CHAPTER I

INTRODUCTION

A. Background

The Sustainable Development Goals (SDGs) is a global development program declared on September 25, 2015, at the United Nations (UN) headquarters in New York, to end global poverty and protect the environment from creating prosperity by 2030.[1] The SDGs are a continuation of the Millennium Development Goals (MDGs), which represent the first attempt as a strategy to facilitate the development of developing countries. However, the MDGs drew criticism during their implementation because several states needed to be hit flat.

To avoid the same shortcomings, introducing SDGs has been preceded by an ex-ante evaluation to identify the potential innovations that will make their achievement more likely.[2] Recognizing these challenges and gaps, countries from various regions have requested technical assistance in critical areas such as establishing clear metrics, adapting global targets to national priorities, analyzing target interrelationships, identifying interconnected target groups, and developing integrated models and tools to

---

[1] Muhammad Nur Afandi, Endah Tri Anomsari, Alikha Novira, 2021, *Pembangunan Daerah: Tinjauan Model Konseptual Pembangunan Berkelanjutan atau Sustainable Development Goals (SDGs) dalam Penyelenggaraan Pemerintahan Daerah,* Yogyakarta, Deepublish, p. 25.
[2] Pizzi, S, Caputo, A, Corvino, A, and Venturelli, A, "Management Research and the UN Sustainable Development Goals (SDGs): A Bibliometric Investigation and Systematic Review", *Journal of Cleaner Production*, Vol.27, No.6 (2020), p.2.

support policy analysis.[3] As part of the United Nations, Indonesia, through the Presidential Regulation No. 59 of 2017 concerning the Implementation of the Achievement of Sustainable Goals[4], Indonesia has participated in agreeing to make the SDGs program a success. Indonesia and 192 other countries are working to make the SDGs a sustainable development program. As we know, the SDGs program has 17 goals, including implementing a sustainable city and settlement program (*sustainable cities and communities*), as stated in point 11 on SDGs.[5]

---

[3] Allen, C, Metternicht, G, and Wiedmann, T, "Initial Progress in Implementing the Sustainable Development Goals (SDGs): A Review of Evidence from Countries", *Sustainability Science*, Vol.13, No.5 (2018), pp.1453-1467.
[4] Presidential Regulation No. 59 of 2017 concerning the Implementation of the Achievement of Sustainable Goals.
[5] Irhamsyah, F, "Sustainable Development Goals (SDGs) dan Dampaknya Bagi Ketahanan Nasional", *Jurnal Lemhannas RI*, Vol.7, No.2 (2019), pp.45-54.

Figure 1.1

Yogyakarta City BAPPEDA Organization Structure Chart

Source: Website Dataku (E-Data) Bappeda DIY.

In point 11, there are 10 targets and 15 indicators, some of these targets are about sustainable cities and communities, and there are several indicators in it, which are expected to be realized in 2030. Among them are, By 2030, ensuring access for all to adequate, safe, affordable housing and basic services, as well as arranging slums, and By 2030, providing safe, inclusive, and accessible public spaces and green open spaces, especially for women and children, the elderly and people with disabilities.[6]

---

[6] Kementerian PPN/ BAPPENAS, 2020, "*11. Kota dan Pemukiman yang Berkelanjutan Menjadikan Kota dan Permukiman Inklusif, Aman, Tangguh dan Berkelanjutan*", https://sdgs.bappenas.go.id/tujuan-11/ Accessed on 16 March 2023 at 02.27 pm.

Through this goal, the government strives to realize a sustainable city and settlement program by making cities and settlements inclusive, safe, resilient, and sustainable, guaranteeing access for all to decent housing and essential services, and managing slums. The efforts made by the government through several program formations, one of which is by forming the Smart City concept. Smart cities are long-term programs integrating human resource learning into urban resource development, particularly in the national development system. Smart City is an approach to solving the problem of urbanization, which means that the smart city itself is not a stand-alone concept but instead supported by companies with substantial resources.[7] The program will lead to the development of an effective and efficient economic sector, especially in the tertiary and surrounding sectors, which are also supported by sustainable, efficient technology to encourage the development of the primary and secondary sectors in the surrounding area.[8]

Yogyakarta is one of the cities that has implemented the smart city concept. Smart City is a city that can understand the feelings and behaviors of its citizens regarding their satisfaction with public services, increase their trust in the government, and respond to its aspirations.[9] According to Law

[7] Allam, Z, and Newman, P, "Redefining the smart city: Culture, Metabolism and Governance", *Smart Cities*, Vol.1, No.1 (2018), pp.4-25.
[8] Krupkin, A, and Gorodnova, N, "Development of The Smart City Concept in Sustainable Economy", In *IOP Conference Series: Materials Science and Engineering*, Vol.365, No.2 (2018), p.2
[9] Ramadhani, R, Purnomo, E.P, and Kasiwi, A.N, "E-Government Assessment pada Kualitias Aplikasi Jogja Smart Service (JSS) di Kota Yogyakarta", *Jurnal Pemerintahan Dan Politik*, Vol.5, No.2 (2020).

No. 25 of 2009 concerning Public Services, public services are a series of activities to fulfill service needs following laws and regulations for every citizen and resident of goods, services, and/or administrative services provided by public service providers.[10] According to the state administrative agency, public services are classified into several parts according to their respective service standards.[11]

The Government of Yogyakarta City still needs to improve the quality of its public services, this is because the Government of Yogyakarta City must ensure that the community is satisfied with the services provided. Community satisfaction is essential because it is an illustration of how the government performs in delivering its services. However, in its implementation, there are some shortcomings in the services provided, such as convoluted service procedures and lack of information. [12] Human Resources (HR) is also the main cause of weak public services regarding professionalism, competence, empathy, and ethics. This has an impact on decreasing public satisfaction and trust in the government.

To determine the level of public satisfaction with public services, the Government routinely surveys the community through Yogyakarta Mayor Regulation Number 63 of 2017 concerning Guidelines for

---

[10] Law No. 25 of 2009 on Public Services.

[11] Rahmadana, M.F, Mawati, A.T, Siagian, N, Perangin-angin, M.A, Refelino, J, Tojiri, M.Y, Siagian, V, Nugraha, N.A, Manullang, S.O, Silalahi, M, and Yendrianof, D, 2020, *Pelayanan Publik*, Medan,Yayasan Kita Menulis, p.36.

[12]Yusticia Eka Noor Ida, Permasalahan Layanan Publik, https://ombudsman.jogjaprov.go.id/permasalahan-layanan-publik/ accessed on November 1, 2022, at 6:45 pm.

Community Satisfaction Surveys in Yogyakarta City Government. The survey conducted is one of the important factors because it can illustrate how good or bad the government's performance is. The survey results will later become a reference for the government to improve the quality of its services to the community. The Investment and One-Stop Integrated Services Office (DPMPTSP) of Yogyakarta City, which in this case is one of the government agencies that focus on providing public services, found that in 2021 it experienced a decrease as seen from the results of the Community Satisfaction Survey (SKM).

Table 1.1

Report on the Results of the 2021 DPMPTSP Yogyakarta City Community Satisfaction Survey (SKM)

NO	Service Element	Number of Respondents												
		Jan	Feb	Mar	April	May	Jun	Jul	August	Sept	Oct	Nov	Dec	Rata-Rata
1	Service Requirements	3,07	3,15	3,10	3,15	3,21	3,14	3,17	3,13	3,18	3,22	3,02		3,14
2	Systems, Mechanisms, and Procedures	2,93	3,09	3,00	3,06	3,06	3,01	3,13	2,98	3,06	3,13	2,88		3,03
3	Service Time	2,80	2,79	2,74	2,94	2,72	2,73	2,87	2,87	2,89	2,91	2,74		2,82
4	Fees/Rates	3,09	3,19	3,08	3,12	3,17	3,10	3,13	3,09	3,11	3,14	2,95		3,11

No	Aspect													
5	Product Specifications Type of Service	3,05	3,08	3,03	3,06	3,13	3,07	3,09	2,97	3,04	3,15	2,81		3,04
6	Implementing Competency	3,08	3,13	3,12	3,17	3,22	3,14	3,14	3,14	3,13	3,20	2,79		3,11
7	Executor Behavior	3,11	3,15	3,18	3,22	3,21	3,22	3,22	3,11	3,18	3,21	3,00		3,17
8	Handling, Compalints, Suggestions, and Input	2,99	2,99	2,92	3,11	3,01	3,01	3,04	3,02	3,02	3,06	2,74		2,99
9	Facilities and Infrastructure	3,15	3,19	3,17	3,20	3,30	3,17	3,18	3,17	3,14	3,25	2,96		3,17
	Service Unit SKM Value	3,03	3,07	3,02	3,13	3,12	3,05	3,11	3,06	3,09	3,15	2,87		3,06
	SKM Value	75,75	76,75	75,50	78,25	78,00	76,25	77,75	76,50	77,25	78,75	71,75		76,59
	Number of Respondents	201	150	233	161	151	1197	211	171	245	267	57		2044

Source: Website Jogjakota.go.id[13]

Although in 2021, DPMPTSP Yogyakarta City managed to get the "good" category with a value of 76.59, in fact, in 2019, DPMPTSP managed to get a value of 80.75. [14] This shows decreased services provided, resulting in reduced community satisfaction.

---

[13] Dinas Penanaman Modal dan Pelayanan Terpadu Satu Pintu Kota Yogyakarta, 2021, *"Laporan Hasil Survei Kepuasan Masyarakat Tahun 2021"*, https://pmperizinan.jogjakota.go.id, Accessed on August 21, 2023, at 02:52 pm.

[14] Investment and One-Stop Integrated Services Office of Yogyakarta City, 2023, *"Report on the Results of the 2019 Community Satisfaction Survey (SKM)"*, https://pmperizinan.jogjakota.go.id, Accessed on August 21, 2023, at 3:04 pm.

Before conducting further research, the researcher conducts comparative studies through previous searches related to articles or discussions on the topic to be studied. The last topic was an article that Ramdhani, Purnomo, and Kasiwi had created entitled "E-Government Assessment pada Kualitas Aplikasi Jogja Smart Service (JSS) di Kota Yogyakarta" [15] In this article, the author discusses how the Jogja Smart Service (JSS) application as a public service facility in implementing the smart city concept in Yogyakarta City, is different from what researcher will study at this time. This research will discuss how the role of the government in improving public services is one of the essential points in implementing the smart city concept to make Indonesia successful in implementing the SDGs goals, especially in Yogyakarta City.

B. Problem Formulation

Based on a background explanation of the SDGs concept, its Application in Indonesia, and the concept of smart cities in Indonesia, especially in Yogyakarta City, these problems will be described as follows.

1. How is the implementation of the SDGs goal concept of sustainable cities and communities through improving public services in Yogyakarta City?

---

[15] Ramdhani,R, Purnomo,E.P, and Kasiwi, Op.Cit, p.58

2. What are the inhibiting factors and supporting factors in the implementation of the concept of sustainable cities and communities through improving public services in Yogyakarta City?

C. Objectives of Research

The objectives of this research are as follows:

1. To identify how to implement the concept of SDGs goals on sustainable cities and communities through improving public services in Yogyakarta City.
2. To identify the inhibiting factors and supporting factors in the implementation of the concept of sustainable cities and communities through improving public services in Yogyakarta City.

D. Benefits of Research

Based on the background, problem formulation, and research objectives that have been formulated above, it is hoped that this research can bring the following benefits:

1. Theoretically:

    This research is expected to bring benefits, such as learning materials, input materials, and advanced research materials, and become a medium for increasing insight into State Administrative Law. Material or media that can provide additional scientific insights, especially related to the 17 SDGs goals, Application of the Smart City

concept, how the quality of public services in Indonesia, especially in Yogyakarta City.

2. In Practical terms:

   With this research, it is hoped that the results of the research can be a reference or rationale for further research. In addition, this research is expected to be a reference or new step for the Government of Yogyakarta City in improving the quality of public services.