

**Factors Influencing the Success of the Jogja Smart Service**

**Undergraduate Thesis**

Submitted in Partial Fulfillment of the Requirement  
for the Degree of Bachelor in Government Studies

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## DECLARATION PAGE

Hereby this letter declares that,

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I hereby declare that my thesis entitled: **"FACTORS INFLUENCING THE SUCCESS OF THE JOGJA SMART SERVICE"** I made it with my own work and do not contain work that has been submitted for a bachelor's degree at my university. Furthermore, if it is later proven If there is duplication, and there are other parties who feel aggrieved and sue, then I will be responsible and accept all the consequences that come with it.

Yogyakarta, September 30<sup>th</sup> 2024



Dian Aurelia Pramudita Insani

## **DEDICATION PAGE**

The author has completed this undergraduate thesis as one of the requirements to obtain a bachelor's degree from Faculty of Social and Government Science, Universitas Muhammadiyah Yogyakarta. This can be done because of the grace of Allah SWT that has provided guidance and help in conducting this research. During the process of researching and writing this undergraduate thesis, I want to say thank you for all parties who give motivation, encouraging advice, moral support, and have trust in me that I can finished it. Therefore, I dedicated this undergraduate thesis for:

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The research studies the factors that influence the success of e-government implementation in Yogyakarta City through the implementation of the Jogja Smart Service application. In this research, the author used qualitative method by conducting interviews with several sources. It is expected that the result of this study can provide valuable recommendation for the Yogyakarta City Government in developing public services based on e-government in Yogyakarta City.

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author apologises if there are any mistakes that have been made. Hopefully, this undergraduate thesis can be useful. Aamiin.

*Wassalamualaikum Warahmatullahi Wabarakatuh.*

Yogyakarta, October 13<sup>th</sup> 2024

A handwritten signature in black ink, appearing to read 'Aurelia', with a stylized flourish underneath.

Dian Aurelia Pramudita Insani

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