



glue

Citizens at the Heart of
Climate-Smart Cities

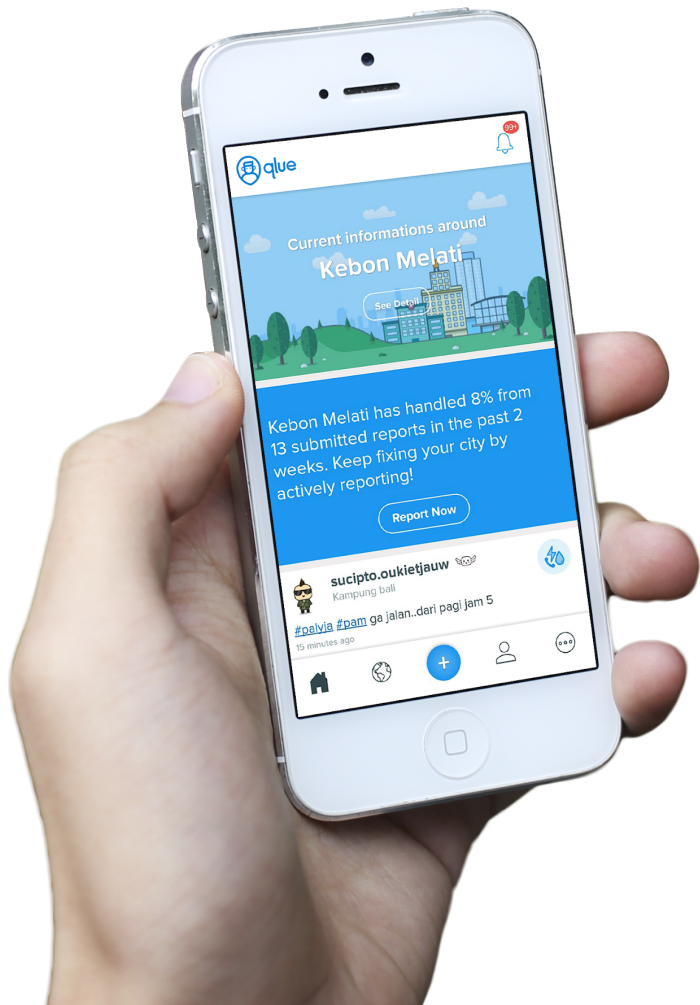
Current Conditions

Indonesia's economy is rapidly growing with an ever increasing GDP year-by-year since 2013. This potentially brings effect of hypergrowth on urbanisation across the nation. In 2020, predictably 54% of people Indonesia will live in cities.

This will increase urbanisation issues such as sanitation, safety and security at an alarming speed.

Governments, Citizens and Businesses need to be fully aware of these issues and work together to implement innovative solutions.

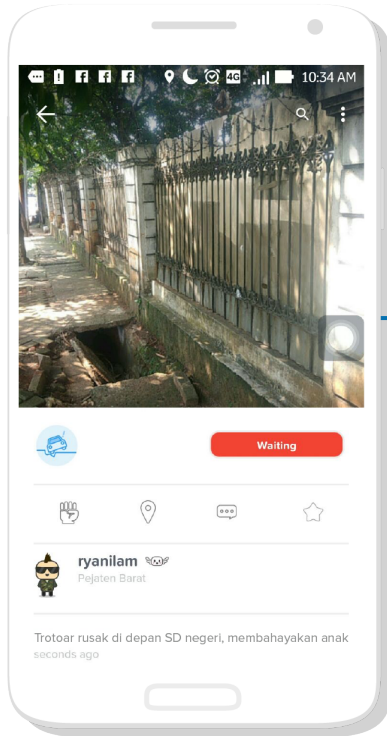




Solution #1: Qlue App

A civic engagement app that allows users to actively report or share his/her neighborhood conditions to city officials and/or businesses.

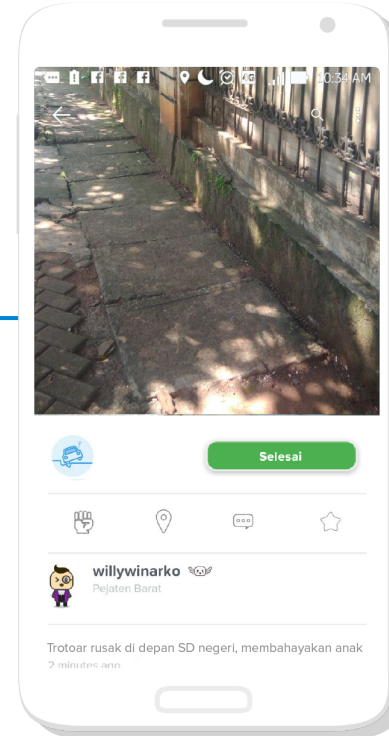
Problem Reported



Being solved by
the officials

Recorded data
is send to the
Smart City
dashboard

Problem Solved



Solved reports
are calculated
as part of the
officials'
performance
measurement

Solution #2:

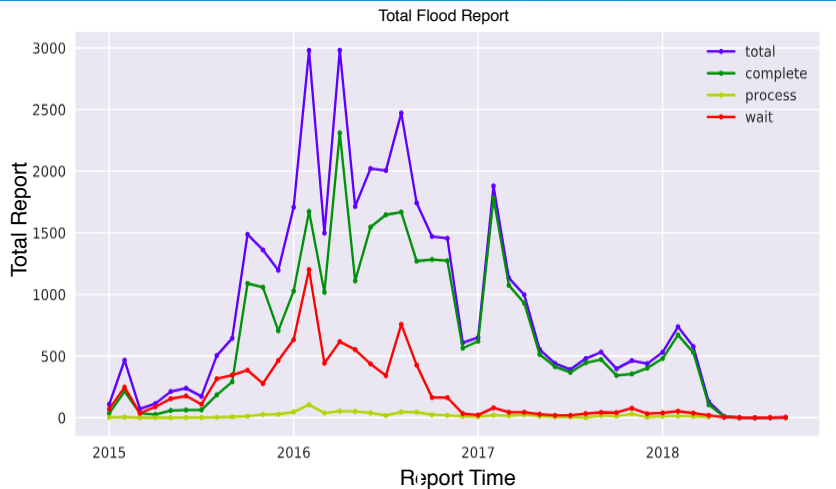


Jakarta used to be a flood-prone city

Inefficient waste management and bad flood canals conditions are both major contributors to constant flooding.

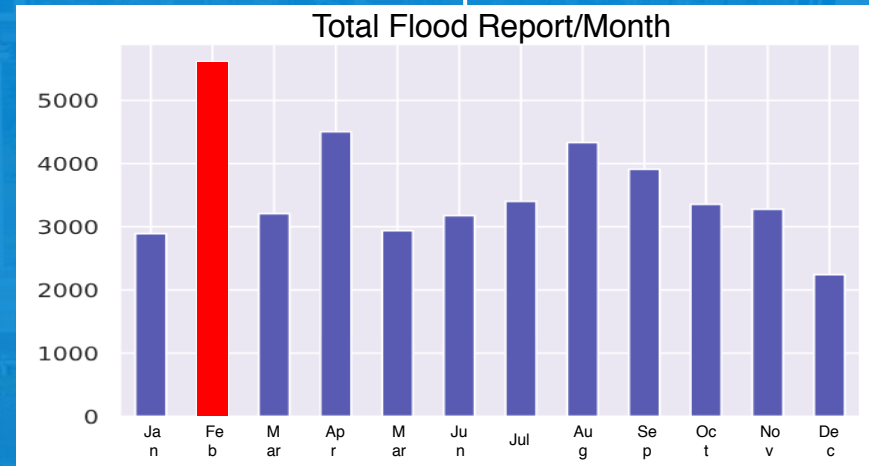


Qlue's tech helps the citizen to become human sensor for Government of Jakarta and mapping potential flood causes



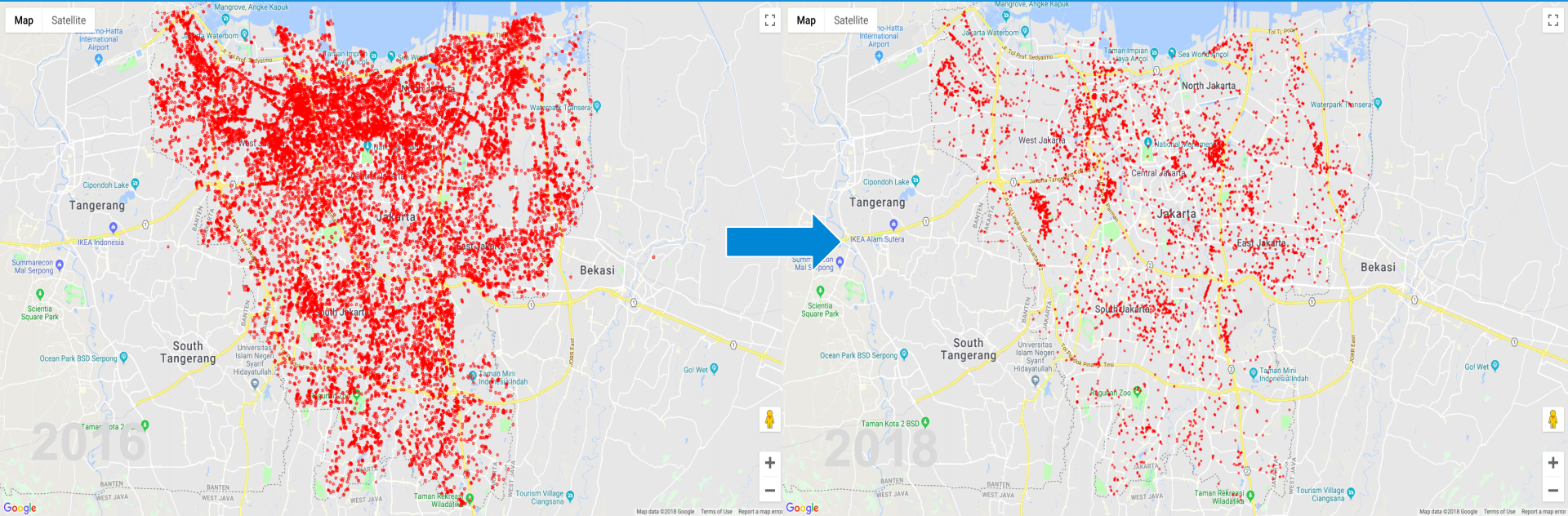
**High Report in February
2016 align with peak
Jakarta's rainy season**

**More Than 5.000 Potential
Flood reported by Citizen in
2016**



This Map visualize the traces
of Potential Flood reports in
Jakarta

The floods spot reduced
through the years.....



Qlue: Sampai April, 3.292 dari 4.883 Laporan Banjir Sudah Ditindaklanjuti

Senin 02 Mei 2016, 16:04 WIB

Ayunda Windyastuti Savitri - detikNews

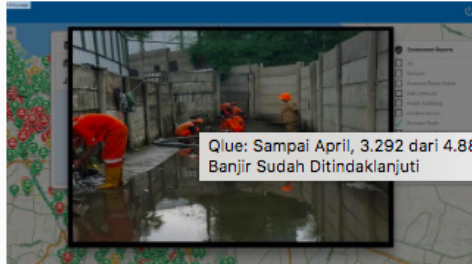


Foto: Data penanganan banjir sampai April 2016 di Qlue (Dok Qlue)

melapor ke Qlue. Qlue adalah aplikasi yang menampung keluhan warga yang telah terintegrasi dengan Pemprov DKI dalam upaya mewujudkan Jakarta Smart City.

"Pengguna media sosial Qlue kini dapat melaporkan kondisi banjir dan lokasi potensi banjir dengan cara memfoto, kemudian mengunggah di aplikasi Qlue," tulis Head of Communications Qlue, Elita Yunanda, dalam keterangan tertulis yang diterima detikcom, Senin (2/5/2016).

Jakarta - Intensitas curah hujan di Ibu Kota beberapa hari terakhir meningkat sehingga tidak sedikit banjir muncul di sejumlah titik.

Masyarakat yang melihat atau mengetahui lokasi tergenang diharapkan

Based on information entered into Qlue, at least during the period January 1 to April 25, 2016 there are 4883 reports related to floods spread across five areas of Jakarta.

Active participation of citizens and responsive bureaucracy in combating flooding did pay off. As of the end of 2016, Jakarta has managed to reduce 98% of potential flooding points caused by clogging and/or broken water pump.

#PedestrianFirst



Merdeka Berjalan Kaki

Kegiatan ini bertujuan meningkatkan *awareness* terhadap pejalan kaki dan juga isu-isu gangguan di trotoar sekaligus untuk pengumpulan data baik itu jumlah, sebaran, dan tipikal gangguan fasilitas pejalan kaki.



- Jumlah laporan meningkat 200% semenjak kampanye dijalankan
- Data yang didapat, digunakan ITDP sebagai data rujukan dalam "Jakarta NMT Vision and Implementation Plan".

#PedestrianFirst

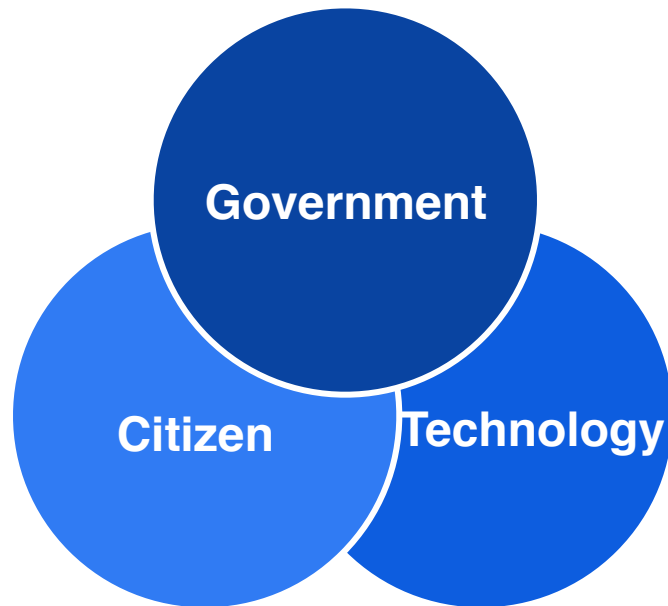


Jakarta NMT Vision & Implementation Plan

Dokumen yang berisi tentang visi perencanaan non-motorized transportation DKI Jakarta beserta gambaran rencana, estimasi biaya, dan arahan desain rencana.

But, What is The Key?

We approach adaptation planning through a massive small mindset - collaboration of Government (**Leadership**), (**Active**) Citizen and (**Reliable**) Technology



Our Impactful Story

Jakarta Smart City -- Since 2016

Since its establishment in Jakarta Smart City, Qlue have contributed significant improvement to the capital city such as reducing 8000 flood-spots to 450, 72% reduction for extortion, increase of citizen's trust to 97% and more. Jakarta Smart City initiative as Qlue's primary partner is currently using the command center dashboard of Qlue to monitor problems and dispatch job in order to increase efficiency and effectiveness of problem handling.

Qlue is available in 15 other smart cities in Indonesia



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Jakarta Governor to officials: 'Use Qlue for budget planning'

Officials asked to use complaints app for planning.



By Medha Basu

23 FEB 2016

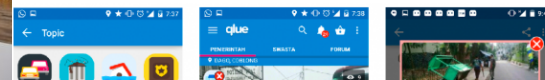
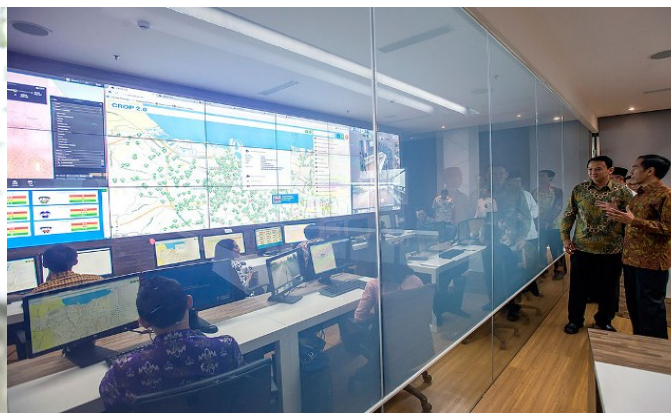
INCLUSIVE GOV



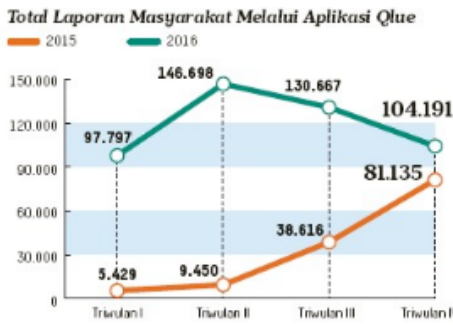
Jakarta's Governor Basuki Tjahaja Purnama has asked officials to use feedback from complaints app Qlue to plan their budgets.

"If you want to know the needs of Jakarta's residents, monitor Qlue", he said.

Qlue lets users submit complaints on any public service directly to the city government, along with their locations and photos. Officials view these reports at Jakarta's Smart City Lounge, assigning frontline officials to respond to the complaints.



Independent research by Kompas Research Department - JANUARY 2018



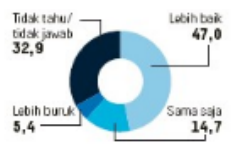
Total Laporan dan Kategori Label Periode 2016 (Persen)



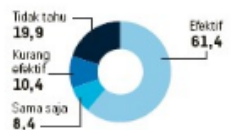
Metodologi:
Jajak pendapat melalui telepon dilakukan oleh Litbang Kompas pada 6-7 Januari 2018. Sebanyak 443 responden berusia minimal 17 tahun dan berdiam di Jabodetabek dipilih secara acak menggunakan metode pengisian sistematis dari buku telepon tertentu. Menggunakan metode ini, persentase kepercayaan 95 persen, representasi penelitian ± 4,7 persen. Meski demikian, kesalahan di luar pengumpulan dimungkinkan terjadi. Hasil jajak pendapat ini tidak dimaksudkan untuk mewakili pendapat seluruh masyarakat di wilayah tersebut.

Sumber: Litbang Kompas/Krishna P Panolih, Qlue Indonesia, 2017

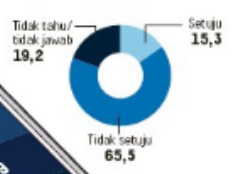
Kinerja aparat kelurahan sejak adanya Qlue



Efektivitas keberadaan aplikasi Qlue dalam mengatasi masalah



Setuju atau tidakkah Anda jika program aplikasi Qlue dihapus?



INFOGRAPHIC: ARDIANSYAH

Increase of Gov. Performance: 47% Better

Effectiveness in Solving Problems: 61,4% Effective



THANK YOU



#BERANIBERUBAH