

# SHARING SESSION: INTERNATIONAL OUTREACH PROGRAMME

## JAKARTA KINI (JAKI)



# Jakarta's Strategic Activities in the Development of Smart City Ecosystem and Digital Transformation to Enhance Citizen Engagement and Sustainable Development



Enhancing Public Trust through the Community Rapid Response System (CRM)



Integration of Electronic-based Public Services through Super App Jakarta Kini as the Government's Digital Platform



Implementation of Digital Transformation Program to Support Data-driven Policies and Public Service Effectiveness



Development of Smart City Ecosystem through Future City Hub as an Urban Innovation Space



Development of Decision Support System for Flood Control based on Machine Learning (AI) Models

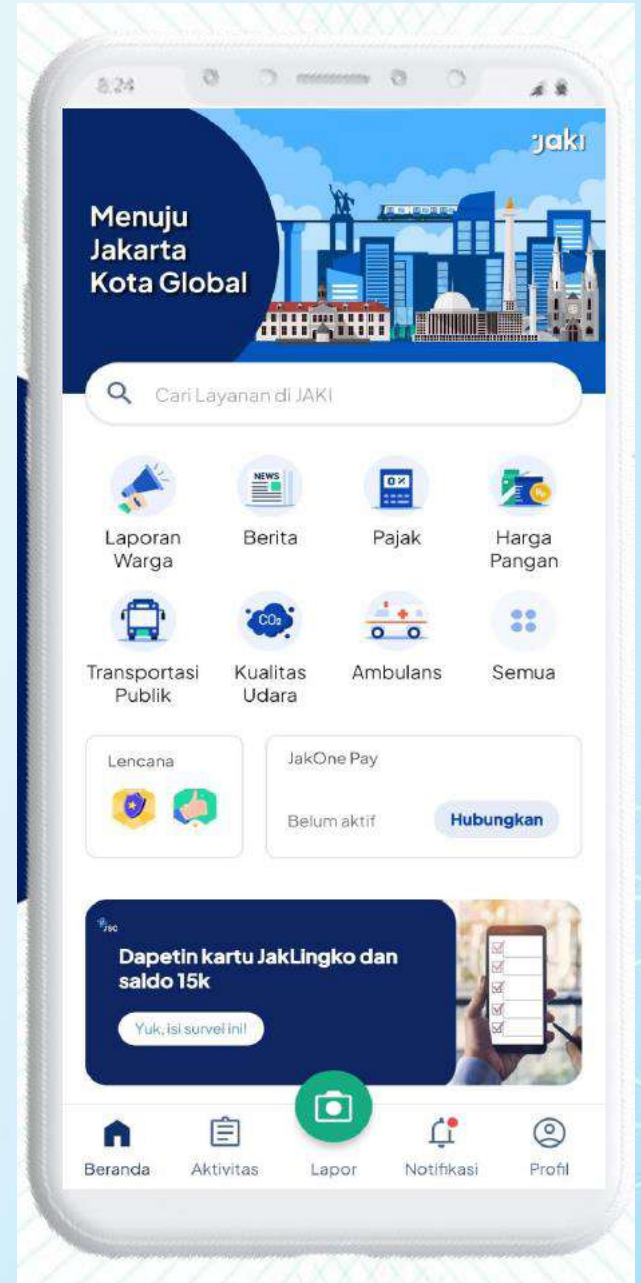


Establishment of Jakarta Smart City Living Lab (JSCLab) for Digital Literacy

# about **jaki**

**JAKI: Jakarta's Super App** integrates public services and official information from the Jakarta Government to serve residents' needs.

With over 50 public services available, JAKI has been used by more than **4 million users** on Android and iOS as of July, 2024.



# Problem Statement



**Population: 11 million**

Urban Challenges    



**Pandemic Covid-19 Situation**



**Scattered & Unstandardized Data**



**Siloed Systems**



**Unintegrated Services**



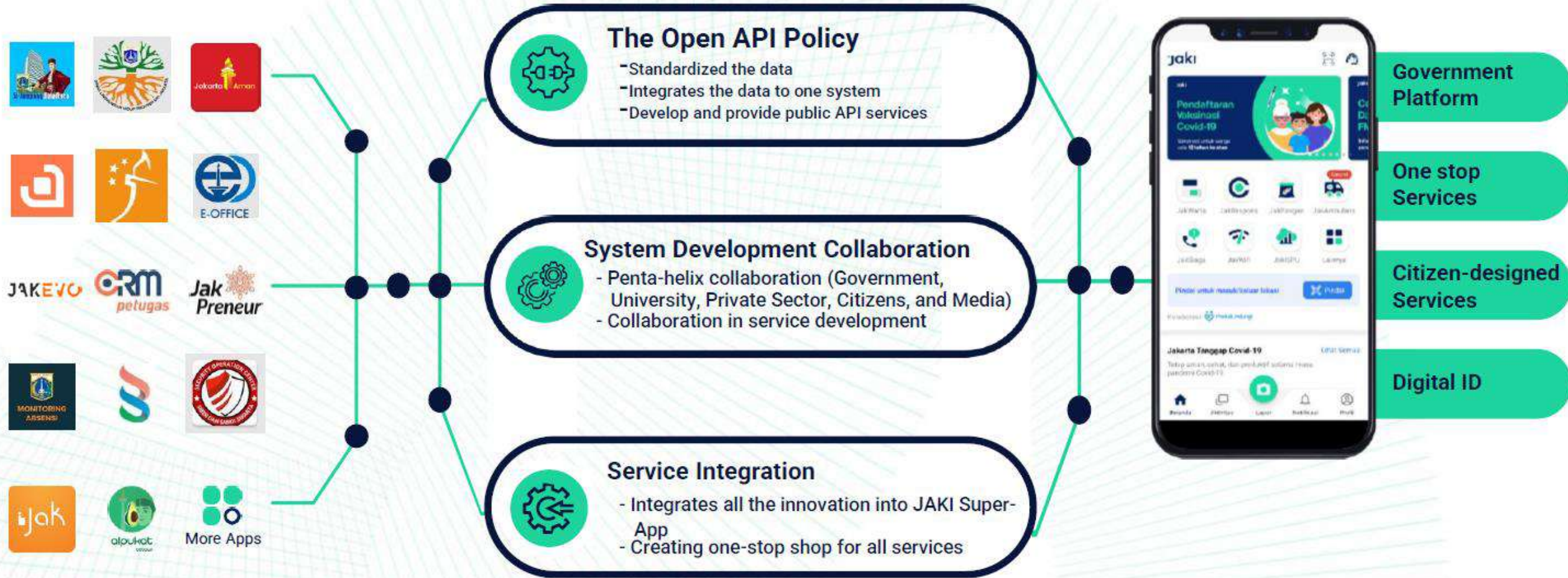
**Inefficiencies**



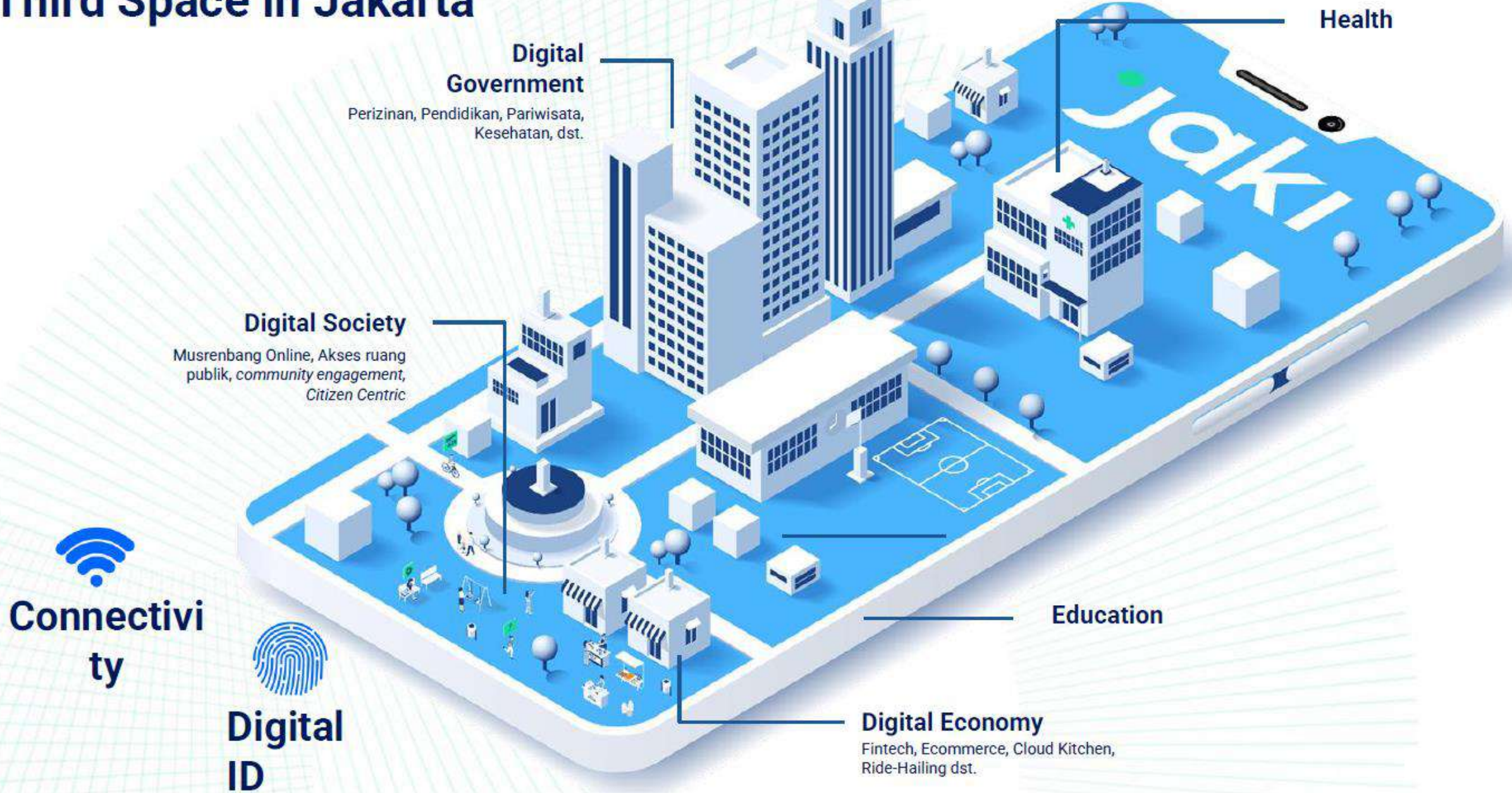
**Costly**



**Decrease the quality of public**



# JAKI: Digital Platform as a Third Space in Jakarta



# Our Transformation: Integrated Digital Services



## Sectors

- Healthcare
- Education
- Public safety & order
- Environment
- Information & Statistics
- Manpower/ labour
- Food security
- Youth & sports
- Public Library
- MsMe

# Implementation



**JAKI: As a third-space  
digital platform for  
citizens**

## Citizen-Government Interaction



JakLapor



JakPantau



Ambulans



JakISPU

## Citizen-Business Interaction



JakOne  
mobile



tokopedia



Jak  
Preneur

Grab



gojek



Shopee

## Citizen-Citizen-Interaction



JakPangan



JakWIFI



JakRespon



KSBB

## Before

## After

Traditional physical reporting system

Mobile-first reporting

Paper-based monitoring system

Online monitoring system

Time-consuming process

Instant online process

Traditional decision support

Data decision support system

Siloed & unintegrated services

One-stop public service

Personal data exposure

User privacy & data protection



**Problem Solving  
&  
Value Creation**