

Jakarta Smart City & the JAKI App — Citizen-Reporting and Open-Data Command Centre

City Innovation Library · Good practice · Indonesia

Quality score: 71/100

Evidence strength: Observational / pre–post

Summary

Jakarta Smart City (2014–) pairs a command centre with citizen-reporting apps (Qlue, then JAKI from 2019) and open data; an independent evaluation found a 98.73% resolution rate on 523,000+ reports, alongside documented gaps in awareness and follow-up.

Key dimensions

Dimension	Score
Evidence of impact / measured results	3/3
Transferability / demonstrated replication	2/3
Scalability	3/3
Sustainability / continuity	2/3
Innovation	2/3
Inclusiveness / equity	1/3
Multi-stakeholder collaboration	2/3

Evaluated by C-NAPSE

Data sources

[C-NAPSE web research](#) — accessed 2026-08-06

[Jakarta Smart City Management Unit \(DKI Jakarta Provincial Government\)](#) — accessed 2026-08-06

[Jakarta Smart City](#) — accessed 2026-08-06

[ResearchGate: Human-Centric Policy Evaluation of Jakarta Smart City Initiatives](#) — accessed 2026-08-06

[1 World Connected case study: Jakarta Smart City](#) — accessed 2026-08-06

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