

## **Smart governance: a case study on the primary and secondary education in the city of Makassar**

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**Abstract:** Cities in the parts of the world is currently face the very complex, particularly those related to how to meet the needs of the importance of health services, education, purchasing power of low public, growth and a population of the city that is getting are unstoppable as well as by ethnic background, religion, social and economic diverse. In order to answer that is that then arose a new conception which is called by smart city, which is includes smart economy, smart people, smart governance, smart mobility, smart environment and smart living.

As for the focus of this study only on the smart governance, that is an effort to improve the level of community welfare through innovation public service by use information technology so the implementation of more efficient and better because resting on the community participation in decision-making, public services and social as well as transparency in administering government. The main question asked in this research is what is the level the application of smart governance in the plane of primary and secondary education in the city Makassar.

To answer the question of this research used approach and research methodology quantitative with a descriptive analysis. Research results shows that the level the application of smart governance are at the level of between moderate and high

**Keywords:** smart city, smart governance.

### **Background**

Governments city Makassar is currently faced problems of very complex. It occurs as logical consequence of economic growth occurring during last ten years this is where economic growth in the city Makassar always above the national average (6 %) while city Makassar (8-10%). Economic growth like this of encourage urbanization high and various other consequences who also with him. One of the aspects that always appear as just like a growing city that is, the number the high level demands the community related to demand on the fulfillment of the quality of the health, education and purchasing power of the community with low and the level of inequity that the higher, social problems, economic, political and even security .

Complexity occurring in management urban as a result of condition in which the government should face reality the diversity of composition population live both ethnic, religion, social and and economic. Face the situation, the city government are required to able to perform the innovations for capable of integrating population growth with different backgrounds different. Governments should have the ability to make welfare that can reach all citizens. Various efforts have are mostly done by the government with focus on the utilization of technology and innovation for government. The study of electronic government (e-government) and innovation that relating to the government has entered a new chapter by adopting new expected the town in to run their role smarter (smart).

The use of technology, collaboration using intelligence, the number of people who are trained and institutions of government in which effective urban be the challenge of no exception the city of Makassar that the average level of growth is 5 (five) years above 10 % and one of the cities with the level of the highest growth in Indonesia. The city essentially is at the core economic development who expects the administrative system of government that is solely aims to resolve a range of issues in the city, but the city further should be able to do the strengthening of the capacity of a system urban to be able to handle that diverse problems at once producing a great variety of the expected value by national public value) public. Caragliu (2011) believed that the city a smart be created when the government want to invest in human resources (human capital) and social, transportation, technology infrastructure as well as the modern communications which will then into fuels economic growth.

When examined further from various sources literature and result of the research, so basically smart city can divided into in a range of activities or characteristic of: smart economy; smart browse; smart

governance; smart mobility, smart environment; and smart living. To six characteristic smart city has focus and indicators different. Special in the study is focused in smart governance. Election smart governance as focus study because it is very closely related to the quality of public services especially in terms of a service that is efficient and better, leadership effective, how activities and activity was done in a car (moving), and program improvement the government through innovations (in Maio, 2012). Including the creation of public services through various programs innovation with involving public participation, participation in decision-making, public services and social, the implementation of the smart governance.

One of a flagship program of the city of government of Makassar is a free education that has been held since 2008 now (2014), as one of the forms public services among various kinds of public services is a top priority. A program of education in these free source of funding is sharing funds between the government of south sulawesi province as many as 40 % and the local government of Makassar as many as 60 % who were judged to be of the whole budget allocation each year education budget. For example to 2013 these are the number of the budget that is dedicated fund a program free education as much as Rp36 billion (40 %) from the government south sulawesi province and the local government of Makassar as much as Rp.54 billion (60 %). Thus the total budget allocated to help free education program in the city of Makassar as much as Rp.90 billion (100 %).

Human development index (hdi) (the city of makassar 2012 successfully ranked 1 (first) in the part of eastern indonesia or rank 6 (six) nationwide with a total score 79.55, if compared score hdi in 2011 79.03 total score. While hdi south sulawesi province reached only score 72.70 % (www.bps.go.id), 2013. While at the provincial level south sulawesi city of makassar hdi was on first. Seen from figure literate city of makassar as part of the assessment letter hdi namely 96.88% (2012 while 96.82 %) (2011). Compared with literacy rates south sulawesi province in 2012 just 88.70 namely % which means the city of makassar has over target of average rate of literate south sulawesi province (www.bps.go.id), 2013. ~

Looking at the success of municipal Makassar in the field of public service in matters of primary and secondary education the necessary to a study specifically study from the perspective of smart governance unfold policy so why primary and secondary education implemented able to reach the rating plume. According to background explained previously, so in this research filed the main problems as follows: at the level of what smart governance applied by municipal Makassar in primary and secondary education?

### **Research methodology**

Approach research used to answer questions research is qualitative by analyzing levels the implementation of smart governance who done by the city Makassar in the education sector primary and secondary. Focus of research handed to levels the application of smart governance which has been performed within this sector of primary and secondary education. Assessment levels the application of smart governance obtained by measuring the degree of participation in the community in decision-making; public services and social; and transparency of in embarrassing the corruption.

To get information related to levels the application of smart governance in the city Makassar, so data is collected using an instrument the questionnaire deployed to schools, good levels elementary school (SD), high school the first degree level (junior), and high school the upper level (senior high school in three sample subdistricts that is there Makassar. The number of district city Makassar is 12 and three of them taken in the sample with consider the total number of primary school, junior and senior secondary school most and the least. Of the three sample district taken the next taken respondents each sub-district about 270 persons by using technique stratified random sampling with consideration their respondents were in three levels forms of education.

### **A literature review**

Smart government or smart governance has been used in two or five to six years ago by various parties to indicate a set of additional capabilities than government the capacity that had been owned to make the limit their authority more sustainable in economic, of societies and in terminology environment (in Maio, 2010). The definition of smart city's own expressed as the capacity for the birth of the sustainable economic development. A function that is articulated urban the use of information technology and communication in various areas of service delivery that is more efficient to their people.

Traditionally, smart city is defined as a city that uses information and communication technology which makes the infrastructure, components and their utilities more interactive, more efficient, and more care to

its citizens. In a broader definition, a city can be expressed as % until to % 201D when investment results in the field of social and human capital, its communication infrastructure used actively to promote sustainable economic development, as well as a high quality of life, including natural resource management policy through participatory governance (Committee of Digital and Knowledge-Based Cities, 2005).

The concept of smart city in literature clear that some researchers and the practitioners of conceptualizing the smart city as issues related to technical (smart technology), or especially issues related to human resources (smart people). In conclusion that there is some field activity described in literature when associated with terminology smart city among other: industry, education, participation, technical infrastructure, various soft factor. Finally also can recognize in six characteristic that is smart economy; smart browse; smart governance, smart mobility; smart environment; and smart living (project homepage, 2007).

Sixth characteristic smart city has indicators respectively that can be measured of performance. For example smart economy the indicators associated with their factors associated to all competitiveness economy similar to innovation, entrepreneurship, trade, productivity and flexibility labor market also by integration in an international internal market. Smart people not only explain the level of qualifications or education citizens but also by the quality of social interaction associated with interaction and society and openness with the outside world. While smart governance their factors consisting of the political participation in the sense of participation in decision making, public services and social to residents and also administrative functions and the government transparency.

Smart city, it can be seen that smart governance is one of the type of smart city. Smart governance can be defined as part of smart city associated with the future public services, which is the better efficiency, leadership community, working in mobility, and improved sustainably through innovation (in Maio, 2010). There are some dimensions the key when perceive jurisdictions, namely: smart why: what key driving and aim (political, economic, financial, and society). smart who: whether it is focus on a given domain from government or of the initiative government? Do concentration is carried out only by the government or requiring collaboration with private party? smart at what: do his attention aimed at services, the process or its implementation. Smart where: if this is the jurisdiction single or expanded to other sectors? Smart when: time frame to the point of want to rise? how planning, the implementation and them?

In fact the main challenges of smart governance is integrating various cross-domain, technology, planning, insight and responsibility. Therefore it can be inferred that, smart governance is related to the future of public services, of a better efficiency, leadership, work in the car and the continuous improvement through innovation. Smart governance associated with the use of technology to facilitate and support the planning and decision making. Smart governance is also a process of democracy and the transformation of the way public services are delivered. Including e-government, mobile working and efficiency agenda (Bo Grave, 2010).

Five principles smart governance relevant with the activity of the public sector. If an electronic system government designed and built to improve this principle so in the practice of able to provide benefits double to a user. Smart governance consisting essentially of political activity and active participation of community, services to the community by using intelligence e-government. In addition, smart governance are often also relating to the use of a channel of communication new like e-government or e-democracy (committee of digital and knowledge-based cities, 2005).

### **The Research Results and Analysis**

Evaluation is on the smart governance in the city Makassar by measuring three main components the participation of people in decision making at various levels elementary and junior high schools. For determining the rate of the smart governance on three the components used scales intervals the assessment 0.00-19,99 (very low); 20-39,99 (low); 40-59,99 (was); 60-79,99 (high); and 80-100 (very high)

Referring to scales intervals that had been determined it can be seen that the public participation in the decision making process by every either elementary school, junior high school, and senior high school classified as high as scores obtained the 66.47. In the survey results identified that participation users (parents) such high there is more through the use of information and communication technology through the cell phone, followed by the internet, newspapers and information technology other media.

Linked to in public service and social done of each school at all levels of primary and secondary education shows that the quality of public services carried out by the government through the basic education sector and medium can be described as at the level of high with a score of 68.72. This meaningful that public

service and social done by the city Makassar. In matters of primary and secondary education in compliance with of fundamental rights the community categorized by the community has reached high levels

The third level on the application of smart governance is the transparency and eradicating the corruption in an activity bureaucracy especially the schools who played meeting the needs of education on primary and secondary. The result showed that the community considers transparency and other efforts for eradicating the corruption by the government in tiers school for both primary, junior high school and secondary school considered are at the level of high at with score of 64.82.

Of course this condition is still worthy of being considerate the government because the aspect of transparency has become demands the government accountable. The aspect of transparency and anti-corruption efforts being aspect that is not less important in the context of smart governance, because in this context the community rises how far the advent of clean government and accountability of all efforts to presenting public service quality.

Because the quality of public services will be threatened if there is no transparency of and efforts to bribe and corruptin each activity the service provided by school management and who receives service (parents). Therefore important be increased scores level becomes very high.

If referring to the average score levels performance third performance indicators the application of smart governance in the city Makassar, so can be concluded that levels performance the application of smart governance city government Makassar especially in the sector of primary and secondary education categorized high with a score of 66.74.

### **Conclusions**

Based on the three aspects to the size of levels performance smart governance, it can be argued that three indicators the smart governance performance in the sector primary and secondary education in the city Makassar still needs to be improved deals in general are still high. A government good would not only complacency on high value but if possible and must work harder to its are very high.

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