Civic Engagement App to Improve Public Service in Jakarta

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The initiative #BERANIBERUBAH is created from the community’s concern for the city to bring the city’s shift to a better direction.

We believe that the problem can be resolved through the initiative #BERANIBERUBAH of civic engagement as a solution to create a better city.

Enabling users to actively report or share their neighbourhood conditions to the city officials/enterprises.
**Percentage of Report Data per Topic**

- **24.1%** General
- **16%** Education
- **12.7%** Jalan & Jembatan
- **9.1%** Info Umum
- **7.4%** Perbankan
- **6.5%** KPK
- **6%** Polisi
- **5.1%** Kejaksaan
- **4.1%** Khusus Tidak Berlaku
- **3.3%** Bunda
- **2.2%** Pohon Tumbang
- **1.2%** Polisi Pengendara
- **1.2%** Kejaksaan
- **0.8%** Bandara
- **0.5%** Khusus
- **0.4%** Laporan Trafik
- **0.4%** Kelalaian
- **0.3%** Kebakaran
- **0.2%** Kecelakaan
- **0.15%** Laporan Ops Online
- **0.07%** Pelanggaran Not Masuk
- **0.07%** Pelanggaran Not Keluar
- **0.03%** Pelanggaran Not Pergi
- **0.03%** Pelanggaran Not Datang
- **0.02%** Pelanggaran Not Masuk
- **0.02%** Pelanggaran Not Keluar
- **0.01%** Pelanggaran Not Pergi
- **0.01%** Pelanggaran Not Datang

**Data Source:** qlie
Encourage Bureaucratic Reform

Evidently more citizen reports are being followed up by the government
Mapping of Government Performance

Smart Monitoring System (KPI Monitoring & Analytic)

The dashboard makes it possible for the client to measure the performance of the officer on the ground by analyzing it through 4 (four) types of data:

- Ranking
- Graph
- Pie-Chart
- Bar Status
Satisfaction Level from Reporters (2016)

- Very Disatisfied: 23%
- Disatisfied: 7%
- OK: 2%
- Satisfied: 2%
- Very Satisfied: 72%

Data Source: qliue