

# INOVASI PELAYANAN BERBASIS *SMART CITY* DI KOTA MAKASSAR

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## ABSTRAC

*The aim of this research was to find out innovative smart city service and to improve service innovation at communication and informatics office in Makassar. The type of research was qualitative. This research used a phenomenological type. The data collection techniques used instruments were interview, observation, and documentation. Smart City is formed by supporting dimension of components that are: smart economy, smart people, smart governance, smart government, smart mobility, smart environment and smart living. The result of research showed in smart city of concept that the government had been made several innovations in order to realize Makassar smart city was operation room through closed circuit television (CCTV) This operation room was used as center of information and monitoring, apartment lorong (aparong), home care or as known by *dottoro'ta*, *tangkasaki*, *free wifi*, *lorong garden (longgar)*.*

**Keywords:** *Innovation, Service, Smart City*

## ABSTRAK

Tujuan dari penelitian ini adalah untuk mengetahui inovasi pelayanan *smart city* dan untuk meningkatkan inovasi pelayanan di Kantor Dinas Komunikasi dan Informatika Kota Makassar. Jenis penelitian adalah kualitatif. Penelitian menggunakan tipe fenomenologi. Teknik pengumpulan data menggunakan instrumen berupa wawancara, observasi dan dokumen. Smart City tersusun dari komponen-komponen dimensi pendukung yakni: *smart economy, smart people, smart governance, smart government, smart mobility, smart environment dan smart living*. Hasil penelitian menunjukkan bahwa dalam konsep *smart city* ini pemerintah sudah melakukan beberapa inovasi dalam rangka mewujudkan Makassar *smart city* yaitu **Operation room melalui CCTV** (*Operation room* ini digunakan sebagai pusat informasidan pemantauan), Apartemen Lorong (Aparong), *Home Care*, (Makassar *Home Care* yang lebih dikenal dengan istilah *Dottoro ta'*), *Tangkasaki*, *Free Wi-Fi*, *Lorong Garden (Longgar)*.

**Kata Kunci:** Inovasi, pelayanan, dan *Smart City*