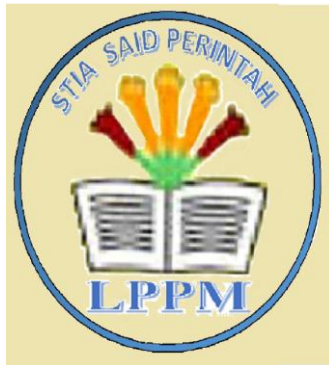


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## Effectiveness of Jakarta Kini Application in Improving Information System for Public Services in 2024

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### Abstract

*This study examines the effectiveness of the Jakarta Kini (JAKI) application in improving Jakarta's public service information system. Using a quantitative approach, data from 100 respondents were analyzed through validity, reliability, and regression tests in SPSS. Effectiveness was measured by five indicators from Campbell's theory and four indicators from the public service information system framework. Results show that JAKI's effectiveness significantly enhances public service information quality. The study highlights digital innovation's role in improving service delivery, transparency, and user engagement, and offers practical recommendations for advancing JAKI and similar smart city applications.*

**Keywords :** JAKI Application, Program Effectiveness, Public Service, Information System, Digital Government

## **Introduction**

The emergence of digital governance represents a significant paradigm shift in contemporary public administration, wherein digital technologies are strategically employed to enhance citizen engagement, increase institutional transparency, and optimize service delivery efficiency (OECD, 2020). These digital transformations do not merely streamline bureaucratic processes; they also empower governments to respond more adaptively to both national and global challenges. According to Arifin, Subagja, & Hakim, (2025), digital governance comprises an integrated framework for administration and public service delivery, in which roles, collaborations, and authority are distributed among government bodies, the private sector, and communities via digital networks and applications to improve public sector performance.

Digital technologies further contribute to participatory governance by expanding public access to information and accelerating administrative processes. As argued by Manik & Juwono, (2024), such technologies enable the systematic collection of public feedback, thereby fostering inclusivity in policymaking. In alignment with this perspective, Hidayat, (2024) emphasizes that digital platforms serve as effective channels through which citizens can articulate their aspirations, thus reinforcing government transparency and accountability.

The importance of digital platforms was particularly evident during critical periods such as the COVID-19 pandemic. During this time, digital tools proved indispensable in sustaining public services amid restrictions on physical interaction (OECD, 2024). The urgency prompted by the pandemic catalyzed rapid digital innovation across many institutions. Junaidi, (2021) notes that these pressures inspired creativity and innovation within government agencies, aimed at enhancing service quality. This momentum underscores the need for increased digital literacy among citizens to support the seamless integration of technological tools in public services. The shift toward digitalization is essential for delivering services that are fast, accessible, affordable, and responsive to community needs. Moreover, the widespread adoption of smartphones during the pandemic reshaped user behavior, offering enhanced convenience in daily activities such as communication, transactions, and shopping (Tristiana et al., 2024).

In response to the growing demand for innovative service delivery, various regional governments in Indonesia have launched digital initiatives to advance public service systems. Notable examples include the Sapawarga platform in West Java, the Bali Smart City initiative in Badung Regency, and the Tangerang Live application in Tangerang City. These programs exemplify smart governance implementation at the local level. For instance, Tangerang Live facilitates direct citizen–government interaction as part of the city’s broader digital transformation agenda (Sakina Nayla, Santoso, & Machrunnisa, 2024). Similarly, the Bali Smart City program has introduced 36 integrated digital applications based on six smart city pillars, such as smart government and smart living, aimed at fostering administrative innovation and sustainable urban development (Dewi & Saputro, 2023). In the case of Sapawarga, the platform is used not only to disseminate real-time public information but also to support local human resource development (Handani & Mulyono, 2023).

At the national level, the Jakarta Provincial Government launched the Jakarta Kini (JAKI) application in 2019 as part of the Jakarta Smart City initiative. Established under Governor Regulation No. 57/2020, JAKI was envisioned as a centralized digital platform to enhance public service quality. As a super app, it integrates multiple features, including issue reporting, COVID-19 updates, healthcare access, transportation information, and emergency notifications. The platform is designed to facilitate transparent, responsive, and participatory governance.

Despite its forward-looking vision, the JAKI application faces several implementation challenges that warrant critical examination. A study by Ramadhnia, Muradi, dan Sutisna, (2023) identified significant issues such as delayed responses to citizen reports, recurring technical errors, and data security vulnerabilities. These problems highlight a gap between the platform’s intended functions and its actual performance, raising concerns regarding its efficacy in enhancing public service information systems.

Evaluating the impact of digital public service applications like JAKI requires a comprehensive framework that considers technological maturity, legal infrastructure, and most importantly public satisfaction and perception. Having been in operation for over five years, JAKI now serves as a relevant case for assessing the long-term effectiveness of digital governance tools.

This study aims to assess the effectiveness of the JAKI application in improving the public service information system in the Jakarta Capital Region using a quantitative research approach. The analysis focuses on two key dimensions: (a) the extent to which JAKI aligns with the characteristics of effective digital public service innovation, and (b) the level of user satisfaction, representing public perceptions of service quality. Through these analytical lenses, the study seeks to provide evidence-based insights into the performance of urban digital governance initiatives and inform recommendations for future policy enhancements.

## **Theoretical Framework**

### **Effectiveness**

Effectiveness is a concept derived from the term effective, referring to the degree to which predetermined objectives are successfully achieved. Central to this concept is the comparison between expected outcomes and actual results, which serves as a key benchmark for evaluating effectiveness. Closely related to efficiency, effectiveness can be analyzed from various perspectives and assessed using multiple analytical frameworks, as indicated in the literature.

Siagian (2001), for example, defines effectiveness as the capacity to produce goods and services through activities that utilize available facilities and infrastructure within a defined scope and guided by a predetermined level of awareness. In this context, the extent to which goals are achieved becomes the primary indicator of effectiveness. The closer the alignment between outputs and the resources utilized, the higher the level of effectiveness (Huda & Wicaksono, 2021).

Ndraha, (2003) introduces an additional dimension by defining effectiveness as the accuracy in task execution or the excellence of the results achieved. This perspective emphasizes not only the attainment of objectives but also the qualitative aspects of outcomes. Similarly, Soekarno, (1992) presents a result-oriented interpretation of effectiveness, focusing on the achievement of goals or intended outcomes regardless of the amount of resources such as time, energy, finances, ideas, and equipment expended in the process. In this view, the emphasis is placed on outcomes rather than means (Hasanah & Setiawati, 2022).

In a broader sense, effectiveness refers to the ability to achieve goals in a precise, superior, and outcome-focused manner. It requires a comprehensive understanding of the intended objectives, compliance with relevant procedures, and the application of appropriate evaluative criteria. Ultimately, effectiveness is concerned with maximizing outcomes by considering all influencing variables that determine the final results.

### **Program Effectiveness**

Program success refers to the extent to which implemented activities align with and fulfill the initial objectives established by a given initiative. The evaluation of a program's success typically hinges on its ability to meet the goals predetermined by the organizing institution. One common method for assessing this success is through participant feedback, which enables a comparative analysis between the intended goals and the actual outcomes achieved.

According to Campbell, as cited in Bastaman et al., (2020), program effectiveness is defined as the degree to which a program fulfills its intended objectives and delivers expected results while simultaneously avoiding any unintended negative consequences. Supporting this perspective, Makmur, (2015) emphasizes that effectiveness constitutes a fundamental component of any organization's operational framework, as it determines the capacity to achieve strategic goals (Suparman, Washillah, & Juana, 2021).

Campbell, as cited in Bastaman et al., (2020), outlines five key indicators of program success. First, program success itself requires that all coordinated tasks achieve their shared objectives within a specified timeframe, ensuring tangible public benefit. Second, goal success measures the attainment of specific and measurable short- or long-term targets, as defined by beneficiary relevance and sustainability criteria. Third, participant satisfaction evaluates whether the program adequately addresses the needs of various societal segments. Fourth, a comparison of input and output levels assesses efficiency, with a program deemed efficient when its outputs exceed the resources invested. Lastly, comprehensive goal achievement examines whether the program's envisioned outcomes effectively reflect and support the broader interests of the community.

Sutrisno, as cited in Bawadi & Ratnasari, (2023), introduces additional dimensions for evaluating program success. He highlights the importance of program understanding, meaning that all stakeholders should comprehend the program's objectives, procedures,

and benefits. The right target criterion ensures that the program is designed and implemented to serve those who most need and will benefit from it. Timeliness stresses the necessity of adhering to predefined schedules to maintain effectiveness. Goal achievement underscores the importance of meeting established performance indicators, and real change requires that the program result in measurable improvements in the socio-economic conditions, knowledge, skills, or quality of life of its beneficiaries.

This study adopts Campbell's framework of program effectiveness to evaluate the impact of the Jakarta Kini (JAKI) application on the public service information system in the Special Capital Region of Jakarta. By focusing on the dimensions of program success, goal achievement, participant satisfaction, input-output efficiency, and comprehensive outcomes as outlined by Campbell and incorporating stakeholder-centered criteria from Sutrisno, this study aims to assess how effectively JAKI delivers its intended results while avoiding unintended adverse effects.

## **Methods**

This study adopts a quantitative descriptive design to evaluate the effectiveness of the Jakarta Kini (JAKI) application in improving the public service information system in the Jakarta Special Capital Region. As noted by Sugiyono (2019), quantitative research relies on empirical data analyzed statistically to explain phenomena and relationships between variables. The population includes all JAKI users in Jakarta, with a purposive sample of 100 respondents who have used the application within the past six months. Data are collected through an online structured questionnaire using a five-point Likert scale.

The questionnaire is based on Campbell's program effectiveness indicators (Bastaman et al., 2020), including program success, goal achievement, user satisfaction, input-output efficiency, and overall outcome attainment. It also incorporates key dimensions of public service information systems such as information accessibility, response speed, data security, and ease of issue reporting and tracking. Descriptive statistics, including mean scores, frequency distributions, and cross-tabulations, are used to analyze user perceptions. The findings aim to assess JAKI's performance as a digital public service innovation and to capture user perspectives on its effectiveness in facilitating access to government services.

## **Discussion**

### **JAKI Program as Digital Innovation in Public Services**

The Jakarta Kini (JAKI) application was launched by the Provincial Government of the Special Capital Region of Jakarta (DKJ) in September 2019 as a comprehensive digital platform that integrates various public services and official information from multiple agencies. Designed as a super-app, JAKI aims to enhance the efficiency, accessibility, and overall quality of public services by providing citizens with seamless access to essential information and tools through a unified interface. This initiative aligns with Jakarta's smart city vision by promoting more responsive, transparent, and accountable governance through digital innovation (Zubaida & Megawati, 2023).

JAKI functions as a community reporting platform through "JakLapor," enabling residents to submit real-time reports on issues such as infrastructure damage, waste management, and regulatory violations. These reports feed directly into the government's response system ("JakRespon") for prompt resolution and to strengthen community relations. Beyond reporting, JAKI serves as a centralized public information hub via "JakWarta," providing updated data on transportation (JakLingko), air quality (JakISPU), and health services including vaccination schedules (JakSehat) (Jakarta Smart City, 2023). This consolidation enhances citizens' access to urban conditions and government programs.

Additionally, JAKI includes a digital payment feature, "JakOne Pay," allowing users to settle obligations such as Land and Building Tax (PBB), vehicle tax, and other levies (JakPenda). This functionality streamlines administrative processes, promotes fiscal discipline, and reduces the barriers associated with in-person payments. The integration of payment services further positions JAKI as a comprehensive public administration tool.

Developed by UPT Jakarta Smart City with support from 56 Regional Apparatus Organizations (OPD) in the Special Capital Region of Jakarta, JAKI has been downloaded over three million times, reflecting strong public interest in digital service delivery (Yudhistira Nugraha CS, 2024; Kalihva, Yuwono, & Ghulam Manar, 2023). Despite its success, awareness of the app's full capabilities remains limited, and overall user engagement has yet to reach its potential. To address this, enhanced socialization

campaigns and user education programs are necessary to ensure all societal segments can fully benefit from JAKI's integrated services.

## Findings

The analysis begins with validity and reliability testing to ensure the research instrument appropriately and consistently measures the intended variables. These initial steps are crucial for confirming the accuracy and dependability of the collected data. Subsequently, hypothesis testing is performed to examine the relationships and influences among the predefined variables. The final results are interpreted systematically, referencing relevant theoretical frameworks and prior research.

Validity testing is pivotal in confirming that each questionnaire item accurately captures its targeted construct. Initially, face validity was conducted by a panel of subject matter experts and user representatives, who evaluated whether items visibly reflected dimensions such as program success, goal attainment, user satisfaction, input-output efficiency, and overall goal achievement. The panel also reviewed aspects specific to public service information systems, including accessibility and clarity of information, service speed and reliability, data security and privacy, as well as ease of issue reporting and tracking.

Content validity followed, wherein the same expert panel rated each item's relevance on a four-point scale. Items achieving an Item-Content Validity Index (I-CVI) of 0.78 or higher were retained. This thorough validation process ensured that the instrument was theoretically sound and practically applicable within the study context.

### Validation Test

No.	Variables	Item	r-Count	r-Table	Description
1.	X1 (Effectiveness of JAKI Application)	1	0,164	0,138	Valid
		2	0,759	0,138	Valid
		3	0,703	0,138	Valid
		4	0,731	0,138	Valid
		5	0,653	0,138	Valid
2.	Y (Public Service Information System)	1	0,681	0,138	Valid
		2	0,765	0,138	Valid
		3	0,85	0,138	Valid
		4	0,878	0,138	Valid

Source; Results of research data processing, (2024)



The validity test results confirm that the instrument is suitable for measuring the intended variables, as all indicator r-count values exceed the r-table threshold. This indicates statistically significant correlations between each indicator and its corresponding construct, validating that the items effectively represent dimensions such as program success, target achievement, user satisfaction, input-output balance, broader goal attainment, and key aspects of public service information systems.

Reliability testing, conducted using Cronbach's alpha in SPSS, assessed internal consistency. A coefficient of  $\alpha \geq 0.70$  was deemed acceptable, with  $\alpha \geq 0.60$  considered adequate for newly developed scales. Corrected item-total correlations were also examined, and only items with values  $\geq 0.30$  were retained. These results confirm the instrument's consistency and coherence, reinforcing the reliability of the subsequent data analysis.

#### Reability Test

Variables	Cronbach Alpha	N item	Description
Independent Variable			
(Effectiveness of JAKI Application)	0.917	5	Reliable
Dependent Variable			
(Public Service Information System)	0.880	4	Reliable

Source; Results of research data processing, (2024)

The Cronbach's alpha results indicate that all values exceed 0.600, demonstrating that the research instruments specifically the questionnaires measuring program effectiveness and public service information are reliable and internally consistent. This confirms the instruments' stability and coherence, providing a sound basis for drawing valid conclusions from the study.

## Hypothesis Test

		Coefficient				
Model		Unstandardized Coefficient	Standardized Coefficient		t	Sig.
		B	Std. Error	Beta		
1	Constant	5.928	1.394		4.252	.000
	Effectiveness of the JAKI App	.513	0.68	.627	7.553	.000
a. Dependent Variable : Service Information System						

a. Dependent Variable : Service Information System

Source; Results of research data processing, (2024)

The regression analysis results indicate that the effectiveness of the Jakarta Kini (JAKI) application has a significant and positive influence on the quality of the public service information system. An unstandardized coefficient (B) of 0.513 suggests that a one-unit increase in JAKI's effectiveness leads to a 0.513-unit improvement in system quality. The standardized Beta value of 0.627 further underscores the strength of this relationship, while the t-value of 7.553 and significance level below 0.001 confirm its statistical significance. The constant value of 5.928 indicates that, even without JAKI's effectiveness, the baseline quality remains moderately high.

These findings support the hypothesis that JAKI, as a digital governance tool, enhances public service delivery. The strong correlation aligns with Campbell's five indicators of program effectiveness and the four dimensions of public service quality. The Beta value of 0.627 highlights JAKI's substantial impact on service accessibility, responsiveness, and overall performance, positioning it as a successful model of digital public service innovation with demonstrable societal benefits.

## Effectiveness of JAKI Application

### a. Program Success

Program success depends on the integrated and coherent implementation of its components. The data show that the Jakarta Kini (JAKI) application has effectively delivered key features such as public issue reporting, transportation schedule tracking, and access to health services, reflecting strong alignment with the Jakarta provincial government's objectives. In line with Campbell's theory, this

success is marked by synergy among program elements and stakeholders, as evidenced by coordinated inter-agency collaboration in DKI Jakarta.

Positive user feedback further indicates that JAKI's implementation meets public expectations and service standards. This convergence of design, stakeholder cooperation, and user satisfaction suggests that the program's goals have been effectively achieved. JAKI thus represents a successful model of digital public service innovation, demonstrating how integrated governance and technology can enhance service delivery.

#### **b. Goal Success**

The achievement of program targets is a key indicator of the JAKI application's effectiveness in meeting its objectives, particularly in expanding access to public services and fostering community engagement. Data analysis shows a strong, significant correlation between JAKI's effectiveness and improvements in the public service information system, supporting the theoretical view that program goals should be specific, measurable, and user-centered. Features such as real-time reporting and responsive follow-up mechanisms enable direct interaction between citizens and government, illustrating JAKI's goal-oriented performance and reinforcing its status as a successful model of smart digital governance.

#### **c. Satisfaction with the Program**

User satisfaction is a critical measure of digital public service effectiveness, reflecting both perceived value and system usability. Survey results show that most respondents are satisfied with the accessibility and functionality of JAKI's features, supporting Campbell's view that meeting user expectations is essential for program success. By aligning services with user needs and enabling two-way interaction, JAKI enhances user experience and fosters engagement in urban governance. In the context of digital governance, high user satisfaction signals trust and sustained platform use, affirming the app's relevance and effectiveness in addressing public needs.

#### **d. Input and Output Levels**

Input and output levels are key indicators of resource efficiency in public

programs. JAKI has delivered significant service improvements such as enhanced accessibility and responsiveness despite modest infrastructure and development costs, exemplifying the principle that efficiency is achieved when outputs exceed inputs. From a public administration perspective, this efficiency is essential for sustaining digital innovation. SPSS analysis further confirms a strong correlation between input variables and service outcomes, indicating that JAKI's strategic use of data and technology supports high-quality service delivery. Thus, JAKI emerges as a cost-effective and sustainable model for urban public services.

#### **e. Overall Goal Achievement**

The overall effectiveness of the JAKI program reflects its success in achieving long-term strategic goals such as transparency, responsiveness, and improved urban service management. Data analysis and literature confirm that the application meets the targets set by the Jakarta government, aligning with the broader smart city agenda. In line with Campbell's theory, the fulfillment of comprehensive goals indicates a mature and sustainable program. By integrating multiple services into a single platform, JAKI reduces bureaucratic complexity and enhances governance efficiency, positioning it as both an operationally effective and strategically impactful tool for digital governance transformation.

### **Public Service Information System**

#### **a. Access to Information**

Access to information is a core element of an effective public service information system, and JAKI addresses this by providing real-time updates on transportation, health services, and environmental conditions. Timely and accurate data enhances transparency and enables citizens to make informed decisions. As noted by Manik & Juwono, (2024) information accessibility is essential for civic engagement. Survey findings support this, with users viewing JAKI as a reliable and efficient information source. By minimizing information asymmetry, JAKI meets key standards for accessible and transparent digital public services.

#### **b. Data Security**

Data security is a critical concern for digital public service platforms like JAKI,

which handle sensitive user information and require strong protection measures. Although encryption and privacy safeguards are in place, user feedback indicates ongoing concerns especially about the confidentiality of reporter identities. This concern aligns with Ramadhnia et al., (2023), who note persistent challenges in building trust within digital governance. Perceived data risks can reduce user engagement and platform usage. Thus, enhancing data security is essential to bolster the credibility and effectiveness of the JAKI information system.

### **c. Ease of Reporting**

The ease of submitting complaints through JAKI enhances service responsiveness by providing a user-friendly mobile interface that reduces bureaucratic barriers and speeds problem resolution. Survey data show users generally find the reporting feature intuitive and useful. However, delays in government follow-up can undermine perceived effectiveness and convenience. For optimal functioning, technical accessibility must be paired with timely responses and transparent communication. Thus, while JAKI simplifies reporting, improvements in operational responsiveness are still necessary.

### **d. Service Tracking**

JAKI's tracking feature allows users to monitor the progress of their reports and receive notifications on actions taken, promoting transparency and accountability. Consistent with digital governance principles, feedback should be timely, clear, and reliable. However, some users report inconsistencies in update notifications, indicating suboptimal implementation. Improving the accuracy and consistency of this feature would enhance user satisfaction and strengthen the application's credibility and reliability.

## **Conclusion**

This study examined the effectiveness of the Jakarta Kini (JAKI) application in enhancing public service information systems within digital governance. Using a quantitative design and SPSS analysis, the findings reveal that users perceive JAKI positively in functionality and impact. The application aligns with Campbell's program effectiveness

indicators and public service system standards, demonstrating its significant contribution to Jakarta's digital service transformation.

As digital transformation becomes central to public administration, tools like JAKI are vital for ensuring accessibility, efficiency, and responsiveness. The study highlights the need for continuous platform improvement, strong data management, and active user engagement to maximize benefits. The analysis confirms JAKI's effectiveness across five key indicators: program success, target achievement, user satisfaction, input-output efficiency, and goal realization. Enhancements in information access, data security, complaint handling, and service traceability further underscore JAKI's positive impact, establishing it as a successful model of digital public service innovation.

### **Recommendations**

The government should strengthen the follow-up system for public reports submitted via JAKI to ensure timely and effective responses, thereby enhancing user trust and satisfaction. Continuous technical upgrades are also necessary to minimize access errors and maintain application stability, improving overall user experience. Given concerns about data protection, JAKI must adopt more advanced and transparent security measures to safeguard personal information. Additionally, regular public awareness campaigns are recommended to educate users about JAKI's features, promote broader community engagement, and maximize the application's benefits.

### **Limitation dan Recommendation for Future Research**

This study has several limitations that warrant consideration. The reliance on online questionnaires may bias the sample toward tech-savvy users, excluding those with limited internet access or lower digital literacy. Focusing solely on Jakarta's Special Capital Region limits the generalizability of findings to areas with differing socio-economic and technological contexts. The cross-sectional design captures user perceptions at a single point in time, failing to reflect longitudinal changes in JAKI's effectiveness or user engagement. Additionally, the quantitative approach may overlook deeper qualitative insights into user experiences and challenges.

To address these limitations, future research should employ mixed-methods designs, integrating quantitative surveys with qualitative interviews or focus groups to

better understand user motivations and barriers. Longitudinal studies are recommended to assess evolving effectiveness and satisfaction as the application matures. Expanding research to other regions would enhance knowledge of JAKI's applicability across diverse contexts. Further investigation into specific feature impacts and strategies to improve community engagement particularly regarding data security and privacy will provide critical insights for optimizing digital public service innovations.

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