



PUBLIC SERVICE POLICY IMPLEMENTATION THROUGH AN APPLICATION BASED ON SMART CITY DURING COVID-19 PANDEMIC IN MATARAM CITY, PROVINCE OF WEST NUSA TENGGARA

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Abstract

The massive spread of the Covid-19 virus indeed has a multi-dimensional impact. Besides health, it also impacts the economic, social, political, education, culture, psychology, and religion. However, the government's efforts seem unable to completely solve the problems caused by the coronavirus. Facing that situation, the Indonesian government has tried many things to cut the link of the virus' spread and also decrease the risk of social, economic, and political instability that may arise. Besides demanding solid political judgment, an effective policy instrument is a significant condition that cannot be ignored. Therefore, an extraordinary threat with government policies that are effective and efficient is needed.

This research is based on a qualitative approach that uses descriptive analysis concerning public service policy innovation through an application based on Smart City in Mataram with the implementation of handling Covid-19. The data collection method for this paper is through observation, interviews, and content analysis of online media publications.

This study found that the central and regional governments nowadays have tried many efforts and policies to deal with Covid-19. Public policies directly impact citizens' welfare, including policies on handling the coronavirus (Covid 19). Some institutional aspects have been planned in arranging the public service policy, especially for Mataram City in West Nusa Tenggara province in the meantime. Some obstacles may have happened. Therefore, in this case, it needs massive institution penetration to cut the spread of the epidemic by involving people's participation. At the same time, the policy on treatment and socialization keeps on being mobilized at every government stage. Also, the academic civitas community has intensively done the research on handling the Covid-19 pandemic to help the government press the spread at the national level and in the region.

Keywords: policy implementation, public service, smart city application

A. INTRODUCTION

The outbreak of the coronavirus pandemic has changed life habits, patterns of interaction, socialization and behavior in society. The massive spread of the Covid-19 virus certainly has a multidimensional impact. Not only in the health aspect but also in the economic, social, political, educational, culture, psychology and religion. Facing these conditions, the Government of Indonesia has taken a number of steps to break the chain of the spread of this virus while at the same time reducing the social, economic and political risks it causes. Besides the need for a strong political decision, an effective policy instrument is also a major prerequisite that cannot be ignored. For this reason, special handling is needed with appropriate and fast government policies. The central government and regional governments are currently trying to make

various efforts and policies to deal with Covid 19. The paradigm shift of public administration towards agile government requires the government to quickly and carefully formulate public service policy innovations to save the public from the impact of the ongoing pandemic. The emergency conditions due to Covid-19 in the current era of autonomy are not only the responsibility of the central government, but also the roles and responsibilities of regional governments. This is what is important for the government to innovate public service policies in order to handle the Covid-19 pandemic without overriding the policies that have been issued by the central and regional governments previously. Policy innovation is part of the national interest, because it involves the lives of many people in the context of the state. unity, where there is a link between the central government and local governments. As with

the central government, local governments have direct responsibilities to local communities.

Forms of policy innovations carried out by local governments in handling Covid-19, including policy innovations related to the recovery of the bureaucratic sector and public services, innovations in health services, public order, and policy innovations in the economy. process, it can be said that it is an innovative way and has become part of a smart city. Technology is even able to act as an enabler that makes things easier to use and utilize. The technical policy that has been carried out by the Indonesian government is the Large-Scale Social Restriction (PSBB), even in the province of West Nusa Tenggara, especially in the city of Mataram. This technical policy has also been implemented. , as well as the manufacturing industry. Formally a number of institutional aspects have been designed in formulating public service policy innovations, especially in the city of Mataram, West Nusa Tenggara Province at this time.

Some obstacles, of course, can still occur, so in this case the need for massive institutional penetration to break the chain of disease spread by involving community participation. While handling and socialization policies continue to be mobilized by all levels of government, research on the handling of the Covid-19 pandemic has also begun to be intensively carried out. among the academic community to help the government suppress the rate of spread both at the national and regional levels. The implementation of the new normal in an area requires the support of a smart city to ensure that all regulations can be applied effectively and still pay attention to health protocols, so that the wheels of life in various fields can run normally and be adaptive again.

With this covid-19, some opinions say that the occurrence of the Covid-19 pandemic actually accelerates the implementation of Smart City concepts and activities in Indonesia. One example of Smart City activities whose process is accelerated is the digital economy, namely 37 percent of new consumers of the digital economy have emerged during the Covid-19 pandemic and 93 percent of them will continue to use digital economy products after the Covid-19 Pandemic. In addition, there are also several opinions which state that the occurrence of the Covid-19 pandemic is able to provide impetus for the emergence of new activities by utilizing existing technology in Smart City. Farizia and Hermawan (2020) mention that one example of implementing the Smart City concept in Banyuwangi Regency through Smart Kampung can help the district government in controlling the Covid-19 pandemic and towards a new normal order. Smart Kampung innovation in the Covid-19 Pandemic era includes the emergence of activities -New activities such as public services in the new normal period, data collection and distribution of social assistance via online, data collection and distribution of nutrition for pregnant women using the website, as well as citizen mobility data through the tracing system implemented in the Regency. The innovations made by Banyuwangi Regency can be a reflection that technology in the Smart City concept can be used to deal with crises, especially during the Covid -19 Pandemic. In addition, information technology facilities can be a solution in going through the emergency and recovery phase due to the pressure of covid-19, to then prepare for a new normal order. Research conducted by Kummitha (2020) also explains something similar, namely the occurrence of the Covid-19 pandemic, which can encourage new innovations through the use of elements in a Smart City consisting of intelligent human elements who are able to collaborate collaboratively as well as elements of digital infrastructure and technology that support the process of controlling the problem solving of the spread of the Covid-19 Virus at present.

B. METHODOLOGY AND DATA COLLECTION

Location Research

Locations Research locations were carried out in Mataram City. The location of this research was chosen purposively based on the consideration that Mataram City is one of the areas that has just implemented Smart City in the West Nusa Tenggara Province.

This research approach uses a qualitative approach with a case study method. A qualitative approach was chosen in this study because the research conducted was descriptive, this is in accordance with what Sugiyono (2017) explained that qualitative research is descriptive, because the data collected is in the form of words or pictures. and does not emphasize numbers. According to Yin (2008), the case study is a suitable research method if the main question of a research relates to what (what), how (how), and why (why). In addition, case studies are also used when the researcher has little opportunity to control the events to be investigated and if the focus of the research lies on contemporary phenomena in real life contexts. This study has two research questions, namely "what" forms of policy innovation and development strategies of the Smart City concept during a pandemic and "how" the implementation of these development strategies in handling the spread of Covid 19. Researchers in this case do not have control over the strategies carried out by other cities in implementing Smart City during a pandemic.

In addition, topics related to the pandemic associated with Smart City are very new or contemporary topics, so this research is very appropriate to use the case study method. In this study, there are two types of data collection used, namely primary and secondary data. Primary data was collected through interviews and observations, while secondary data was collected through written documents, institutional data, archives, historical documents, official records and pictures to support the analysis carried out. The interview process was carried out on a number of informants who were in the Regional Planning and Development Agency and the Mataram City Communication and Information Office. The process of determining the informants is done by snowball. The general strategy of data analysis in the case study method consists of two strategies, namely: basing on theoretical propositions and developing case descriptions. The researcher uses a theoretical proposition strategy to answer what and how research questions, because the findings obtained in the field are described descriptively.

C. RESULTS

The province of West Nusa Tenggara consists of two large islands, namely Lombok Island and Sumbawa Island. The city of Mataram as the capital of West Nusa Tenggara Province is located on the island of Lombok. Then it changed its status to Mataram Municipality based on Law Number 4 of 1993 with an area of 61.30 km² (6,130 Ha). In 2007 Mataram City experienced regional expansion from three sub-districts and 23 urban villages to six sub-districts and 50 urban villages. The Smart City concept developed by the Mataram City Government is a smart city in developing and managing resources effectively and efficiently so as to maximize public services, both in the field of education and halal tourism, which will later support sustainable development by utilizing information and communication technology. which is implemented through the Long-Term Development Plan (RPJPD) and the Medium-Term Development Plan (RPJMD). In 2025, in this case it is clear that the Mataram City Government wants to implement programs that favor the community, such as providing optimal services by making integrated policies and regulatory systems in order to realize good governance (Government). od Governance) in order to implement Smart City in Mataram City. To be able to realize this vision, the government of Mataram City has also set 5 (five) Missions, namely:

- a. Increasing the sense of "SAFE" of the people of Mataram City which is indicated by a conducive, dynamic, and harmonious life based on religious and cultural values.
- b. Improving the quality of reliable and religious human resources to encourage regional competitiveness.

- c. Empowering the people's economy based on sustainable local potential to increase regional independence.
- d. Improving the quality of public services and meeting the basic needs of the community based on the principles of good governance.
- e. Improving the quality and quantity of urban facilities and infrastructure.

With the predetermined Vision and Mission, it means that the development goal of Mataram City is to realize Mataram City into a Smart City. The purpose of realizing Mataram Smart City is to make Mataram City smart in the development and management of various resources (natural, human, time, and others) to be used effectively and efficiently by utilizing information and communication technology so as to maximize public services and support development sustainable.

In the digital era and in the midst of rapid technological developments, the need for a smart city concept is felt to be increasingly urgent. The smart concept is not only applied to each individual or several devices, but is applied to a city as a whole and is integrated with one another. The existence of the concept of a smart city or smart city in several cities is even used as a solution to solve urban problems and to improve public services. To become a smart city, a city must meet several requirements such as having a smart environment, smart village, smart district and smart city. If one of the conditions is not met, there will be inequality in realizing a smart city. This also applies in the city of Mataram. The city of Mataram has implemented the concept of a smart city or smart city, especially because it is very helpful in handling the spread of the covid 19 virus, by carrying out several functions, including as a means of public information, a means of public participation and a means of public service. Even though the implementation is still not fully optimal, this is because the support from all Regional Apparatus Organizations (OPD) and stakeholders do not all understand the concept of a smart city. The presence of a smart city in the city of Mataram, of course, all parties need to sit together in making a smart city model that will be implemented in the city of Mataram. The smart city concept was built starting from identifying problems, making plans, doing mapping, making a road map for each OPD and the next step was executing the smart city program. The vision and mission of the city of Mataram. The smart city that was built is poured into a planning book called the Smart City Masterplan of Mataram City. Thus the resolution of various problems that exist in the community, especially those related to the problem of handling covid 19, which is currently the main issue, can be done quickly, efficient, effective and transparent.

Background

With the development of media and technology, now Mataram as a city with higher growth requires a more capable urban system. For this reason, in this all-digital era, the supervisory capabilities of the City Government need to be upgraded. With real-time city supervision so that they are able to solve problems effectively and efficiently. In overcoming this, the Mataram City Government is developing a supervision concept with the Mataram Smart city, where all Regional Apparatus Organizations (OPD) in the Mataram City Government are well supervised. The Minister of Home Affairs (Mendagri), wants each region to apply the concept of a 'Smart city' or smart city to face the challenges of the ASEAN Economic Community (AEC). A city can be said to be smart if the city can really know the state of the city in it, understand the problem in more depth, so that it is able to take action on the problem. Smart city or smart city is defined as a concept of city development and management by utilizing Information and Communication Technology (ICT) to connect, monitor and control various resources in the area. in the city more effectively and efficiently to maximize services to its citizens and support sustainable development.

Under the leadership of Mayor H.Mohan Roliskana, Mataram City is currently very serious about bringing the Jargon Smart City. With more than 418,556 residents, Mataram is a city with the capital city of West Nusa Tenggara Province. Its young and technology literate population is increasingly supporting the technology ecosystem in Mataram. According to Mohan Roliskana, 60 percent of Mataram residents are under 40 years old, which is the productive age to work. Currently Mataram City has a Smart City Development Council or commonly known as a Smart City Council. The council consists of various elements in the Mataram City community and government.

Objectives

Master Plan The preparation of the Mataram Smart City Master Plan for 2018-2024 aims to provide direction for accelerating the strategies, policies and development programs of the City of Mataram which have been stated in Development Planning Documents such as the Regional Medium-Term Development Plan (RPJMD) for 2016-2021, Long Term Development Plan (RPJP) 2005-2025 and Regional Spatial Plan (RTRW) Mataram City 2011-2031 with a planning approach of 6 (six) smart city pillars, namely Smart Governance, Smart environment, Smart Living, Smart Branding, Smart society and Smart Economy. The process of compiling the Smart City Masterplan by conducting analyzes such as future analysis, regional readiness analysis (structure, infrastructure, and superstructure). Mataram can be completed in accordance with the targets that have been stated in the planning document, namely:

- Improving the quality of life of the community
- Improving the community's economy
- Increasing environmental sustainability.

The legal basis for Smart City Mataram, are:

- a. Law Number 25 of 2004 concerning the National Development Planning System;
- b. Law Number 26 of 2007 concerning Spatial Planning;
- c. Law Number 11 of 2008 concerning Information and Electronic Transactions;
- d. Law Number 14 of 2008 concerning Openness of Public Information;
- e. Law Number 25 of 2009 concerning Public Services;
- f. Law Number 23 of 2014 concerning Regional Government;
- g. Government Regulation Number 18 of 2016 concerning Regional Apparatus;
- h. Presidential Instruction Number 3 of 2003 concerning National Policy and Strategy for the Development of e-Government;
- i. Regulation of the Minister of Communication and Information Technology Number 13 of 2016 concerning *Mapping* of Regional Government Affairs in the Field of Communication and Information Technology;
- j. Regulation of the Minister of Communication and Information Technology Number 14 of 2016 concerning Guidelines for the Nomenclature of Regional Apparatuses in the Field of Communication and Information Technology;
- k. Mataram City Regional Regulation Number 12 of 2011 concerning Spatial Planning of Mataram City 2011-2031
- l. Mataram City Regional Regulation Number 10 of 2016 concerning the Medium Term Regional Development Plan (RPJMD) of Mataram City for 2016-2021
- m. Mataram City Regional Regulation Number 15 of 2016 concerning the Establishment and Structure of the Mataram City Regional Apparatus (Mataram City Regional Gazette 2016 Number 1 Series D);
- n. Mataram City Regional Regulation Number 13 of 2017 concerning the 2018 Regional Revenue and Expenditure Budget
- o. Memorandum of Understanding (MoU) between the Ministry of Communication and Information and

Regional Heads in 2018 concerning the Implementation of the Program Towards 100 Smart Cities in Indonesia.

- p. Mayor of Mataram Regulation Number 49 of 2016 concerning Position, Organizational Structure, Duties and Functions and Work Procedures of the Mataram City Communication and Information Office
- q. Mataram Mayor Regulation Number 13 of 2018 concerning the Master Plan for the Development of E-Government Information and Communication Technology for the City of Mataram for 2017-2022.

A smart city is a city that is competitive and based on information technology, supported by smart governance, increased competitiveness of smart regions (Smart Branding), smart economic development synergy (Smart Economy), support for smart living ecosystem management (Smart Living). Intelligent community participation (Smart society), natural resource management and smart environment maintenance (Smart environment). The smart city concept is now the dream of many big cities in Indonesia. This concept is considered a solution in overcoming creeping congestion, scattered garbage or monitoring environmental conditions in a place, even in terms of handling the spread of the Covid-19 virus which since 2019 has been endemic in our country. The journey to the smart city concept has also started slowly. Application support that continues to grow and the creation of a creative ecosystem in the field of technology is a good first step towards a smart city. which exists.

Figure 1. Cycle of 6 Pillars of Smart City according to Bappenas



Figure 1. Buku 1 Masterplan Smart City Kota Mataram (2018-2024)

The development of smart cities in priority tourist areas is in accordance with the following six pillars:

1. *Smart Environment*: Preparing priority tourist areas to become clean, waste-free, and orderly areas, without leaving their traditional elements;
2. *Smart Economy*: Ensuring the implementation of ICT in the transaction process (*cashless*) takes place in priority tourism areas and surrounding local governments;
3. *Smart Branding*: Assisting local governments in priority tourist areas in increasing tourist visits;
4. *Smart Government*: Ensuring that local governments in priority tourist areas implement a quality Electronic-Based Government System (SPBE) in an effort to provide good public services;
5. *Smart Society*: Ensuring that priority tourism destinations and surrounding areas have superior capacity and are capable of being good hosts; and
6. *Smart Living*: Encouraging a conducive and comfortable priority tourism area situation for the community and tourists, through the provision of transportation, logistics that are peaceful, safe, and friendly.

Figure 2. Elements of Smart City Development



Figure 2. Buku 1 Masterplan Smart City Kota Mataram (2018-2024)

1. Smart Governance

Smart Governance aims to realize effective, efficient, communicative local governance and governance, and continue to improve bureaucratic performance through innovation and integrated technology adoption, which later is expected to be able to create transparent governance and can change apathy and mindsets. Pessimism becomes a prospective, innovative, adaptive and optimistic mindset which will be able to change traditional patterns in the bureaucracy so as to produce a process that is faster, more effective, efficient, communicative and always making improvements.

The targets of Smart Governance are:

- 1). Improving the quality of public services
- 2). Increasing the efficiency of bureaucratic management
- 3). Increasing public participation in policy making and development directions
- 4). Utilizing the Role of Information and Communication Technology

Figure.3. Smart Governance Framework



Figure 3. Buku 1 Masterplan Smart City Kota Mataram (2018-2024)

Figure.4. Mataram City Smart Governance Program.



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- a. E-MPBM (Community Partnership Development Conference)
- b. E-UN. (Electronic Land and Building Tax)
- c. E-Reservation (Health Services)
- d. E-Patten (District Administration)
- e. E-Report (Community Complaints)
- f. Check Online Receipt (Population Service)
- g. One Data (Statistics)

h. Recommended Apps

2. Smart Branding

Smart branding is one element that can become a brand (characteristic) of the city of Mataram. The Mataram City Government realizes the importance of branding, a process in building a unique identity and personality that is different from others. Smart Branding has a target, namely increasing regional competitiveness by structuring the face of the city and marketing regional potentials both locally, nationally and internationally. The purpose of Smart Branding is to increase the brand value of the City of Mataram which will encourage economic activity and the development of local social and cultural life which will lead to an increase in people's welfare.

The scope of Smart Branding includes three dimensions, namely:

- i). Tourism Branding (tourism) In the tourism sector, the Smart City Branding program must include planning and development programs to promote regional tourism potential, both in terms of location and tourist destinations (destinations), comfortable atmosphere and environment (amenities) and improvement of the culture of serving (hospitalities). , these three things have broad consequences in realizing a tourism climate that is integrated between nature, infrastructure and tourism culture.
- ii). Branding Business (business) In the business dimension, it can be aimed at creating a conducive business climate (business sphere) for business people to advance the regional economy in the field of trade (trade), increase regional investment (investment) and encourage the growth of creative industries (creative). The third objective is to increase regional competitiveness in the fields of trade, investment and creative industries, which in the end is to increase people's welfare.
- iii). Branding the face of the city (appearance) In the dimensions of the face of the city (city appearance) must include planning to rearrange the face of the city that emphasizes architectural values that reflect regional values and follows the dynamics of modernization who want a beautiful, clean, neat spatial and urban layout and boasts of international-class architectural quality.

The stages that can be carried out in smart city branding by a region are

- 1). City assessment
- 2). Preparation of a city development master plan (masterplan)
- 3). Preparation of city branding guidelines (brand guidelines)
- 4). Preparation of activation program guidelines (activation plan)
- 5). Setting up a smart city investment center.

Mataram City has five (5) branding cities, namely:

- 1). Knowledge Cities
- 2). Creative City (The Creative City)
- 3). Global City (Global City)
- 4). Green City/Ecological City (Green/EcoCity)
- 5). Smart City (Smart city)

Figure .5.Smart Branding Framework



Figure 5. Buku 1 Masterplan Smart City Kota Mataram (2018-2024)

Mataram City Branding, is the "SUKE TOURISM MATARAM" application

Figure.6.Smart Branding of Mataram City



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3. Smart Economy

Economy is one of the pillars supporting the region/city/country. Economic management of a region should be done better and computerized. The implementation and assessment of smart cities in the part (dimension) of the smart economy includes two things, namely the process of innovation (innovation) and competitiveness (competitives). Both of these things are useful for achieving a better and smarter nation's economic improvement, because innovation and competitiveness are the main capital for the nation's progress and increased resource development. basic social services, improving the quality and competitiveness of the workforce, controlling the number and rate of population growth and increasing community participation.

The target of the Smart Economy is to create an ecosystem that supports community economic activities that are in line with the leading regional economic sectors that are adaptive to changes in the current information age, as well as to improve people's financial literacy through various programs, including creating a less-cash society.

The implementation of the Smart Economy is to carry out economic development intelligently. Smart Economy consists of:

1. Arrangement of primary, secondary and tertiary industries
2. Increasing community welfare
3. Building a financial ecosystem

Figure.7. Smart Economy Framework



Figure 7. Buku 1 Masterplan Smart City Kota Mataram (2018-2024)

The three dimensions of the Smart Economy consist of industrial sector development, support for improving community welfare and supporting facilities for increasing transaction turnover in the community.

Picture. 8. Smart Economy Program



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- a. Sustainable Food House Area (KRPL)
- b. E-Commerce
- c. People's Market Information System.
- d. Hydroponics

4. Smart Living

Smart Living is a description of a smart living environment for its residents with the criteria to be livable, comfortable and safe. The three main dimensions of Smart Living are a life of harmony (harmony), a healthy life (health) and supported by means of transportation that are easy, cheap and comfortable (mobility). In order to realize a decent, comfortable, and efficient living environment as the target of Smart Living, several strategies are needed. In the Smart Living concept, aspects that affect the quality of life in the city of Mataram, among others, are by providing an organized, healthy city environment, attaching importance to safety aspects and how the city of Mataram is maintained to be a safe, comfortable, environmentally friendly place as a place for people to live independently and have a high life expectancy.

Figure.9.Smart Living Framework

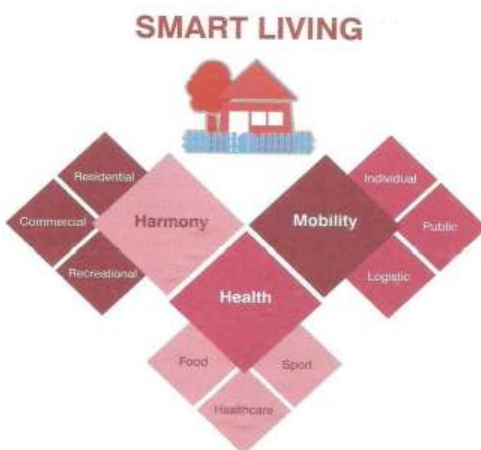


Figure 9. Buku 1 Masterplan Smart City Kota Mataram (2018-2024)

Some of the strategies adopted in realizing the Smart Living target in Mataram City are:

- a. Regional spatial harmonization (harmony)
- b. Healthy life support infrastructure
- c. Transportation services or guaranteeing the availability of transportation facilities (mobility)

The Smart Living Program that has been realized in the city of Mataram is stated in the following picture:

Figure. 10. Mataram City Smart Living Program



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- a. GEMA CERMAT (Intelligent Community Movement Using Drugs)
- b. SIPPAMAN (Information System for Complaints on Violence of Women and Children)
- c. E-RESERVATION (Facilitate Outpatient List)
- d. PSC-119 (Health Emergency Response Service)

5. Smart Society

Smart society is a picture of a smart society, a society that is increasingly moving towards a socio-technical ecosystem where the physical and virtual dimensions of life are more intensely intertwined. Smart society is a manifestation of intelligent community participation. Community participation can be realized through a socio-technical ecosystem of a humanist and dynamic society, both physical and virtual for the creation of a productive, communicative, and interactive society with high digital literacy. Smart society (smart society) and a smart city or world standard city (Smart City) is a reflection of a smart society (smart society). The realization of Smart City indicators will certainly be easier both in terms of procurement, maintenance and development if it is supported by intelligent and aware people.

Smart participation from the community can be realized through:

- a) Community interaction is a way to empower social interaction between individuals, social groups and digital communities together. Community interaction is expected to increase economic, social, educational, cultural and other activities. In addition, in the era of information disclosure, it is expected to encourage people to be more collaborative and innovative.
- b) The learning process to build quality and competitive human resources. The existence of digital technology provides opportunities for regions to increase access to the public to obtain knowledge either through online libraries (digital libraries) and digital knowledge exchange (knowledge exchange management)
- c) Management of security and safety (security) so that residents can live safely and comfortably, through the use of technology, sensors (internet of things) and applications. Safety management includes the protection of life safety, property or property safety, as well as safety from disaster risks to the community. The point is how people get easy access to emergency services when needed.

Figure.11. Smart Society Framework

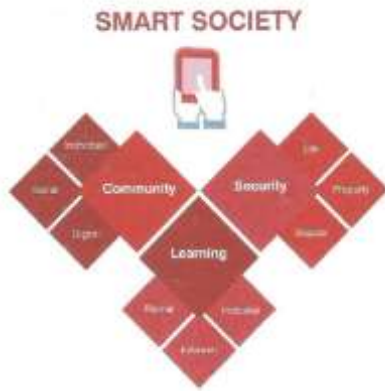


Figure 11. Buku 1 Masterplan Smart City Kota Mataram (2018-2024)

he realization of Smart Society in the context of implementing Smart City in Mataram City, among others, is shown in the following picture:

Figure. 12. Mataram City Smart Society Program



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- SIMPENA (Early Childhood Education Institution Licensing System and Non-Formal).
- BPPOM SYNERGY (Community Complaints)
- MATARAMKU LAPOR (Community Complaints)
- YOUTH SKILLS TRAINING

6. Smart Environment

A smart environment is an environment that is supported by rapidly developing technology. A smart environment includes technical information, wireless communication, operating system, speech recognition, image/image processing recognition, Sensor design calibration/Motion detection, Parallel processing, Computer networking, Algorithm, and sensor design. A smart environment includes the development of the infrastructure environment. Infrastructure development is realized through strengthening the urban infrastructure planning system, developing river flows, increasing the quality and quantity of clean water, developing the transportation system, developing housing and settlements, and increasing the consistency of infrastructure development control. The strategies adopted to realize the Smart environment concept are:

- Development of environmental protection programs (protection)
- Development of waste and waste management
- Development of responsible energy governance (energy).

Intelligent environmental support technologies are:

- Energy source is the source of energy for pervasive equipment that is very decisive in running a smart environment.
- The infrastructure link and data exchange protocols are included in the network. The connecting infrastructure

is closely related to the network topology and its various associated problems.

- Actuators are devices that display information and act on input. The actuator can be a screen, pump light, and so on. Actuators have the same characteristics as sensors and are sometimes in the same device.
- Middleware is a server infrastructure that processes data in a smart environment so that it can be interpreted.
- Application is how the application can adapt to changing circumstances.

Figure.13.Smart Environment Framework.



Figure 13. Buku 1 Masterplan Smart City Kota Mataram (2018-2024)

Smart environments aim to cater to the individual experience of each environment by replacing hazardous work, physical work, and repetitive tasks with automated agents. Poslad distinguishes three kinds of smart environments for systems, services, and devices: a virtual (or distributed) computing environment, a physical environment, a human environment, or a hybrid combination. A virtual computing environment enables smart devices to access related services anywhere and anytime.

The targets of this Smart environment are:

- Protecting important ecosystems and restoring critical land areas
- Managing waste and waste
- Energy saving
- Food and Drug Control

Figure. 14. Mataram City Smart Environment Program



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a. Community Information Group (KIM)

Community Information Group (KIM) Is a medium for disseminating information per sub-district, which is one of the activities in the Smart Environment program that supports the achievement of the Smart City of Mataram City. KIM (Community Information Group) is spread over Mataram City's sub-district. The existence of members of the Mataram Information Group or Mataram Community Information Group in this media village as well as being entrepreneurs, what can be developed in the information technology arena or as keeper persons or key people

who will translate information both coming from the government to the community and vice versa

b. Radio Suara Kota 105 FM

Radio Suara Kota 105 FM Is a medium for disseminating information. The existence of Mataram City Voice Radio on a frequency of 105 MHz (digital stereo) is widely known by the public but rarely heard. Young people can access information related to government programs that are broadcast through Suara Mataram City Radio.

c. Digital

Signature Digital Signature aims to simplify the bureaucracy within the Mataram City Government, especially in terms of time. Reducing document service time is important to provide the best service to the community. This activity, all at once, is a signal for the switch from manual signatures to electronic signatures for all documents in the City of Mataram. In addition, the Regional Secretary explained, the Covid-19 pandemic condition was also one of the driving forces for the emergence of this digital signature, "this is important to reduce person-to-person interactions, which can transmit Covid-19.

After the launch of Mataram Smart City on 31 August 2017, the Government of Mataram City is determined to implement 6 (six) components of Smart City, namely Smart Governance, Smart Living, Smart Society, Smart Economy, Smart Branding and Smart Environment, which continuously carry out several breakthroughs and activities. As a follow-up to the program. This determination is based on the desire to provide the best service and enable the community to interact and participate in development. It is in line with Indonesia's Future Cities, namely Sustainable and Competitive Cities 2015-2045, one of the pillars of which is Smart Cities that are Competitive and Technology-Based, in line with the Global Development framework, which is to create cities and settlements that are inclusive, safe, resilient and sustainable.

In 2019, the city of Mataram was selected as one of 75 (seventy-five) Cities/Regencies that have implemented the Smart City Program. Evaluation of the Movement Program Towards 100 Smart Cities Phase II was carried out on 4-6 November 2019 at Balai Sudirman Jakarta, where the City of Mataram has conducted a Smart City evaluation, which explains the conditions for the development of program implementation by the smart city master plan, and the use and development of Information and Communication Technology in the context of smart city development. One of the indicators for evaluating smart city evaluations is participation in achievement exhibitions. Implementation of a smart city, where the City of Mataram is one of the cities participating in the exhibition, namely by displaying the progress of the smart city master plan in the City of Mataram.

THE RELEVANCE OF SMART CITY TO HANDLING THE SPREAD OF COVID-19

The coronavirus outbreak has encouraged the implementation of smart cities in the country to support the implementation of a new normal order during the Covid-19 pandemic. The implementation of smart cities in various regions has been carried out in the face of Covid-19. Each region has different programs to support handling various problems that occur in each of these regions by making greater use of social media and information and communication technology (ICT). In the new normal, cities and regencies implement integrated ICT and are guided by the new normal guidelines set by the government in terms of strengthening *smart*

governance implementation of smart city with the existence of information and communication technology (ICT)-based services and strengthening public information. Meanwhile, the smart economy and smart branding is shown by the strengthening of MSMEs, product innovation, and marketing with the use of ICT and changes in people's lifestyles and lifestyles in accessing online economic services. As for *smart environment* and *smart living* in the form of a culture of healthy living and environmental awareness, which can be demonstrated by the use of disinfectants in villages and urban areas as well as the use of masks, which can also increase MSMEs in making masks. Achieve success in implementing smart cities in the future pandemic and facing the new normal requires synergy and joint efforts from all parties, both from the government, community, and private sides.

Efforts toward a smart city require infrastructure development. Some of them are the availability of continuous electricity resources, the availability of internet network infrastructure with a large enough bandwidth and wide reach, the development of ICT-based sectors associated with creativity, and the provision of internet networks through wireless networks. WiFiWiFi in public spaces and services supported by ICT and others. It is also necessary to prepare a smart city master plan with a road map containing programs in line with the Regional Medium Term Development Plan (RPJMD). In addition, it is necessary to establish special institutions that handle smart cities in districts, cities, and provinces, as well as nationally and in various sectors. Efforts to achieve smart cities need to be supported by smart communities toward society 5.0 with the achievement of a smart economy and smart branding to strengthen Industry 4.0

Control of Covid-19 cases requires local governments to be innovative in their control processes so that several new activities utilize information and communication technology to deal with the Covid-19 pandemic and are included in Smart City activities. The aims to help deal with Covid-19 cases and restore economic conditions in the city of Mataram. The preparation of these new activities, especially in the city of Mataram, is carried out through coordination meetings by adjusting the urgency of activities and the availability of the existing budget.

The concept of Mataram Smart city aims to simplify all matters through the support of high connectivity from the use of information technology (IT). Integrated connections in various fields to provide practical impact and efficiency in existing management in the city of Mataram, from problems of health services, tourism education services, disaster management, garbage collection, repair of damaged roads, knowing the contours of an area's land, and urban governance.

In implementing the Smart city application in the city of Mataram, it is planned to develop infrastructure supporting the Smart city of Mataram, namely:

1. Data Center (DC)
2. Network Operation Control (NOC)
3. Backbone between regional devices using Fiber Optic
4. Mataram Command Center Room
5. Help Desk Mataram Smart city
6. Addition of Public WiFiWiFi Access

These six supporting infrastructures will also be used to handle the spread of the covid 19 outbreak in the city of Mataram. The Mataram smart city related to electronification or online-based systems will be technically supported by the Mataram City

Communications and Information Service while the process continues. It is necessary to build an Integrated Government System through the Development and Development of an Integrated, Sustainable, and Environmentally Friendly Communication and Information System based on technology or what we know as Digital Government Service (DGS), which includes:

- a. Digital Government Service (DGS) Health Services.
- b. Digital Government Service (DGS) Educational Services.
- c. Digital Government Service (DGS) Tourism Services.
- d. Digital Government Service (DGS) Transportation Services.
- e. Digital Government Service (DGS) Economic Improvement Service.
- f. Digital Government Service (DGS) Public Facility Services.
- g. Digital Government Service (DGS) Data and Information Services.

The world of technological development is increasingly supporting the need for improvement and development processes, especially for internet/intranet network infrastructure. Looking back at the existing conditions, it is deemed necessary to make a development plan and strengthen the quality of internet/intranet network access, which is felt in the future will be needed to support the integration process. in the Digital Government Service program mentioned above.

The development approach to interpreting the smart city framework is increasingly finding its relevance during the Covid-19 pandemic. When health protocols have to be implemented, and face-to-face restrictions are limited, lifestyle changes are extraordinary. Changes in interaction patterns can be seen in various aspects of life, worship, business, economy, education, public services, and even friendship. Large-Scale Social Restrictions (PSBB) themselves force people to carry out various activities from a distance from home. The pandemic can be said to accelerate the application of Smart City in various regions or regions in Indonesia. Smart city development requires a master plan to ensure that the steps that will be carried out are planned, including infrastructure, neatness in data migration, and cash management. The Covid-19 pandemic not only accelerates digital transformation but also accelerates the planning and implementation of smart cities in Indonesia. In bureaucracy, digitalization toward smart governance has begun to be promoted. New procedures for public services have been created through online services, meaning that current conditions are accelerating the digitization process. In the economic field, digital payments are increasing rapidly, and online products have an extraordinary surge. Product makers and service providers must be smart to adapt to this changing pattern. Various regions are racing to adapt to new habits through the various services they provide to remain productive during the Covid-19 pandemic.

The occurrence of the Covid-19 pandemic had an impact on the implementation process of Smart City activities in the City of Mataram. Some Smart City activities experienced acceleration in the implementation process due to several factors due to the Covid-19 pandemic. Activities that were implemented faster were originally included in service activities. Public to continue running normally, but the implementation process runs faster during the pandemic due to demands for adjustments to conditions and needs,

changes in service procedures, and other factors. Smart City activities whose implementation is faster are identified through the evaluation of activities in 2020-2021 by looking at the achievement of activity performance that exceeds the target in the performance plan at the beginning of the year. In addition, the identification process can also be seen based on the development of service users, which has increased from the year before the covid-19 pandemic. Activities with a faster implementation process include activities such as n online and offline activities. The pressure for the use of technology in governance has increased since the onset of this pandemic because it forces people to limit mobility and are advised to do activities at home to stop the spread of the virus so that under these conditions, the presence of government services must immediately be transformed into an online form to remain can meet the needs of society.

Good digital infrastructure greatly affects the implementation of online activities because it can support and assist the process of implementing and using services. Digital infrastructure such as networks, servers, workstations, and data centers are the determining factors for regional devices to provide online public services to the people of their cities. In addition, the role of digital infrastructure, especially networks, also greatly influences the interest of people in the city of Mataram to use online services. In addition to digital infrastructure, the quality of human resources also significantly accelerates the implementation of online activities in the Smart City of Mataram city. It happens because it is related to providing services that use information and communication technology so that human resources, providers and service users, should know about utilizing the services and infrastructure provided. Good quality human resources will also have the competence to carry out good coordination so that it is related to collaboration factors between Regional Apparatus Organizations within the government. Collaboration between OPDs that carry out services is also very influential on the implementation of online activities because the majority of Smart City activities are OPD collaboration activities related to the service, which has the main task and function as the implementation of software development and information systems.

Online activities in the Smart City of Mataram City have made the implementation process faster, also due to the socialization process carried out by all OPDs related to activities undergoing service transformation to online. Activities that are directly related to community needs, such as online population services, payments, Online taxes, and other activities, are activities that are also faster in implementation because, during the covid-19 pandemic, people still need these services so that they adapt to the latest service conditions, namely through applications and websites. It is interesting because several other online services that are not in direct contact with the community's needs do not experience acceleration or continue to run normally.

The Mataram City Government's strategy in dealing with the covid-19 pandemic, namely by accelerating the increase in vaccination coverage, implementing health protocols, and strategies based on potential conditions and culture synergized with the Smart City application. Furthermore, in handling covid-19, the city of Mataram has also launched an application, namely the "**Pedulilindungi Application**," which is a Chatbot-based service that connects directly between health facilities and residents who are confirmed positive to get services in the health sector. PeduliLindungi is an application for tracing contact tracing &

tracing in order to strengthen efforts to reduce the spread of covid-19. Both land, sea, air, and railway during the covid-19 pandemic. The application of this rule is, of course, expected to be able to better manage mobility during a pandemic.

How to use the PeduliLindung application as a travel condition is as follows:

1. Download and install the application via the Play Store or App store
2. Open the app and grant location, storage, and camera access permissions
3. Create an account by filling in your full name, mobile number, and ID number (NIK)
4. If you already have an account, log in with the registered mobile number
5. Enter the OTP code for verification.
6. The OTP code is sent via SMS to the registered mobile number
7. After successfully logging in, you will see the PeduliLindungi initial screen with several menu buttons, such as Vaccine Registration, Scan QR Code, Teledoctors, Important Info, Travel Diary, and Digital Passport
8. To use the PeduliLindungi application as a condition of travel, click the Digital Passport
9. Nine buttons. Two sub-menus will appear, namely Vaccine Certificate and Covid-19 Test Results
10. Click the Vaccine Certificate sub-menu to show a certificate of proof of Covid-19
11. vaccination. Click the Covid-19 Test Results sub-menu to show evidence of the Covid-19 test results that have been carried out.

The Mataram city government has tightened government services by implementing the PeduliLindungi application. The application is carried out massively, from the public sector, tourism, and schools, to businesses. This step is expected to prevent a spike in the spread of the covid-19 outbreak. The application of this barcode is quite good and effective in anticipating the transmission of covid-19. Business actors, education, tourism, Regional Apparatus Organizations (OPD), sub-districts, to urban villages all install this application. . As an institution that provides public services, all agencies in the city of Mataram participate in implementing the use of this application in order to ensure the health of employees and assist the government in surveillance and tracking of application users who are at risk of being exposed to Covid-19. Employees are asked to participate in check-in when they want to enter the office building by scanning the barcode affixed to the lobby's main door or the hallway's side door. Likewise, employees scan the barcode to check out when they want to leave the office.

This application has been integrated with several other popular applications (in the Beta version), such as Gojek, Grab, Tokopedia, Traveloka, Tiket.com, DANA, Cinema XXI, and Link Aja, and Livin' by Mandiri. It is hoped that this integration will make it easier for employees in public service agencies in the city of Mataram to do check-in and check-out while working in the office. This socialization has been carried out thoroughly to all employees, including security guards, as the front line of public services in the city of Mataram so that in the future, guests and customers visiting the city of Mataram can understand the self-check-in and check-out procedures. Thus, the health of employees and customers can be

maintained, so they can carry out their activities properly while in the office in the city of Mataram.

Benefits of the Cares Protect application

1. **Gives a warning to the user.** PeduliLindung users will be notified if they are in a crowd or a red zone area. Users will also get a warning if there are people in their location who are infected with Covid-19 or if there are patients under surveillance.
2. **Supervision (surveillance).** With user location information being shared while traveling, it is easier for the government to monitor and detect the movement of people who have been exposed to Covid-19 for the past 14 days.
3. **Download vaccine certificates.** People injected with the Covid-19 vaccine can download vaccine certificates through the features in this application.
4. **Information on Covid-19 test results.** In the PeduliLindung application, there is also a feature that can show the results of PCR tests or antigen swabs from laboratories affiliated with the government.
5. **As evidence for accessing public services.** This application is very useful for officers at airports, shopping centers, or other places to find out whether someone has undergone a vaccination program or not. In addition, the PeduliLindi application can also be used for digital passports. Digital passports automatically contain certificate data Covid-19 vaccine and test results in the application. People who have received a complete dose of the Covid-19 vaccine will receive two separate certificates each. Meanwhile, if you have just done an antigen or PCR test, the data on the Covid-19 test results will also be listed in the Cares Protect application.
6. The application of this application is expected to help track and further narrow the space for the spread of the outbreak. To trace contact tracking and tracing in order to strengthen efforts to reduce the spread of Covid-19, all Public Service Providers in the city of Mataram have implemented efforts to strengthen Government Tests and Tracing with Technology through the QR Code PeduliLindungi as we know that the government has announced to use the application PeduliLindungi as a condition for accessing public facilities that have been opened. In the future, people only need to scan the QR code in the application to access the public facilities they visit.

How to scan the QR code PeduliProtect:

1. First of all, first make sure the application PeduliLindungi has been installed on the *smartphone* your
2. Log in to the application using *email* or phone number
3. Select menu QR Code
4. Scan or scan the QR Code available at the entrance of the public facility
5. Then, the status will appear in the form of color, showing the officer's status.

Please note that the status that appears in question is red, yellow, and green. Each explanation is as follows:

- The green color means visitors are allowed to enter.
- The red color means visitors are not allowed to enter/access these public facilities.

The step to get a QR Code of caring for protection for malls, offices, and agencies is by registering and submitting an application via <https://cmsreg.dto.kemkes.go.id>. Meanwhile, as a hotel, restaurant, and cafe business, you can go through the PHRI website at <http://phrionline.com/qrperdulilindungi>. It applies to members and non-PHRI members without any fees. For OPD, one admin staff will be asked who is responsible for the QR Code PeduliLindungi; if there is a problem, it can be consulted with Diskominfotik. When registering, it is expected to pay attention to several things, such as ensuring one email and one phone number for one place/location, the phone number submitted is a phone number, not a phone; registrants are also asked not to use Yahoo email because there are often problems. In addition, registrants are also asked to make sure the place name is filled correctly. Then the place name will appear on the QR code poster, Cares for Protect will send it to the email address to create a username and password, then complete the entire menu to create a QR code Care Protect.

Features in the Care to Protect Application

- **Scan QR Code.** This application is equipped with a QR code scanner feature needed when visiting public places or using public facilities. It is used by tapping the *tab "scan QR code"* and directing the phone to the QR code available at the location. After that, click the *tab "check-in,"* and information regarding the total number of visitors at the location will appear. You can do *"check out"* when finished by scanning the QR code at the exit or directly from the application.
- **Zoning Map.** Here you will see a map of the current location that can operate by activating the location (*GPS*). This feature provides users with information regarding the level of risk of the location where we are and the location we are going to. Orange for low risk and red for high risk.
- **Vaccine Registration.** For those who have not been vaccinated, you can register for vaccines through this application, you know, by filling in personal data in the form of NIK and Full Name. This feature can also be used to view your vaccination status if you have been vaccinated.
- **Teledokter.** This feature will connect us to online health consulting services and doctor consultations.
- **Digital Passport.** Through this feature, those vaccinated can view their vaccination certificates here. We just need to tap on the name listed on *the tab* certificate; in addition to vaccine certificates, Covid-19 test results from partner hospitals or clinics can also be viewed through this feature.
- **Travel Diary.** This feature contains travel history to locations integrated with the PeduliLindungi application for the past two weeks. The data displayed is in the form of *check-in* and *check-out times*, as well as location density when visiting. Meanwhile, the history of long-distance travel using public transportation such as airplanes and ships is monitored through the *Electronic Health Card Alert (e-HAC)* feature.

For the city of Mataram, several public places/facilities require the use of the PeduliLindungi application, including:

1. Supermarket
2. Malls or shopping centers
3. Critical sector companies
4. Eating places/restaurants
5. Cinemas
6. Sports facilities

7. Mode of transportation (land, sea, air)
8. Public facilities
9. Several tourist attractions

After experiencing technical problems and being unable to be found in the App Store application store, now the PeduliLindungi application can be accessed again by iOS device users who want to download and update the application. It was also stated by the Health Technology Expert Staff of the Ministry of Health, Setiaji, ST. M.Si, after the Ministry of Health coordinated the problem with Apple US, as the manager of the App Store. After learning about the problem, the Ministry of Health immediately coordinated with Apple US. The public can download and update the PeduliLindungi application through the App Store.

The Ministry of Health of the Republic of Indonesia recently even updated the PeduliLindungi application, namely launching a new feature called "Sijek". It works by using Bluetooth signal exchange with a distance of fewer than 2 meters. Then collect data on close contacts between users of the PeduliLindungi application, then store the data in the Sijek user's cellphone for 14 days. If a Sijek user is detected as positive for Covid-19, the system will request approval to upload the stored Bluetooth exchange data. After that, the application will provide notifications for other users who are registered as close contacts. So other users registered as close contacts will receive notifications to do a Covid-19 test, to self-quarantine guidelines via WhatsApp. To be able to use this feature, it is necessary to update the app used to be the latest version. This Sijek feature can be used in the PeduliLindungi application version 4.1.16 for Android 6.0 (Marshmallow) users and above and all iOS users. After downloading, logging in, and activating the Sijek feature, users only need to turn on Bluetooth which will later be given access to nearby devices so that features can run well. With this latest feature, it is hoped that it can help PeduliLindungi application users to be able to get good information. It can also assist the government in tracing close contacts.

The results of the trial supervision in several restaurants, restaurants, and cafes in the city of Mataram showed that the smooth use of the Care Protect Application reached 90% or more. For more complete percentage details, please refer to the table below:

Table.1.Trial Results of Using Care Applications (Restaurants and Cafes) in Mataram City

No.	TRIAL RESULTS	PERCENTAGE
1.	Supervise and remind visitors to always comply with the health protocol	100%
2.	There is a mask inspection and information on the obligation to wear a mask	99,84%
3.	Sterilize eating utensils before use	99,84
4.	Hand washing facilities are available sanitizer	99,67%

5.	Employees use PPE according to activity standards (masks, face shields, gloves)	99,67%
6.	Disinfecting tablets and chairs every customer finishes using	99,51%
7.	Available non-cash payment methods	99,51%
8.	body temperature check	99,86%
9.	Receive meals in places with a max capacity of 50%, one table max two people	98,52%
10.	Arrangement of the distance between tables and chairs according to prokes	97,72%
11.	There is a vaccine check with the care-protect application	94,63%
12.	There is a check-in application with the care protect application (QR code)	94,30%
13.	There is a separate entry and exit route for visitors	89,41%
14.	cashier installs a partition/partition	84,36%
15.	A list of food menus is available digitally	78,99%

Source: Analisis Author, 2022

Several activities have been hampered due to the covid-19 pandemic, including activities that involve the public, activities that do not contribute to the control of Covid-19, and activities that require large funds in the implementation process. The community, both from within and outside the region. The activity was postponed due to reducing virus transmission. Meanwhile, activities that did not contribute to the control of Covid-19 were Smart City activities that were considered not to be carried out due to the policy of budget refocusing and the consideration that these activities did not provide a direct or indirect impact on controlling Covid-19 cases and economic recovery in the city of Mataram. In addition, these activities are not essential public service activities needed by the community. That requires large funds are mega-project activities that are also affected by budget refocusing so that implementation is postponed when the condition of the Covid-19 case and the economy, especially in the city of Mataram, has improved. Leadership factor. One of the government policies in order to suppress the transmission of the Covid-19 virus, is to limit community mobility by issuing social distancing policies. Several terms related to the mobility restriction policy are dynamic, ranging from Social Distancing, Physical Distancing, PSBB Policy, PPKM, to PPKM Level 3 and Level 4. These policies greatly affect

implementing Smart City activities, especially in the City of Mataram. These policies impact the implementation of activities that require community participation to be postponed and eliminated, to reduce the transmission of cases. In addition, the leadership factor of the regional head is also a determinant in the selection of activities that must be postponed and not carried out concerning the social distancing policy imposed.

Table.2. Several New Smart City Programs due to the Covid-19 Pandemic in Mataram City

No.	PROGR AM	ACTIVITI ES	CLASSIFI CATION	DESCRIPTION
1.	Smart Governance	Scan Barcode for tracing visitors through Provision of online rooms for meetings for every OPD	For handling the covid- 19 pandemic.	To facilitate the implementation of WFH due to the pandemic.
2.	Smart Branding	Mobile e- KTP/drive -thru services E-Booking applicatio n	Economic recovery activities	To break the chain of COVID-19 spread by reducing crowds.
3.	Smart Living	Procureme nt of equipment to support health protocols	Covid-19 control activities	To deal with the covid-19 pandemic

Source: Author's Analysis, 2022

There are two classifications of implementing new Smart City activities due to the Covid-19 Pandemic: activities for controlling covid-19, activities for economic recovery, and activities in collaboration with third parties. Factors include the adjustment of community needs and problem priorities, the form of responsive government, innovation, leadership, and collaboration carried out between OPDs in the city of Mataram. Government to the problems that are currently being faced. In addition, innovation and coordination are important factors in the preparation and implementation of new activities in controlling Covid-19 cases in the city of Mataram.

The majority of new activities for controlling Covid-19 are online activities such as tracing positive victims, registration of vaccinations, and information on the availability of hospitals and other services. Problems, the existence of innovation and collaboration, as well as the lead role of regional heads. Innovation and collaboration are important factors in the implementation of these new activities. Some of the innovations implemented in the

city of Mataram were based on learning or *Best Practice* from other cities outside the island of Lombok, West Nusa Tenggara. In addition, the leadership factor is also very influential in the preparation of innovations in activities for regional economic recovery because brave leaders will certainly produce more good innovations and have an impact on solving problems, especially in dealing with the covid-19 pandemic.

Figure. 15. How to Scan a QR Code through the Care Applications



Figure 15. Buku 1 Masterplan Smart City Kota Mataram (2018-2024)

The new Smart City activities that have emerged in the city of Mataram consist of two groups: activities for national economic recovery and activities for controlling Covid-19. These two activities are caused by several factors, including innovation, leadership, responsive government, and meeting the needs of the community. Innovation is the main key in implementing new activities both for controlling Covid-19 and for the economic recovery of the city of Mataram. Until now, the government still initiated the innovation processes carried out in the new Smart City activities in the city of Mataram.

The leadership factor is also a bridge between the community and the government regarding the emergence of innovations carried out by the Mataram city government during the Covid-19 pandemic.

D. CONCLUSION

1. Based on the analysis of the City of Mataram in implementing the Smart City application to handle the spread of the Covid 19 outbreak, it can be seen that the main supporting factors for the success of the Smart City are infrastructure in the field of Information and Communication Technology and ready human resources, as well as leadership factors or responsive regional heads. And innovative in determining policies and priorities for smart city activities during the pandemic to create economic recovery for the community and control covid-19, especially in the city of Mataram.
2. several factors directly influence the implementation of the Smart City implementation in Mataram City, namely the transformation of public services, socialization of activities, activities related directly to the community, responsive government, innovation, leadership, quality of human resources, budget refocusing, social distancing policies, OPD collaboration, difficulties coordination, community needs, program sustainability, prioritization of activities, consolidation of activities, transfer of authority for activities, and infrastructure.
3. For other local governments and the central government, because the government is the manager of the program and application of the Smart City concept, the government, especially the city of Mataram, needs to

prepare more mature planning regarding unexpected conditions and situations (such as the Covid-19 pandemic) that can hamper the process of developing the Smart City concept in the city of Mataram.

4. For the people of Mataram City, there is a need for a change in community behavior in maintaining order and obeying regulations and the need for a change in the mindset of the community in actualizing themselves as superior and competitive human resources so that they can assist the development of the Smart City Concept both during the Covid-19 Pandemic and time to go to the new normal later.

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