presented in a qualitative study in the form of a brief description of the information that can be understood in the presentation.

### 3. Draw conclusions

Based on existing data, then the data is processed into clear information into a temporary conclusion and can change according to conditions or other evidence in this study. So that later is expected to answer the problem formulation in research.

smart government in an effort to increase the capacity of metropolitan cities. Referring to this, there are 2 (two) policy target groups, namely the Denpasar City Government (in this case the Denpasar City ASN) and the Denpasar City community. From the very beginning the implementation of smart government

certainly produces an impact felt by the policy target group.

The implementation of the Smart Government delivered a positive impact on the ASN Staff of the Protocol Sub Division in the Administration Section of the Denpasar City Secretariat. The e-RK (Electronic Performance Remuneration) application makes civil servants always access the application. This e-RK application serves to report activities and work in real time that will later be validated by the leadership as a basis for providing benefits. The existence of e-RK has a very positive impact on ASN because the work completed is easier, faster and also on target in some services. The interview excerpts from the Denpasar City ASN research informant are as follows:

The positive impact for ASN can be seen as explained by the Protocol Sub-Division Staff in the Administration Section of the Denpasar City Secretariat that: "... so far I have accessed the e RK application, because I am a civil servant. Every day I report my activities and work in real time that would be validated by the leadership as a basis for providing benefits. The impact that I feel individually (personally), it has become easier, faster and more precise to do my task in some services. (Interview conducted on 12 February 2020)

In addition to the direct impact felt by ASN, the positive impact was also felt by the community. With the existence of this Information Technology, it can minimize extortion, and the work of officials would be more transparent. In addition, with this technology, the community will certainly feel the spirit in taking care of obligations as citizens of the City of Denpasar. The ease is really felt by the people of Denpasar City in accessing public services. This proves that the application of smart government in Denpasar City has had a positive impact on the ASN of the city of Denpasar and the people of Denpasar. The community groups who are members of Civil Society Organization (CSO) of Denpasar City also felt a positive impact after the implementation of smart government. Very clear impacts including government transparency and information disclosure to the public. Besides that, another positive impact felt by CSOs is obtaining financial assistance to carry out activities that are aimed to improve the life of the people.

Based on the description above, it can be concluded that the positive impact has been received by the people of Denpasar City, especially for those who already have access to the internet. In

addition, not only that it has impacted individuals, but it also has positively impacted the CSOs. The CSOs have felt the impact after the implementation of smart government in the city of Denpasar. Likewise it also shows people's acceptance of the implementation of this smart city policy. The interview excerpts from community research informants and representatives of CSO in the City of Denpasar are as follows:

A similar statement was made by another member of Denpasar City society: "... quite significant impact, on one side we do not know the performance of government officials personally, for the system may be the impact is quite positive ... "Not much different from the two previous statements, one of the people of Denpasar City said that:" ... the perceived impact is that it is getting easier in accessing public services, no need to bother to take care of a matter directly to government agencies ... "

(Interview conducted on February 4, 2020)

As a community, I feel that I have benefited from decreasing number of extortion ..." While for the impact felt by the community, it is conveyed by one of the people of Denpasar City, that: "... the impact for me as a citizen is that I must be more enthusiastic (not lazy) to take care of my obligations as a citizen of Denpasar because now it's not complicated anymore ... "

(Interview conducted on 4 February 2020)

Very clear impacts including government transparency and information disclosure to the public. As explained by the organizers of the Denpasar City Cultivation Organization, that: "... the impact is that one of the CSOs can get money to carry out activities that are improving the quality people's life. Moreover, as you know, we are in this sector of culture. Some of our activities are assisted by the Denpasar City Government ... "

(Interview conducted on 7 February 2020)

Smart City conceptually proposed by Giffinger uses a city development approach, which looks more towards the smart city by considering issues, such as, contribution, self determination, independence, and awareness. Especially related to the issue of awareness, where certain potentials can only be mobilized if the community, the private sector, and the government are aware of the position of the city, namely knowing that the city is not only from within but also the awareness of the surrounding environment. Therefore, by using the concept of the Smart City approach used by Giffinger, Denpasar City uses Smart City that is based on the high participation of the Denpasar people by looking at the increase in the regional budget (APBD) from year to year. The 2015 APBD was 3.3 trillion (Rupiah), while the revolving money was 86 trillion. Previously, in 2014

the City Government had a 2.95 trillion APBD, and the revolving money was 78 trillion. Whereas in 2016 the APBD was as much as 3.5 trillion and then the one that revolved, from the Indonesian bank, was at least of 102 trillion. That means people's participation actually accelerates this progress, until it can grow 9% for 11 years.

According to Widana and Sri Darma in (Patabuga et al., 2020) in addition to increasing public satisfaction, the application of smart cities in public services is also able to provide feedback/economic benefits through smart branding or marketing, so that local governments are able to reap economic benefits and help the community's economy wheels. It is seen that good community participation can make society more prosperous. Therefore, public participation is very encouraged, so that the quality of the participation can develop. With the application of smart city, it can support the delivery of community participation and more local wealth in Denpasar, so that people then have the desire to participate. Based on these statements, it is illustrated the basic idea of Smart City, by looking at the participation of the people of the city of Denpasar, which is fairly participatory in

the development of the city of Denpasar, from year to year the increasing APBD of Denpasar, it can be said that the community was an important element.

The analysis of this study highlights the participation of the Denpasar city community as a reflection of the Smart City idea used by the Denpasar City Government to become the World City. Community participation is a manifestation of Smart Government. Smart Government is one of the dimensions and requirements in realizing a Smart City. The implementation of a Smart City requires a strong and trustworthy government, and shall be supported by a creative and open-minded community to increase local productivity and economic growth (Annisah, 2018).

Community participation in determining decisions directly and online, can be seen as one part of the realization of the Smart Government in order to achieve Smart City that would ultimately reach the World City status. After analyzing how the content of policy and the context in the implementation of smart government policies in order to create a smart city in the city of Denpasar, outcomes analysis was conducted. Outcomes will be felt by the smart government policy target groups,

namely the entire State Civil Apparatus (ASN) of the City of Denpasar and the people of the City of Denpasar.

Grindle explained that to measure outcomes, 2 (two) sub categories can be used, namely impact on society, individuals and groups (by looking at how the impacts are felt by the community both as individuals and community groups) and change and its acceptance (by seeing how change and acceptance of society both as individuals and community groups). From these two outcome indicators, the application of smart government in the city of Denpasar shows good conditions, which means that it has a positive impact on society and can be accepted by the community. Details of the discussion of the two outcome indicators, are as follows.

### **Change and Its Acceptance**

In addition to seeing how the impact is felt by the community both individually and in community groups, researchers also analyzed how changes and acceptance that occur in society both individually and in groups of people. The perceived change after the adoption of smart government is a change for the better as long as the orientation of the Denpasar City Government is to provide facilities for the

public. The acceptance that occurs in the city of Denpasar is to receive and fully support all government programs, especially in the implementation of smart government. The significant change felt by the community groups above corresponds to the acceptance given by the Denpasar City CSOs, that there is no longer a reason for CSOs not to accept and not support any government program that aims to provide convenience for the community.

The above description shows that there have been significant changes that are felt by the people of Denpasar City both individually and in groups. The Denpasar City community received a positive impact on these changes because the Denpasar City community positively accepted the innovations made by the Denpasar City Government, and then participated in providing support, including actively participating in the utilization of applications that have been built by the Denpasar City Government. The Smart City concept that is intensively implemented in various regions including Denpasar City has generated a response from the community. The responses generated by the community vary but are more positive because a smart city will certainly help, facilitate, and speed up the

services that will be provided to the community.

In addition, the community feels more eager to carry out their obligations as a Denpasar city community with the concept of this Smart City. This Smart City concept makes people respond positively because with this concept, extortion will rarely be found because everything is based on technology. All will be recorded clearly. However, there are also people who respond negatively because with the concept of Smart City, people cannot see the real performance of government officials personally, and also this is because everything is based on technology.

Positive response theory which states that thoughts, opinions, behavior shows the enthusiasm of the community towards the digital-based Denpasar City. Denpasar City community itself has given a positive response to the progress of the City of Denpasar, as for example, we can see from the activities of the Denpasar City community in the form of socio-cultural activities and education which is currently synergized with technology. Denpasar City Government has facilitated Lumintang City Park which is the result of a collaboration between Denpasar City

Government and PT. Telkom which provides wifi in more than 50 public points throughout the city of Denpasar, one of which is in Lumintang Field, where initially this field was just an ordinary city field which was later transformed into an educational park.

The Denpasar City Government has also made efforts to facilitate the city community in managing online correspondence administrators such as the Denpasar City licensing and investment service, then the Denpasar City Government facilitates digital access through the PRODENPASAR application, which is a complaint service, and also accesses the last CCTV cross. Denpasar Lantern which is an educational service, Denpasar Sightseeing Application that can be used as a handle when wanting to travel in Denpasar complements Denpasar as a smart city.

Through this application, local and foreign tourists can easily find tourist attractions, historic sites, culinary, lodging, craft centers, performances, to events that take place throughout Denpasar. And also Bali Denpasar Trading which is an e-commerce website managed by the Denpasar Department of Trade and Industry which contains catalogs of items

for sale such as the work of creative industries from all over Bali.

Policies are usually outlined in various forms of regulations. Public policy is closely related to government administration. Public policy theory which states a policy created by the government to overcome the problems of the community in its implementation has been achieved such as creating and implementing integrated system services that are easily accessed by the community because it has been supported access via mobile technology. In addition to the convenience for the public in using the services that have been provided by the government, thanks to the application of integrated information systems and tourism destination products throughout the city of Denpasar can be growing rapidly.

In its implementation, the government of Denpasar City has made decisions based on the relations of activities carried out by political actors to determine goals and obtain results. This public policy is positive and leads to the achievement of goals carried out by the government that is carried out consciously and measurably. In this case, the government of Denpasar City has released

a website-based application in community service called the Denpasar Online People's Complaints or also called PRODENPASAR (Denpasar et al., 2013).

This application is one form of the smart city program that has been carried out by the Denpasar City government as one of the bridges between the government and the people of Denpasar City to further prosper the people of Denpasar City. In its implementation, the public does not need to worry about the process or stage of this complaint because the government has provided a procedure or path in the complete complaint process on the website as well as the number and address of information services.

Not stopping there, the Denpasar City government in its implementation also provided a learning land in the form of a park that could be used also as a recreation room. An example is Lumintang City Park which is on the north side of Denpasar city. In this park there are various facilities such as the Elderly Park, the Fitness Park, the Bird Park, the Children's Playground and there are educational facilities such as the Traffic Park and also the Digital Park.

This park is made as attractive as possible to attract public interest such as

musical accompaniment, fountains, and equipped with CCTV to support public safety and free wifi that can be utilized by the community to access information (Pemerintah Kota Denpasar, 2017). This proves that the Denpasar City Government's public policy in the form of a Work Program created by the Denpasar City Government is not just a plan but can also be implemented well and get positive responses from various parties.

The response is a consequence of the previous behavior as a response or answer to a particular problem. The response here can be in the form of affective responses that are responses related to emotions,

### **CONCLUSION**

Based on the results of the research and discussion above, we can conclude that the implementation of smart government policies in order to realize smart cities in Denpasar City in general has a positive impact on target groups. The positive impact that is given thanks to the smart city work program is to increase public trust in government performance as one of the public policies that are said that public policy regarding actions or activities that are deliberately carried out consciously and measurably by the

attitudes such as for example the community responds based on their pleasure because it has been given good public service. Also, the response in this study is a behavioral response that is a response that is related to real behavior, for example, the community has used an application created by the government that is PRODENPASAR and also the public visited Lumintang City Park which is provided by the government for the community. So that the community and the government can work together well in implementing the Smart City program in Denpasar City which can be an example for other cities.

government in certain fields. It can also be seen that the Denpasar City community gave emotional responses to concrete actions. This was made clear from the results of the interview which stated that the positive impact was greatly felt by the State Civil Apparatus community and also the Civil Society Organizations. Community response is very open. With the existence of technology, people find it easier to complete their obligations as a citizen of Denpasar. Besides that, the threat of extortion or corruption would



become minimal with the technology involved in public services.

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