

## **CHAPTER II**

### **GENERAL DESCRIPTION**

#### **2.1 General Description of DKI Jakarta**

Home to more than 11 million people, DKI Jakarta – divided into five districts: East Jakarta, South Jakarta, North Jakarta, West Jakarta and Central Jakarta – is the capital city of Indonesia and is currently the largest city in the Southeast Asia. It also bears the function not only as the center of governance and politics, but also of business and culture, giving it an extraordinary status equivalent to a province. DKI Jakarta serves as headquarter of various public, private, and multinational companies, as well as government institutions, including the ASEAN Secretariat. Its economy particularly relies on trade, services, property, creative industry, and finance. Furthermore, this city is the heart of Indonesia's political and national government.

In 2018, the United Nations expected that 68% of the human population would reside in the city by 2050. Questions such as how the city could maintain the inhabitants' quality of life while some threats, such as natural disasters, environmental issues, and segregation, are mainly discussed in many places (Zhu, Li & Feng, 2019). Other than that, the city is faced with several risks and challenges such as congestion due to the imbalance of population mobility with existing infrastructure, economic risks due to high unemployment which will lead to a lot of crime, and government services to the community that are less than optimal due to the

large number of people who must be served. Therefore, the concept of smart city then emerges by an understanding that cities could tackle a complex urban problem by using various new technologies. The high desire of the community to obtain effective, efficient, transparent, and accountable public services require the government to be able to improve capabilities in the field of information and communication technology (ICT) to support the community service process.

At the same time, technological developments are also advancing. Currently, the new civilization of information technology has entered the area of digitalization. Recent developments began to emerge, causing the term of modern society to shift and an expansion of meaning to become a digital society. Overtime, the government began to look at the use of information technology to provide maximum services. The implementation of information systems and communication technology is growing rapidly in the world of bureaucracy and companies.

**Fig 2. 1**

## Map of DKI Jakarta



source: BPK Provinsi DKI Jakarta

### 2.2 Geographical Condition of DKI Jakarta

The condition and demographic development of an area is an important thing in development planning. Population is capital the most basic in determining the success of a region's development. Composition accompanied by balance in population distribution will be influences social activities, spatial structure, and the economy of society in a country that area. All aspects of regional development are related and interaction with the development of existing population conditions, so that information regarding

demographics has a strategic position to be able to determine the success of city development.

**Table 2. 1**  
**Population Data Of DKI Jakarta**

<b>Year</b>	<b>Population</b>	<b>Growth Rate</b>	<b>Growth</b>
<b>2023</b>	11.248.839	1,57%	174.028
<b>2024</b>	11.436.004	1,66%	187.165

**source: World Population Review**

According to World Population Review (2024), counting only the number of official residents, the population in Jakarta has grown twice as much from 4,5 million in 1970 to over than 10 million in 2016. The region's growth rate far exceeds government estimates and the national average, namely only 1% from 2000 to 2010, compared with the Jakarta region's growth rate of 3.6%. The 2010 census found that all regions in DKI Jakarta has had positive growth rates in the last decade, with the slowest growth in Central Jakarta.

The World Population Review stated that in 2023 the population reached 11.248.839 million with the growth rate of 1.57% equivalent to 174.028 million more than in 2022 meanwhile in 2024, the population reached 11.436.004 with the growth rate of 1.66% equivalent to 187.165 more than in 2023.

Jakarta is now short of resources because its population continues to grow. Jakarta was designed to accommodate 800,000 people when it was founded by the Dutch, although it now hosts up to 12 million people during weekdays, with 250,000 new residents coming to the Greater Jakarta area each year. This has given rise to many slum areas without access to water and other resources.

### **2.3 General Description of DISKOMINFO DKI Jakarta**

The Department of Communication, Informatics and Statistics of the DKI Jakarta Provincial Government (DISKOMINFOTIK) is the organizer of government affairs and has duties in the fields of Communication and Informatics, Statistics and Coding. The Communication, Informatics and Statistics Service of the DKI Jakarta Provincial Government is led by a Head of Service who is located below and is responsible to the Governor through the Regional Secretary.

In doing their duties and authority, the DISKOMINFOTIK is regulated by 3 central regulations:

1. Law Number 14 of 2008 concerning Openness of Public Information:  
Requires public bodies, including the Jakarta Diskominfotik, to provide public information openly and transparently.
2. Presidential Regulation Number 95 of 2018 concerning Electronic-Based Government Systems: Regulates the implementation of Electronic-Based Government Systems (SPBE) in all ministries, institutions and regions, including Jakarta Diskominfotik.

3. Regulation of the Minister of Communication and Information Technology Number 18 of 2014 concerning Guidelines for Management of Public Information and Communication: Provides guidelines for the Jakarta Diskominfo in managing public information and communication; and 2 regional regulations:
4. DKI Jakarta Province Regional Regulation Number 2 of 2019 concerning Implementation of Public Information Openness: Clarifies the rules regarding Public Information Openness in the DKI Jakarta Province region, including the obligations of the Jakarta Diskominfo in providing public information.
5. Regulation of the Governor of DKI Jakarta Province Number 144 of 2019 concerning the Position, Duties and Functions of the Communication, Informatics and Statistics Service: Determines the duties and functions of the Jakarta Diskominfo, including managing public information and communication, administering SPBE, and statistics.

Aside from adhering to the regulations above, DISKOMINFOTIK Jakarta is also regulated by DKI Jakarta Provincial Government's vision and mission: Become a developed, sustainable and sustainable city.

### **2.3.1 Vision and Mission of DISKOMINFOTIK DKI Jakarta**

#### **1. Vision:**

The realization of transparent and accountable information services to fulfill the rights of information applicants in accordance with the provisions of applicable laws and regulations.

## 2. Mission:

- i. Improving quality, correct and responsible information management and services.
- ii. Build and develop information provision and service systems.
- iii. Improve and develop the competency and quality of human resources in the field of information services.
- iv. Realizing information transparency for the DKI Jakarta Provincial Government's Department of Communication, Informatics and Statistics with a fast, precise, easy and simple process.

### **2.3.2 Duties and Functions of DISKOMINFOTIK DKI Jakarta**

In carrying out their duties and functions, as mentioned beforehand which are regulated by 3 central regulations namely: 1) Law No.14 of 2008 concerning Openness of Public Information; 2) Presidential Regulation No.95 of 2018 concerning Electronic-Based Government Systems; and 3) Regulation of the Minister of Communication and Information Technology No.18 of 2014 concerning Guidelines for Management of Public Information and Communication, and 2 regional regulations namely: 1) DKI Jakarta Province Regional Regulation No.2 of 2019 concerning Implementation of Public Information Openness; and 2) Regulation of the Governor of DKI Jakarta Province No.144 of 2019 concerning Positions, Duties and Functions of the Communication, Informatics and Statistics Services.

DISKOMINFOTIK DKI Jakarta has duties to carry out government affairs in the field of communications and informatics, government affairs in

the field of statistics and government affairs in the field of coding.

DISKOMINFOTIK DKI Jakarta was established with a variety of functions which are to: 1) prepare strategic plans, work plans and service budgets; 2) implement service budget implementation documents; 3) formulate department policies, business processes, standards and procedures; 4) implement department policies, business processes, standards and procedures; 5) manage the public's opinions and aspirations; 6) act as a public information management and services; 7) provide cross-sectoral content and manage public communication media; 8) act as a public communications management; 9) implement crisis communication management; 9) organize information monitoring and set the communication priority agenda for the DKI Jakarta Provincial Government; 10) implement media relations services; 11) organize regional data centres; 12) provide information security services; 13) administer Cyber and Crypto services; 14) implement the DKI Jakarta Provincial Government's intra-government communication system; 15) implement the DKI Jakarta Provincial Government's intra-government network system; 16) implement electronic-based government application services and business processes; 17) implement electronic-based government master plans and budgets; 18) develop Information and Communication Technology resources for the DKI Jakarta Provincial government and the community; 19) implement smart province and smart city ecosystems; 20) implement domain name and sub

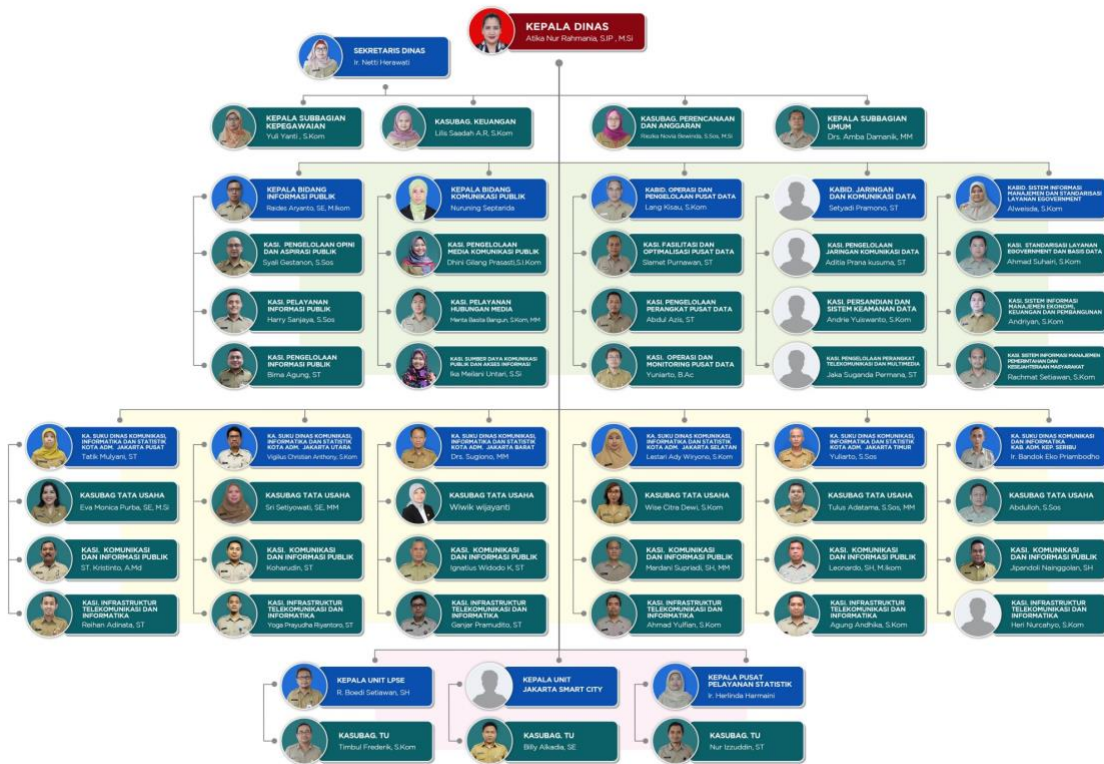


domain services for regional apparatus organizations (OPD) and/or non-regional apparatus organizations; 21) implement the Government Chief Information Officer (GCIO); 22) implement a government service liaison system; 23) administer electronic data and information services; 23) establish standardization of electronic-based government system services; 24) coordinate the implementation of sectoral statistics; 25) administer statistics for the DKI Jakarta Provincial Government; 26) provide administrative, financial and governance support for the information commission in DKI Jakarta Province; 27) implement the Service's secretariat; 28) implement coordination, monitoring, evaluation, reporting and accountability for the implementation of Service duties; and 28) carry out other official duties assigned by the Governor.

### **2.3.3 Organizational Structure of DISKOMINFOTIK DKI Jakarta**

**Fig 2. 2**

## Organizational Structure



source: Diskominfotik DKI Jakarta

In fulfilling the duties and functions of DISKOMINFOTIK DKI Jakarta, the Head of the department is assisted by: 1) Secretary which consists of General Subsection, Personnel Subsection, Program and Report Subsection and Finance Subsection; 2) Public Information Field which consists of Public Opinion and Aspiration Management Section, Public Information and Management Section and Public Information Services Section; 3) Communications Field which consists of Public Communication Media Management Section, Media Relations Services Section and Public Communication Resources Section; 4) Data Centre Field which consists of

Data Centre Facilitation Section, Data Centre Equipment Management Section and Data Centre Operations Section; 5) Data Network and Communications Field which consists of Data Communication Network Services Section, Data Communication Network Infrastructure Section and Intra-Telecommunications Management Section; 6) Information Management System Field which consists of Economic and Development Management Information Systems Section, Government Management and People's Welfare Information Systems Section and Integration and Database Section; 7) Cyber and Crypto Field which consists of Cyber and Crypto Services Section, Cyber and Crypto Control Section and Cyber and Crypto Management Section; 8) Jakarta Smart City Management Unit (UPT) which consists of Administration Subdivision, Study and Analysis Implementation Unit, Communications and Marketing Implementation Unit, Information Technology Infrastructure Implementation Unit and Systems Development Implementation Unit; 9) Statistics Management Unit (UPT) which consists of Administration Subdivision, Statistical Data Management Implementation and Analysis and Dissemination Implementing Unit; 10) LPSE Field which consists of Administration Subdivision, Service and Technical Support Implementation Unit and Infrastructure and Application Management Implementation Unit; 11) DISKOMINFOTIK Sub-department which consists of Administration Subdivision, Communications and Public Information Section, Data Communication Network Section, Information Systems and Cyber and Crypto; and 12) District Sub-department which

consists of Administration Subdivision, Communications and Public Information Section, Data Communication Network Section, Information Systems and Cyber and Crypto.

#### **2.4 JakLapor**

Jakarta Kini (JAKI) was launched in 2019 as a city-super app and one stop service for the citizens of DKI Jakarta by integrating all of the DKI Jakarta Provincial Government's public services based on the . The app is designed and run by the Jakarta Smart City Management Unit under the authority of DISKOMINFOTIK DKI Jakarta. JAKI

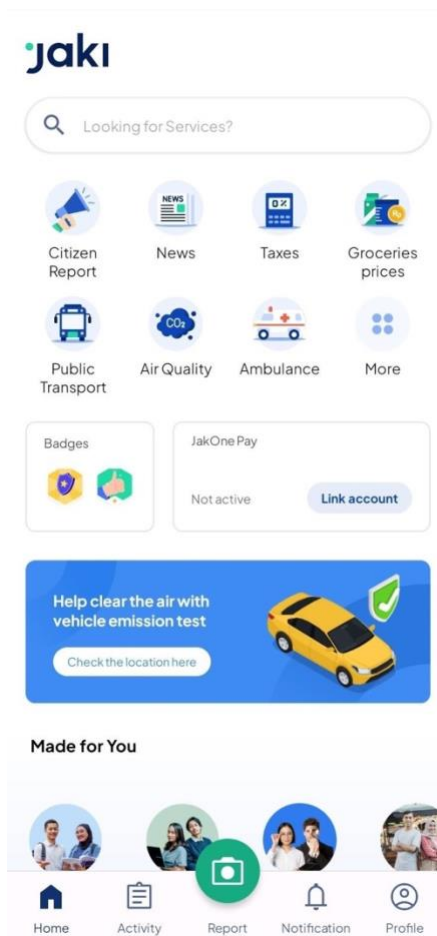
has 9 main features: JakLapor, JakWarta, JakRespons, JakPangan, JakSurvei, JakPenda, JakWifi, Pantau Banjir and Akun Digital Warga; and 2 integrated features: JakLingko and JakSehat.

As a public service app, JakLapor adheres to four principles which are: 1) Mobile First by providing a super app and enabling citizens' access to services on their mobile phones; 2) System and Data Driven by personalization of services to the citizens through the user's omnichannel experience, which can generate a variety of data for use in data-based policymaking; 3) digital experience by promoting enhanced digital experience for its users and it also promotes the creation and acceleration of digital-based services transformation; 4) and smart collaboration by providing a collaborative ecosystem which increases digital ecosystem growth by collaborating with the government, private sectors and the citizens. As for

the report category, JakLapor processes the citizens' reports by holding to 4 principles: 1) Privacy by Design: an idea stage that prioritizes user privacy; 2) Privacy by Default: basic settings for each report that are more private; 3) Remain Anonymous: the confidentiality of the public's personal data is guaranteed with every report being anonymous; 4) Hidden Photos: the public can determine for themselves what type of report to make (public or confidential). Only report descriptions can be read by officers for private/confidential report types. The aim of developing this app is to facilitate access and use of public services in Jakarta in order for the citizens to be more comfortable and made easy in living their daily lives. The app provides official services and information for public use and consumption.

Through this app, the citizens can report problems that occur in their surroundings and these reports will be followed up by the relevant Regional Apparatus Organization (OPD). The JakLapor app was created by the Jakarta Smarty City Management Unit. as the first smart city application in Jakarta.

**Fig 2. 3**  
**Homepage JAKI**



**source: JAKI App**

How to report on JAKI using the JakLapor feature is quite easy, by opening the JakLapor menu users can type in a clear and specific description of their problem, along with the time of the incident and the type of problem they want to report. Clear location details such as street names, building names or certain landmarks also need to be included. Additional information may be added to help ease up the follow-up process. JakLapor also ensures that the identity of the reporter is kept confidential for sensitive reports, including complaints or whistleblowing.

**Fig 2. 4**

## JakLapor Menu



### Ready to Get Started on Your Report?

Read this first before creating your report.

 **Follow-up**

Only reports related to **issues in Jakarta** will be followed up.

 **Report Location**

The report's location is automatically determined using the **geolocation data** stored when the photo was taken.

 **Private Report**

By default, your report will be set to **private/confidential**. This means that your report will be visible only to you and authorized personnel.

 **Public Report**

To make your report visible to other JAKI users, simply change the report type to **Public** on the **Preview Your Report** page.

Okay, don't show this page again.

Create Report

### source: JAKI App

In order to avoid data misuse, the identity of the reporter and any other sensitive or personal information is kept confidential. Thus, reporters should be careful not to include any sensitive information that is not necessary. In reporting problems that occur in their surroundings, reporters are also contributing to the welfare and environmental order of DKI Jakarta.

