**Review Article**

# Responsive Governance through Smart City Application in City of Makassar

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## Abstract

Responsive Governance requires the government to be responsive to changes in situations / conditions that can accommodate people's aspirations. The Makassar city government can better understand the wishes of the city community through the application of smart city applications so that decision making in service delivery is more responsive to the demands of the community. Through the glasses of Responsive Governance, a concept that emphasizes the point of view of decision making involving all components involved in governance by linking interesting issues about smart city (specifically the application of Tangkasaki and Dottoro'ta Trucks) which are focused on responsive aspects of governance this research can provide impact in the form of an understanding of responsive governance that still lacks research literature that discusses the concepts and theories of responsive governance and helps the Makassar city government in finding new approaches and perspectives in promoting the existence of Makassar's smart city concept.
**Keywords:** responsive governance, application, smart city.

## INTRODUCTION

Good governance on the basis of an interdependence idea and interaction of various institutional actors at all levels within the state and the private sector. The climate of good governance does not provide a way for institutional actors to have absolute control. The implementation of good governance has been carried out for decades but has not been able to show maximum results, especially in the aspect of accountability to the public.

This indicates that there are still no ways or strategies to improve the implementation of good governance, both systematic efforts to develop good governance and there is no comprehensive and systematic national strategy to achieve good governance in Indonesia [1]. The classic viewpoint of government is usually not considered a dynamic and innovative organization, but rather reflects a slow, fat, and static organization without thinking about renewing outdated rules. Dynamism is characterized by new ideas, fresh perceptions, continuous upgrades, fast, flexible, adaptive and innovative actions [2].

Responsive governance is present as a new variation in monitoring the implementation of governance based on transparency communication and social media monitoring. One that is monitored is a smart city, where the city is currently supposed to provide services that use the latest technology and build smart infrastructure, so that it can provide effective and inexpensive services to all people who live in cities [3].

In its implementation, smart city has a new breakthrough in solving problems in the city and must be able to improve the performance of the city [4]. The concept of a smart city that is a big issue in big cities around the world encourages active roles and community participation in urban management using a citizen centric approach so that there is an interaction that can be said to be more dynamic between citizens and urban service providers [5].

The Smart City program in Makassar City emphasizes various digital services (web-based system applications) in supporting the Makassar city government program and bringing it closer and improving services to the community online. The thing that supports smart city progress is the heart touch program implemented by the mayor to the public, Tangkasaki trucks are monitored in real time and several other city government products, official vehicles have also been installed T. Drive to monitor the use of these vehicles both fuel and user speeds. all of these activities are currently monitored directly on the 10th Floor of Makassar City Hall (operation room). In the health sector, the mayor adheres to the Dottorot'ta program or in Indonesian means our doctor. Through this program, patients who are seriously ill do not need

to come to the community health center (puskesmas) just by contacting the call center so the doctor will immediately go to the patient's house. This program has been implemented in 48 health centers in Makassar.

The Makassar city government can better understand the wishes of the city community through the application of smart city applications so that decision making in service delivery is more responsive to the demands of the community. Through the glasses of Responsive Governance Painter [6], that capture issues related to smart city (specifically the application of Tangkasaki and Dottoro'ta Trucks) through a number of indicators, namely the type of citizen involvement in applications, dependence on networks and partnerships, enhanced collaboration in a number of sectors, and forms of accountability for the use of the application.

**Responsive Governance**

Institution governance must be efficient and effective in carrying out its functions, responsive to community needs, providing facilities and opportunities rather than exercising control and implementing applicable laws and regulations. Governance embraces the use of political, economic and administrative authorities in managing state matters. This term specifically describes changes in the role of government from service providers to facilitators, and changes in ownership of state property belong to the people. The main focus of governance is improving performance or improving quality. The government means the decision making process and the process by which decisions are implemented or not implemented [7].

Responsive governance requires quick response to changing situations / conditions to accommodate people's aspirations, and takes initiatives to overcome various problems faced by the community, if good governance conditions can be achieved then the realization of a clean and responsive state [8]. Responsive is in the implementation of principles good governance that the government must be sensitive and responsive to community issues [9].

Corresponding with responsive principle, every element of the government must have two ethics, namely individual and social ethics. Individual ethics qualifications require executors of government bureaucracy to have professional criteria and reliability. The social ethics requires them to have sensitivity to various public needs [10]. An apparatus responsible for monitoring a project from a citizen perspective can contribute to public policy responsiveness [11]. Responsive Governance Painter [6] which captures issues through a number of indicators, namely the type of citizen involvement in applications, dependence on networks and partnerships, collaboration that is enhanced in a number of sectors, and forms of accountability undertaken.

**Smart City**

Smart city platforms started from the United States and Europe is a country and continent that became the pioneer of smart city in the world. IBM is a company that embodies the establishment of smart cities, IBM divides smart cities into six types. The six types of smart city distribution include smart economy, smart mobility, smart governance, smart people, smart living, and smart environment . Smart city or literally means smart city, is a concept of developing, implementing, and implementing technology that is applied in an area as a complex interaction between the various systems in it [12].

The city called smart city is a place that initially had a new breakthrough in solving problems in the city, and successfully improved the performance of the city Caragliu *et al.*, [11], argues that a city can be said to be intelligent when it has wise natural resource management (SDA) through participatory governance. The management is applied to human and social capital investments, modern transportation and communication infrastructure through information and communication technology, as well as sustainable economic development and high quality of life. The aspects put forward include natural resources, government, social, transportation, economy, and quality of life. Smart cities also use information and communication technology to support their city services and pay attention to the importance of sustainable development by maintaining natural resources and their environment.

Smart cities into 6 dimensions, namely: (1) Smart economy; (2) Smart mobility; (3) Smart environment; (4) Smart people; (5) Smart living; and (6) Smart governance, where each dimension is broken down into several indicators. Nuzir *et al.*, [13] states that cities will be smart if investment in human resources, social capital and traditional and modern communication system infrastructure can enhance sustainable economic growth and quality living with wise natural resource management through governance participatory.

**Dynamics of the Application of Smart City**

The concept of smart city which is a big issue in big cities around the world encourages active role and community participation in city management using a citizen centric approach so that there is more dynamic and close interaction between citizens and service providers, in this case is Local government.

This two-way interaction will continue to develop and proceed so that the city will become a comfortable place to live and be strong in responding to new changes and challenges more quickly. What's new about the narrative of contemporary smart cities is the emphasis on places that are transformed into the application of technology rather than, smart cities are

not only talking about technology but also, the target is decent applications for the urban community [12].

Makassar City as a Smart City is part of a city government program as part of a global community. This program does not work alone because it must be juxtaposed with the concept of Makassar's local wisdom, namely Sombere (friendliness).

With somber spirit, the interaction between government and society is getting closer, togetherness is built, more responsiveness, higher level of improvisation, initiative and desire to solve problems as soon as possible, solutive, innovative, more open to change, services that can combine gesture (language body) and oral which reflects intelligence, nobility and high manners.

Thus the bond between somber (attitude) and public service is a new innovation and a new perspective in realizing bureaucratic reform, this is one of the important components of the bureaucratic pattern building carried out by the mayor of Makassar and the vice mayor of Makassar for the period 2014-2019. A number of previous studies have been carried out regarding the application of this smart city.

This system can improve the ability of the community to know the dangers and support efforts that must be done independently. Regarding the Design of Mobile-Based Smart City Applications to Improve Public Service Quality found that the benefits of big data analysis can do a lot of cost and budget savings, make new decisions and innovations, and measure satisfaction and public services based on behavior and culture that support performance [14].

**Responsive Governance in Smart City services in Makassar City**

From the results of this study it can be seen that responsive governance for the Tangkasaki application has not been implemented properly and for Home Care Dottorota responsive governance is quite well implemented. Responsive Governance requires quick response to changing situations / conditions to accommodate various problems faced by the community [15]. Responsive Governance is observed from the two Makassar City government programs, namely through the Tangkasaki application and Dottorota Home Care which highlights three major aspects, namely community involvement, partnership network collaboration, and facilitator accountability.

The results of the study found that the use of applications is still minimal known by the community only to certain circles who use the smart application while using the application, giving input in the form of suggestions and receiving benefits or benefits still need to be optimized. Community involvement can provide

important strategic value in improving urban services [16].

Community involvement in Dottorota's home care program is not based on applications that can be downloaded on the play store but uses more telephone services. 112 The number is connected to the Makassar city government war room. The team will contact the nearest homecare service. Dottorota's home care capacity can reach 4,546 patients who in the immediate implementation of being served at home can reduce referral to the hospital. The implementation of dottorota in the island area is currently limited by means of transportation. The public knows how to access Dottorota, use the dottorota, accept the benefits / benefits of entering, but providing input in the form of advice still needs to be optimized.

On the aspect of network collaboration, partnerships carried out in municipal solid waste services involve the cleaning service and the Makassar city hall war room as a means to control Tangkasaki trucks that pick up garbage at a number of points. There is a collaboration between the city hall war room in following up on community reports related to waste problems at a number of points but specifically at certain points that cannot be reached by tangakasaki trucks, the waste motorbike fleet is used to transport garbage to residents' houses.

Collaborative network collaboration in the Smart Tangkasaki application shows the effectiveness of network work, involving community components , and the benefits for each partner are in the medium category, this means that partnership collaboration has been running even though it can still be improved so that collaboration can be carried out optimally.

Collaboration in the Dottoro'ta home care program connects directly to the city hall wall room which will connect with expert doctors so that it can be the initial solution so that health services can be fulfilled directly without letting patients accumulate in the hospital ICU. But the input of collaboration still requires rapid collaboration between wall rooms, doctors, dottorota officers and puskesmas service providers in the puskesmas so that the results of EKG examination are done at home only because the results of the data are sent to the puskesmas. The collaboration process of partner networks can be accommodated through the application of services carried out digitally so that public services are more effective [13].

Network work effectiveness, win-soulusion, the benefits for each partner have been well implemented, only on indicators involving community components that are considered to be optimized, this is because socialization is still not so optimal that the community needs to be involved in providing

information through socialization dottorota but in the implementation it is considered effective.

Furthermore, the accountability aspect of the facilitator shows that the smart panakukang application which has municipal solid waste service features is still being developed so that there are few obstacles in terms of improving the application, in the future RT RW will be involved in using this smart panakukang application. The work of the officer will be controlled by this application because the public can provide direct reports if there is a waste problem encountered later in the wall room section the officer will coordinate with the officers in the field.

Indicators of network and application problems, obstacles encountered, and resolution of obstacles still need to be optimized while complaints to service users are high so that it can be said that service problems need to be optimized so that garbage services for the community are getting better.

For home care dottorota, the answer to the dottorota facilitator takes responsive action so that health services can be handled immediately through first aid in terms of basic life assistance can be done immediately without having to wait for hospital referrals. there are facilities that support responsive services for the community such as the availability of medicines, medical devices, there are $O_2$ tubes, there are monitoring devices so that the medical actions taken can be rushed without the need to wait too long only in certain cases of sickness so referral is carried out.

The responsibility of the smart city facilitator, especially the Dottorota home care program, from the Complaint indicator to service users and the resolution of obstacles has been well addressed while in the indicators of network and application problems, the obstacles encountered still need to be optimized. The accountability of the facilitator can be addressed by reducing accountability in a hierarchical manner but open accountability to the community can reduce exclusive dependence on internal control mechanisms [17].

Responsive governance encourages service facilitators to be controlled by direct accountability to the community. Responsive Governance, captures issues in a number of emphasis aspects, namely community involvement, partnership network collaboration, and facilitator accountability. From the results of this study, it can be understood that the Tangkasaki application has not shown optimal implementation of responsive governance while the Dottorota home care program has carried out responsive governance quite optimally and very well from the aspect of partnership network collaboration.

## CONCLUSION

Responsive Governance directs efforts to be responsive to changing situations and conditions that accommodate the interests of community services, and take initiatives to address various problems faced by the community. The results of the study show that the use of applications is still minimal known by the community only to certain circles who use the smart application while using the application, giving input in the form of suggestions and receiving benefits or benefits still need to be optimized. Responsive governance encourages service facilitators to be controlled by direct accountability to the community.

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