



# **DOES THE SMART CITY PROGRAM BE IMPLEMENTED IN THE DEVELOPMENT OF THE TOURISM SECTOR IN THE REGIONAL ECONOMY?**

**Imam Mukhlis** 

Development Economics, Faculty of Economics, Universitas Negeri Malang, Indonesia  
imam.mukhlis.fe@um.ac.id

**Madirda Mada Agusta**

Development Economics, Faculty of Economics, Universitas Negeri Malang, Indonesia

**Rusmalia Putri Nurranisa**

Development Economics, Faculty of Economics, Universitas Negeri Malang, Indonesia

**Nadya Silvia Ningsih**

Development Economics, Faculty of Economics, Universitas Negeri Malang, Indonesia

**Fauzan Rifky Kurniawan**

Development Economics, Faculty of Economics, Universitas Negeri Malang, Indonesia

## **Abstract**

*Smart city and tourist attractions are two things that are interconnected, both of which have a good impact on the surrounding community and visitors who come to Malang City. Smart cities will facilitate public access and will strengthen the city's competitiveness in the economic, social and technological fields. The purpose of this article is to find out more about the development of smart cities and tourism in Malang City, East Java Province, Indonesia. This study focuses on tourism places in Malang City that meet the Smart city criteria. The research methods used are qualitative with phenomenology method. Data collection was carried out in September-October 2021. The informants in the study included local residents, visitors, merchants, parking*

*attendants, government employees, students and managers. Tourist attractions that are used as research objects include Malang City Square, Malang City Hall, City Recreation Park, Jodipan, and Glintung Village. The results of this study are known that smart cities in Malang City, especially in the field of tourism, began to be implemented even though not all components were realized.*

*Keywords: Smart City, Tourism, Phenomenology, Regional Economy*

## **INTRODUCTION**

Indonesia is the largest archipelagic country in the world with 17,508 islands and has more than 360 ethnic groups. Indonesia is rich in cultural and traditional diversity. The vast territory of Indonesia and the shape of an archipelago makes Indonesia a country with beautiful natural scenery. This causes Indonesia to be one of the countries frequently visited by foreign tourists from various countries. Not only has many islands, Indonesia is a country that has the 4th largest population in the world. This is evidenced by the total population of Indonesia which reaches 272 million people (Central Bureau of Statistics, 2021).

One of the largest islands in Indonesia is Java Island, in which there is East Java Province which is the largest province with an area of 47.8,000 km (Central Statistics Agency, 2021). In addition to a large area, East Java also has various tourist destinations. The diverse tourism sector, supported by transportation facilities and facilities, can provide substantial government income. Tourism has become one of the largest foreign exchange earners in Indonesia in the current era of globalization (Soebagyo, 2012). The tourism sector in East Java continues to increase due to the growth of new interesting tourist objects to visit. One of the largest cities in East Java which is famous for its various tourist destinations is Malang City. Malang city has a variety of natural and modern tourist destinations. Malang is also one of the cities visited by tourists, both for vacation and business. There are several tourist destinations in Malang City that have been supported by advances in information and technology. By utilizing ICT advances, it will affect the development of cities that will become tourist destinations (Liberato, 2016)

The development of technology and information today brings changes to every habit of society. Humans innovate to create technology aimed at facilitating all activities to be more effective and efficient. The government is currently starting to take advantage of technological and information developments in its policies. Several tourist destinations in Malang have implemented smart city policies. Currently smart city is becoming a trend in various countries. Smart city is a step to improve the progress of a city based on technology, information and

communication. *Smart city* is a concept of developing, implementing, and implementing technology that is applied in an area as a complex interaction between the various systems in it (Pratama, 2014). A smart city is a city that uses ICT intelligently and efficiently in using various resources, resulting in cost and energy savings, improving services and quality of life, and reducing environmental footprint, all of which contribute to innovation and an environmentally friendly economy (Cohen, 2014).

In the development of a smart city, there are several components including smart economy, smart people, smart governance, smart mobility, smart environment and smart living. Smart city applies the concept of being a smart city that can play a role in facilitating the public to get precise, fast and accurate information. Smart city is a concept of development of a country, region, or city which is expected to improve the welfare of its people (Holmes, 2010). In implementing a smart city, a city must meet several requirements such as the development and utilization of computer network architecture, information disclosure and economic and scientific stimulation, development of community innovation and creativity, stimulation of the enterprise side and entrepreneurship.

With the smart city concept currently being implemented in Malang City, it is expected to be able to provide a better impact for several sectors. The concept of a smart city is also expected so that the city of Malang can compete with big cities in Indonesia and from several developed countries.

## LITERATURE REVIEW

The review that has been carried out in various journals obtained studies with the following results:

Table 1: Journal Review Results

Source	Invention
Jasrotia (2018)	In looking at the concept of smart city and smart tourism, each city and country has a different view depending on the level of development, policies, and resources.
Rahmat et al. (2021)	The main foundation for the formation of a smart city is information, communication and technology (ICT) which consists of a combination of soft smart and hard smart which can form a smart tourism system that will change the tourism system to be more modern.
Vasavada (2016)	ICT transforms the tourism system into smart tourism which creates a new trend for tourism.

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Jovicic (2017)	Changes in traditional tourism patterns into smart tourism because smart cities affect all systems for policy makers, business actors and tourists (consumers).
Utomo & Hariadi (2016)	Each city has a different focus in building its city into a smart city. The strategy in developing smart cities is carried out in accordance with all the potentials and conditions and conditions in each region. The challenges of implementing a smart city in an area include data and information availability, security and privacy, large investments, IT infrastructure, social adaptation and application development.

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This research is a study that looks at the extent of smart city implementation in Malang City tourism. Each city and country has its own concept of a smart city depending on the level of development, policies, and resources. The foundation for the formation of a smart city is information, communication, and technology (ICT) which consists of a combination of soft smart and hard smart which can form a smart tourism system that will transform the tourism system into a modern one. Changes in traditional tourism patterns that become modern have resulted in changes for policy makers, business actors, and consumers. Each city has a different focus in building its city into a smart city. The strategy in developing a smart city is carried out in accordance with all the potential and conditions and conditions in each area, one of which is Malang City. This is stated in the vision and mission of Malang City. Malang's vision is to become a dignified Malang. And to make this vision a success, there are several missions including ensuring access and quality of education, health and other basic services for all citizens, realizing a productive and competitive city based on a creative economy, sustainability and integration, creating a harmonious and tolerant city based on togetherness and taking sides with vulnerable communities and gender, ensuring community satisfaction with government services that are lawful, professional and accountable.

## RESEARCH METHODS

The method used in this study is qualitative research with the aim of obtaining and understanding in depth the meaning of what is currently happening in the field. Qualitative research aims to understand a phenomenon as it is (especially from the perspective of the subject) which is described in the form of words and sentences in a special natural context by utilizing various approaches contained therein. In addition, a literature study or literature study was also carried out. This research involves traders, visitors, parking attendants, tourism officers as resource persons. The source of the data used is primary data by conducting interviews through voice recording and making observations. The sample data used are people

who are involved in tourism objects, such as; visitors, tourism managers, traders and government employees who handle tourism objects. Sample size chosen for primary data collection is 17 people. Secondary data is obtained through scientific journals, websites and others.

To obtain the validity of the right information, researchers can combine the results of interviews and observations to check the truth. In addition, researchers also used different informants in each tourist spot in Malang City. Tourist attractions that are the object of research are tourist attractions in Malang City, namely Malang City Square, Malang City Hall, Glintung Village, Jodipan, Colorful Village, Malang City Recreation Park. The purpose of this study was to determine the implementation of the smart city policy of Malang City in increasing tourism in Malang City. Tourist attractions that are the object of research are tourist attractions in Malang City, namely Malang City Square, Malang City Hall, Glintung Village, Jodipan, Colorful Village, Malang City Recreation Park.

A checking technique is needed to test the validity of this data. One way to test the validity is by doing triangulation. Triangulation is checking data from various sources to obtain data confidence in research. Triangulation is done by checking the data obtained with different tools and at different times. Triangulation is divided into 4 parts, namely (1) Method Triangulation, (2) Theory Triangulation, (3) Data source triangulation, (4) Time Triangulation. Method triangulation is carried out by collecting data with other methods, theoretical triangulation is carried out by comparing the relevant theoretical perspectives on the conclusions of the findings produced, data source triangulation is carried out by exploring the truth of information by using various data sources.

The triangulation used in this study is source triangulation which is done by checking the information or data obtained through interviews with informants, then the data is asked back to other sources to get more relevant answers as shown in the sample interview results in the table 2.

Table 2: Example of source triangulation regarding the use of internet facilities in Malang City Square

<b>Informant 1 (Cleaning Officer)</b>	<b>Informant 2 (Visitor)</b>	<b>Observation</b>
The local government has provided internet facilities such as Wi-Fi in Malang City Square. However, the Wi-Fi	Visitors said that there are internet facilities such as Wi-Fi which is provided with a very stable connection speed and	The results of observations that researchers have made on internet access facilities such as WI-Fi in Malang City Square, namely, there

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has not reached the entire area of Malang City Square. Even the Wi-Fi facility can rarely be used because of an unstable connection. So that visitors can not use these facilities to the fullest.

reaches all areas of Malang City Square. This is evidenced by visitors because visitors often visit and access Wi-Fi in the area.

are Wi-Fi facilities in Malang City Square, but the connection is unstable and does not reach the entire area. This is also due to the large number of visitors on weekends, resulting in an increase in Wi-Fi access which results in unstable connections.

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## RESULTS AND DISCUSSION

*Smart city* is part of urban governance in realizing a city that innovates using technology and networks as the main tool, to encourage the communication process carried out by the government and also the community. Smart cities are also able to encourage an arrangement in a city to be more effective and efficient, due to the concept that is directly integrated using the concept of ICT. So that it is able to have a significant effect on the rate of urban growth in a city. ICT (Information and Communication Technology) is a design based on technology and communication, Information Technology includes everything related to the process, use as a tool, manipulation, and management of information (Rahim Muhammad, 2011). According to IEEE Smart Cities.org, smart cities have the following characteristics:

Smart city policies are now popular to be developed in several regions in Indonesia. The implications of developing technological and information advances are reflected in smart city policies. In the current era of globalization, it will certainly increase the development of the application of technological advances for society. Smart city in general can be defined as a development goal that integrates information and communication technology and the application of the internet of things to help solve common problems that occur. Examples of common problems that can be solved using smart city policies are public service problems, transportation systems, education, tourism, agriculture, the economy, and so on.

Malang City is the second largest city in East Java with an area of 110.06 km consisting of 5 sub-districts and 57 urban villages. Malang City has now started to apply the smart city concept in various sectors. The development of the smart city concept in Malang City is currently continuously being improved through application innovations and new technologies. Several areas are the focus of service development through digital applications, including those related to smart government (public government services) through the development of an electronic-based government system (SPBE), smart economy (economic empowerment), smart environment (environment), smart people (society and human resources), smart living (better life), and others. This includes education, health, security, social and economic empowerment.

Malang is known as a tourism city as evidenced by the increasing number of local and foreign tourists visiting. The Malang City Government expects the tourism sector to become the driving force behind the economy. The tourism image of Malang City as a City of Tourism has indeed been built for a long time, but in fact tourism in Malang City is still relatively narrow, so that promotions related to tourism need to be increased. The Malang City government's efforts in developing the smart city concept continue to be carried out by developing various tourism industry development strategies.

Provision of adequate infrastructure facilities, guaranteed security and good service is certainly needed for the development of the tourism sector. From the research and observations that the author has carried out, several programs have been developed and must be improved by the Malang City government regarding the implementation of Smart City policies in advancing tourism in Malang City in the Malang City tourism sector.

### **Application of Smart City in Malang City Recreation Park**

Malang City Recreation Park is a tourist destination located in the center of Malang City, precisely behind Malang City Hall. Malang City Recreation Park was established in 2002. The affordable entrance fee has an impact on people's interest in visiting this tourist destination. This tourist destination also has a public swimming pool and playground facilities which are behind the Malang City Hall yard. Initially, the purpose of establishing this destination was to facilitate the community to travel at an affordable price. In the research and observations that have been carried out by researchers, the application of the smart city concept in the Malang City Recreation Park has been implemented in several components but has not been maximized and requires evaluation and development.

Table 3: Resource Person for Malang City Recreation Park

<b>Profession</b>	<b>Age</b>	<b>Origin</b>	<b>Education</b>
Trader	56 years old	Madura	High School
Teacher	45 years old	Malang	S1
City Government Officer	40 years	Malang	S1
Student	20 years	Malang	High School
Student	19 years old	Malang	High School

Based on the results of interviews with several sources at the Malang City Recreation Park, the implications of government policies to implement the smart city concept in the tourism sector in the smart mobility component have begun to be implemented quite well in this tourism object. Malang City Tour (MACITO) is one of the facilities provided by the Malang City Government, especially the Department of Culture and Tourism with the aim of supporting domestic and foreign tourists. With the MACITO bus, foreign and local tourists can get access to reference travel routes and destinations that have been provided by the Malang City Government including: City Hall-Kahuripan Street-Semeru Street-Ijen Street-Museum Brawijaya-Jalan Simpang Balapan-Semeru Street-City Hall. This two-decker bus has an open cabin that allows passengers to freely enjoy the beauty of the city of Malang and has a passenger capacity of 40 people (Nugroho, 2014). In this case, MACITO can become a marketing strategy master plan to attract tourists visiting Malang City.

However, Malang City Tour is currently still not operating due to the COVID-19 pandemic. With the Malang City Tour, it also increases the number of visitors who come, this was conveyed by the merchant "Especially if there is a bus that goes around the city. It's from anywhere, people from Medan, Jakarta, Bali, Bandung are there, as long as they exist".

Malang City Recreation Park tourist destinations have opened up economic opportunities for the surrounding community and outside the city. Traders and cleaners make this tourist attraction one of their sources of livelihood. Malang City Government provides a place to sell facilities around tourist attractions. From this it can be concluded that the implications of smart cities in the smart economy component have been implemented quite well. However, the weakness of this tourism object is that it is less than optimal in the context of environmental cleanliness and good governance. Heaps of garbage and plastic waste are still scattered in the area. There are several infrastructures that must be improved or developed from this tourist attraction such as game facilities that must be added, cleanliness must be improved, and public facilities that must be improved. Internet access in this tourist attraction is also not well-reached. In addition, this tourist attraction has not used social media for media promotion. Tourists know the existence of these attractions through the information they get from people around them. In today's digital era, promotion using digital media is really needed to attract tourists in a wider range.



Table 4: Application of the smart city component of Malang City Recreation Park

<b>Component</b>	<b>Application</b>	
<i>Smart Economy</i>	Opening up economic opportunities around tourism objects	√
<i>Smart Mobility</i>	Malang City Tour (MACITO) facilities	√
<i>Smart Environment</i>	Public infrastructure and facilities are needed	-
<i>Smart Government</i>	The development and management of tourism objects is managed directly by the Regional Government	√
<i>Smart People</i>	-	-
<i>Smart Living</i>	-	-

### Implementation of Smart City in Jodipan Color Village

Jodipan Color Village is a tourist village located in Malang City, precisely on the banks of the Brantas river. This tourist village was originally a slum and dirty settlement, now thanks to the creative thinking of the younger generation, the Jodipan village area has become an image as "Malang Creative Fusion". This tourist village is currently one of the icons of the city of Malang by displaying the uniqueness of the walls with various colors that are not monotonous. The innovations that have been realized have resulted in a fairly rapid development of the progress of the tourism sector of Malang City. The number of visitors to this tourist attraction continues to increase, both local and foreign tourists.

Table 5: Resource persons for Kampung Warna Jodipan

<b>Profession</b>	<b>Age</b>	<b>Origin</b>	<b>Education</b>
Visitors	30 years	Malang	High School
Locals	45 years old	Malang	High School
Trader	40 years	Malang	S1
Parking attendants	30 years	Malang	High School
Student	19 years old	Malang	High School

The management of this tourist destination is carried out with government intervention. Like building a glass bridge on the riverbank between Jodipan tourism and the 3D village. In addition to development, the government also plays a role in improving the human resources of the surrounding community. For example, the government provides the community with facilities such as micro business training conducted by the Department of Cooperatives and Micro Enterprises, workshops on making recycled handicrafts, English language development and tourism village management development. This tourism object is very open economic opportunities for the surrounding community. The surrounding community makes Jodipan Village a source of income for residents. The number of photo spots in Jodipan Village is one of the attractions for visitors, it encourages the stakeholders who are there for the promotion strategy of Kampung Jodipan to be more structured. Promotions carried out through social media are considered quite effective, such as Instagram, Facebook, and others. Currently, Jodipan Village is one of the tourist destinations in Malang City as well as a symbol of the transformation of slum areas into smart living. The transformation that occurred in Jodipan Village had a positive impact on the local economy, such as increasing job opportunities with a greater multiplier effect. Ticket sales, food sales, handicrafts, tour guides, and lodging are examples of positive economic developments that occurred in Jodipan Village. The attractiveness of Jodipan Village is maintained by the community by continuing to maintain cleanliness and existing facilities.

Table 6: Application of the smart city component of Malang City Recreation Park

<b>Component</b>	<b>Application</b>	
<i>Smart Economy</i>	Opening up economic opportunities around tourism objects	√
<i>Smart Mobility</i>	There is city transportation	
<i>Smart Environment</i>	Public infrastructure and facilities are needed	√
<i>Smart Government</i>	The development and management of tourism objects is managed directly by the local government	√
<i>Smart People</i>	There is training as an effort to empower the surrounding community	√
<i>Smart Living</i>	Transforming a slum environment into a smart living as well as a tourist destination for Malang City	√

### Implementation of Smart City in Balai Kota Malang

Malang Square is a tourist spot in the middle of Malang City which is used as a place to travel, play, and rest by people who are on their way. This tourist destination has fairly complete facilities, this can be proven by the availability of toilets, places of worship, children's playgrounds, and other facilities. In the smart environment component, the implications of policies that have been implemented by the government in the tourism sector of Malang City include improving the infrastructure of Malang City Square tourism objects. Previously, Malang City Square was only used as a tourist spot and a downtown monument. There are many thugs running around. In addition, Malang City Square is seen as a slum tourist attraction. Along with the development in Malang City, Malang City Square was also affected by the development. Improvements and additions to facilities in the form of wifi, seating and a bicycle playground to support the smart environment component. The existence of this tourist attraction has not been used optimally by local residents. The majority of visitors, workers, and sellers at this tourist attraction do not come from residents around the Square. The lack of knowledge about smart cities and the components in them also makes the utilization of the facilities provided not optimal. and the sellers at the tourist attraction are not from residents around the Square. The lack of knowledge about smart cities and the components in them also makes the utilization of the facilities provided not optimal. and the sellers at the tourist attraction are not from residents around the Square. The lack of knowledge about smart cities and the components in them also makes the utilization of the facilities provided not optimal.

Malang City Square is a busy place visited by tourists and has complete facilities. People around Malang City Square are aware of this but are not able to take advantage of it. One of the causes of this happening is that repairs and additions to facilities are carried out without any socialization or publication to the public. The existence of tourism objects has not had a major impact on the economy because the economic driver of Malang City Square itself does not come from the surrounding community.

Table 7: Resource Person for Malang City Square

Profession	Age	Origin	Education
Visitors	33 years old	Malang	High School
Trader	43 years old	Malang	-
Trader	47 years old	Malang	-

Parking attendants	30 years	Malang	High School
Square Workers	26 years	Malang	High School

The government provides facilities but still does not provide direction and explanation to the community. In addition, the smart people component has not been fulfilled because the majority of people in the Square are less concerned with education. Most traders there can only meet their basic needs and do not have time to pursue further education.

Table 8: Application of smart city components in Malang City Square

Component	Application
<i>Smart Economy</i>	Opening new business opportunities such as traders, but still traditional and not taking advantage of the facilities provided by the government
<i>Smart Mobility</i>	There is city transportation
<i>Smart Environment</i>	Wifi facilities, discussion places, toilets
<i>Smart Government</i>	The development and management of tourism objects is managed directly by the local government
<i>Smart People</i>	People still don't understand the facilities provided by the government, they only use them for the sake of having fun
<i>Smart Living</i>	-

### Implementation of Smart City at City Hall

The city hall is a tourist spot as well as a monument from the city of Malang which is located in front of the Malang Mayor's Office. Malang City Hall can be considered as one of the Malang City Center areas. Around it there are many public places including hotels, tourist attractions, schools, stations and others. City Hall is usually visited by foreign and local tourists because this place is passed by MACITO. To be able to enter visitors do not need to pay a fee. Visitors can directly enter and see flowers and fountains that are maintained by the government.

Table 9: Malang City Hall Resource Person

Profession	Age	Origin	Education
Rickshaw	48 years old	Malang	-
Ojol	33 years old	Malang	High School/Equivalent

There are several rickshaws at this tourist attraction. When the interview was about to be conducted they looked annoyed and refused the interview on the grounds that they couldn't. The facilities at Malang City Hall are different from the facilities at previous tourist attractions because the area is usually used to take pictures and see the surroundings. Facilities such as wi-fi, toilets, and prayer rooms are not visible there. The traders were completely invisible because during the covid-19 pandemic there were no tourists visiting the city hall. Some online motorcycle taxis use places around the city hall to wait for orders.

Table 10: Application of the smart city component of Malang City Hall

Component	Application	
<i>Smart Economy</i>	Opening a new business area is like a profession as a rickshaw, but with a pandemic like this, the rickshaws are empty of customers	√
<i>Smart Mobility</i>	There is MACITO for visitors to visit this place	√
<i>Smart Environment</i>	-	-
<i>Smart Government</i>	The development and management of tourism objects is managed directly by the local government	√
<i>Smart People</i>	-	-
<i>Smart Living</i>	-	-

### Implementation of Smart City in Glitung Village

Glitung Village is one of the villages in the Malang area which is modernized and beautified by plants. The management of the tourism object uses the go green principle which uses used goods to be reused. Each of the residents' yards is decorated with various hydroponic plants to beautify the village area. The development of the Glitung village was

started by one of the residents who had the initiative to turn a slum village into a clean and beautiful area. To enter this place is fairly easy because the location is in the middle of the city and the entrance has a large banner.

Table 11: Implementation of the Kampung Gilintung smart city component

Component	Application	
<i>Smart Economy</i>	The economy of the surrounding community was helped because with the opening of the Glintung village, the residential area of the residents began to be visited by several people	√
<i>Smart Mobility</i>	There are online motorcycle taxis or public transportation	√
<i>Smart Environment</i>	-	-
<i>Smart Government</i>	There is counseling and financial assistance by the government.	√
<i>Smart People</i>	The community has an awareness of the development of the Glintung village and turning a slum place into a beautiful place	√
<i>Smart Living</i>	Change from a slum environment to clean and tidy	√

### **Smart Branding Malang City**

Improving the management of the tourism industry system is carried out through the "Malang Greet" application. The "Malang Menyapa" application was released on March 17, 2017. This application is an application innovation that aims to introduce Malang City tourism to develop cultural and tourism potential. With this application, local and foreign tourists can find out the latest information and news about Malang City tourism. In this application there are seven features provided, including shopping, hotels, food, souvenirs, travel, entertainment and event calendars. 1-5 scale app on google play store. Although it has received a 4.3 rating, improvements are needed based on negative reviews given by users of this application. Some of the reviews given by users include the application maps only showing the destination location without displaying the distance and route. This application also received comments that there is no search field and the layout is not neat. This application continues to be developed in order to improve the quality of this application. The Malang City Government has also prepared admin

staff to filter tourism businesses. In this application the Malang City government expects an increase in local and foreign tourist visits. ICT-based tourism services that include destinations, transport and accommodation. The purpose of this application development innovation is to open tourism partnerships that are healthy and competitive, and are socially and environmentally responsible. This application also received comments that there is no search field and the layout is not neat. This application is continuously being developed in order to improve the quality of this application. The Malang City Government is also preparing admin staff to filter tourism businesses. In this application, the Malang City government expects an increase in local and foreign tourist visits. ICT-based tourism services that include destinations, transport and accommodation. The purpose of this application development innovation is to open tourism partnerships that are healthy and competitive, and are socially and environmentally responsible. This application also received comments that there is no search field and the layout is not neat. This application continues to be developed in order to improve the quality of this application. The Malang City Government is also preparing admin staff to filter tourism businesses. In this application the Malang City government expects an increase in local and foreign tourist visits. ICT-based tourism services that include destinations, transport and accommodation. The purpose of this application development innovation is to open tourism partnerships that are healthy and competitive, and are socially and environmentally responsible. The Malang City Government has also prepared admin staff to filter tourism businesses. In this application the Malang City government expects an increase in local and foreign tourist visits. ICT-based tourism services that include destinations, transport and accommodation. The purpose of this application development innovation is to open tourism partnerships that are healthy and competitive, and are socially and environmentally responsible. The Malang City Government has also prepared admin staff to filter tourism businesses. In this application, the Malang City government expects an increase in local and foreign tourist visits. ICT-based tourism services that include destinations, transport and accommodation. The purpose of this application development innovation is to open tourism partnerships that are healthy and competitive, and are socially and environmentally responsible.

## CONCLUSIONS

From the results of research that has been carried out in the previous discussion, smart city policies in Malang City, especially in the tourism sector, have begun to be implemented with an increase in public services. The tourism sector of Malang City has begun to implement the smart city component, although not all components have been realized. One of the smart city implementations in the smart branding component is to create a tourism application, namely

"Malang Greet". This application was compiled with the aim of making it easier for tourists to get information about tourism in the city of Malang. However, evaluation is still needed to improve the application. The challenge for Malang City in realizing smart city components is that there are still many people who do not understand the existing technology, such as not understanding the internet, how to use a computer and so on. The lack of public interest in participating in the socialization of smart city policies is a factor inhibiting the progress of smart city implementation in Malang City.

Suggestions for the Malang City Government are the need for socialization about smart cities to the community, so that all elements of society fully support the smart city program. In addition, it is necessary to support facilities or media facilities so that the six elements in a smart city can be implemented properly. In addition, the government must also involve the community around tourism objects as tourism management workers. The role of local residents can encourage a sense of belonging to tourism objects so as to ensure the sustainability of the tourism sector business in the region.

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