

## Research Article

# The Implementation of Public Services Through the Curhat Ning Ita Application in Realizing Smart Governance at the Mojokerto City Communication and Information Office

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## Abstract.

This study aims to analyze the implementation of public services through the Curhat Ning Ita Application in Realizing Smart Governance at the Communication and Information Office of the city of Mojokerto. The study uses qualitative methods with descriptive type. Data collection techniques were interviews with informants, documentation, surveys, and written documents. The results show that the implementation of public services through the Curhat Ning Ita application in realizing smart governance in the Diskominfo of Mojokerto city has been running well. Based on these results, it can be concluded that Diskominfo Mojokerto City has succeeded in realizing Smart Governance through the Curhat Ning Ita public service application.

**Keywords:** service, application, smart, governance

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## 1. Introduction

The concept of a smart city or Smart City is present as an innovative city concept that utilizes information and communication technology (ICT) to improve the quality of life, efficiency and effectiveness of urban services that are able to meet the needs of current and future generations [1-4]. To realize the Smart City concept according to the Ministry of Communication and Information Technology, 6 important elements are needed, namely Smart Governance, Smart Branding, Smart Economy, Smart Living [5], Smart Society, Smart Environment [6].

Mojokerto City is one city in the Movement Towards 100 smart cities Program, based on a letter from the Ministry of Communication and Information Number B-58/DJAI/HK.04.02/040/2022 to have the opportunity to realize innovative governance by utilizing Information and Communication Technology (ICT) as based on Mojokerto Mayor Regulation Number 38 of 2021 concerning Electronic-Based Government Systems). Reported in detik.com Mojokerto City won the Smart Governance award in 2022



organized by the Ministry of State Apparatus Empowerment and Bureaucratic Reform with its innovation CURHAT NING ITA which is a complaint service and national public service aspirations for the commitment of the Mojokerto City Government in an effort to improve the quality of public services, especially in the field of complaint management [7].

However, due to applications that are still common in the community and lack of socialization on how to use complaint services related to public services, there are still people who complain about personal problems (not public services) on the *curhatningita.lapor.go.id* website [8,9]. Then there are still people who do not know the existence of the complaint service so that information about this application is only a handful of people know, the server is often slow and maintenance so that urgent complaints will hamper the handling process [10]. Based on the background of the above problem, the author is interested in analyzing the implementation of public services through the Curhat Ning Ita application in realizing smart governance at the Mojokerto City Communication and Information Office.

## 2. Research Methods

This paper uses descriptive research methods with a qualitative approach. The data collection techniques used in this paper are surveys, documentation and interviews with the Administration Department, Information Technology (IT) Section, Operator Section and the Community using the Curhat Ning Ita application as many as 5 people and distributing surveys to 30 random hospitals in the city of Mojokerto. In determining the amount using purposive sampling techniques. And the data analysis techniques used are data analysis techniques, namely: data collection, data presentation, data reduction, and conclusion drawing [11].

## 3. Results and Discussion

### 3.1. Physical evidence (tangibles)

The Communication and Information Office of Mojokerto City as the executor of the Curhat Ning Ita service seen from the physical evidence (Tangibles) there are adequate supporting facilities such as wheelchairs for people with disabilities, service desks and spacious parking facilities for direct complaint services. In addition, Curhat Ning

Ita is also facilitated by online complaints through 8 complaint channels including short message, WhatsApp, Instagram, Facebook, Twitter, and [curhatningita.lapor.go.id](http://curhatningita.lapor.go.id) website or call center 112 which is easily accessible to the people of Mojokerto who want to make complaints. The addition of human resources in the implementation of public services Curhat Ning Ita still uses manpower from 2019 since the beginning of the launch of Curhat Ning Ita in Mojokerto city which consists of 1 Admin section, 1 for operators and 1 IT section so that a total of only 3 employees on duty.

### **3.2. Reliability**

The reliability of Mojokerto City Communication and Information Service officers in providing Ning Ita Curhat services is good, this is seen from the level of education, educational background, and rank and group levels, then as a form of increasing the competence of Mojokerto city Diskominfo employees carry out routine guidance and training activities every year held by Communication and Information Office officers [12].

### **3.3. Responsiveness (Responsibility)**

The responsiveness of the Mojokerto City Communication and Information Office officers as the admin of Curhat Ning Ita responds to complaints from the community based on standard procedure operation, namely the response to complaints does not exceed 5 days and dispositions complaints to the relevant agencies or officer for immediate follow-up.

Overall, in the 2020-2022 implementation of Curhat Ning Ita in Mojokerto city, officers managed to resolve 1447 complaints from the public. A total of 36 reports were pending, as many as 107 archival or unclear reports and 0 reports that had not been followed up. The responsiveness of Mojokerto City Communication and Information Agency officers in handling community complaints has been handled properly, quickly and precisely as evidenced by the absence of reports that have not been followed up.

### **3.4. Assurance**

This application also guarantees certainty of time in follow-up because every complaint is facilitated with an ID Track in the form of a number code which is useful for controlling the extent of the report follow-up process. So as to help the community in checking

the follow-up process of reports periodically through the number code provided by the officer [13].

### **3.5. Empathy**

The empathy of the Mojokerto City Communication and Information Agency officers in the implementation of the Curhat Ning Ita service has been fairly polite and friendly in the service of complaints both online and offline. This is based on the statements of complainants who have made complaints through Curhat Ning Ita, besides that the officer who handles Curhat Ning Ita always tries to listen to all complaints and help explain the format of filling out complaints and explain the function of ID Track to society.

### **3.6. Bureaucracy management**

Bureaucratic management in the implementation of Curhat Ning Ita services has been efficient in realizing Smart Government in Mojokerto City, this can be seen from the Communication and Information Office of Mojokerto City as the implementation follows the direction of the center, namely the Ministry of Pan-RB to make references and guidelines in the implementation of services [14]. The management of complaints through Ning Ita's Vent to the Communication and Information Office of Mojokerto city requires an improvement in the automatic data input feature, because the data input system is still done manually, thus making the system less effective in entering data, because every year complaints that enter through the channel every day will increase.

### **3.7. Public policy efficiency (Policy)**

Efficiency of public service policy The Curhat Ning Ita application has been efficient in realizing Smart Governance at the Mojokerto City Communication Office, this can be seen from the policy-making initiatives that are very appropriate, because this application is very in accordance with the vision of the city of Mojokerto in solving problems to go to a more advanced city of Mojokerto [15]. So that the efficiency of public policies in the realization of Smart Governance at the Mojokerto City Communication Office through Curhat Ning Ita is in line with the concept of smart Governance, namely policies made based on the initiative of listening to the aspirations of the people of

Mojokerto City and have a positive impact on the people of Mojokerto City. Based on the results of a random survey conducted by the author with 30 respondents of the Mojokerto city community that as many as 43 percent of people have never made a complaint. There are 40 percent of people who hear for the first time and there are only 17 percent who have made a complaint.

## 4. Conclusion

Based on the results and discussion above, it can be concluded that the implementation of Public Services through the Curhat Ning Ita application in realizing Smart Governance at the Communication and Information Office of Mojokerto city is in terms of facilities, there are 8 adequate complaint channels. Officers in carrying out their duties in accordance with the competence and Standard Operating Procedures (SOP) of Curhat Ning Ita. Regarding the time to handle complaints is fast and precise, this service guarantees the privacy of the reporter's data and guarantees the ID Track facility to control the follow-up of reports. The realization of Smart Governance at the Communication and Information Office of Mojokerto city cannot be separated from the support of adequate facilities and infrastructure, but there are still obstacles such as manual data input systems, insufficient human resources and socialization needs to be improved.

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