

ABSTRACT

Amri, *An Analysis of the Information and Communication Technology Implementation to Support the Realization of the "Makassar Smart City" Program* (supervised by **Rhiza S. Sadjad** and **Iqbal Sultan**).

This research is aimed to reveal the implementation of the Information and Communication Technology (ICT) within the Makassar city municipal agencies to support the realization of the "Makassar Smart City" program.

Primary research data are collected from several in-depth interviews with the officials in the city municipal of Makassar whose job descriptions are related to the ICT implementation, such as the Head of the Communication and Informatics Bureau, his Secretary and staff, and other staffs who are dealing with the ICT implementation in other municipal agencies such as the Agency of Regional Development Planning (*BAPPEDA*), the Bureau of Public Health, and so on. Observations are also made directly to those agencies to bring about the ICT implementation in their units. Secondary data are obtained from several sources including some related literature and scientific publications, the city of Makassar's Midterm Development Plan, Strategic Plan, regulations and other archives related to the "Makassar Smart City" program.

The result of this research has shown that to some extent the city municipal of Makassar has implemented the ICT as a facility to improve the efficiency and effectiveness of its services to the citizens of Makassar in supporting the realization of the "Makassar Smart City" program. It is found there are at least 3 (three) kind of constraints in the ICT implementation: (1) the constraints related to the human resources, (2) the lack of a system integration and (3) the constraints related to the network security.

The analysis also concludes the ideal condition in which the ICT implementation within the city municipal of Makassar will support the realization of the "Makassar Smart City" program.