Strategies to Increase the Tourism Attractiveness of Lombok Timur, Indonesia through Smart City

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Abstract

This research aims to find out how the strategy of increasing tourist attraction in Lombok Timur Regency through smart city and how the obstacles experienced when implementing smart city in Lombok Timur Regency. By using a descriptive qualitative approach. And by using primary data and secondary data. Data collection using interview, observation and documentation methods. The results of this study indicate that the strategy carried out in increasing tourist attractiveness in Lombok Timur through smart city takes time so that its implementation can run optimally. Some of the strategies carried out by the local government are by making the Lotim Go application, Social Media Branding, the Pesona Gumi Selaparang Programme, and the Tourism Website. The above strategies are made as a form of effort to make it easier for tourists to obtain tourist information in Lombok Timur. And by implementing this strategy, it is hoped that it can make tourist destinations continue to grow and develop, can increase the number of tourist visits and increase local revenue (PAD). The obstacles in implementing and innovating smart cities in Lombok Timur Regency experienced by the local government are position transfers, budget constraints, lack of socialisation, lack of coordination between regional apparatus organisations and lack of IT experts.

Keywords: Strategy, Smart City, Smart Branding, Tourism.

1. INTRODUCTION

Globalisation is the process of integrating countries in various parts of the world with the implementation of technology that is increasingly developing so that it affects all aspects of life both in the environmental, social, economic, cultural, religious, political and other fields [1]. This globalisation is growing along with the rapid advancement of technology, the development of technology has created many changes in life both in terms of state and society that provide convenience in terms of communicating, finding information, learning, shopping, transactions, and many others. In this era of globalisation, it can be used as a golden opportunity for all countries to make this an opportunity to advance the country and prosper its people [2]. The thing that makes globalisation itself a golden opportunity is from the facilities provided such as the level of information mobilisation that is very fast so that it makes information more easily obtained by people all over the world without any regional or state boundaries [3], [4]. With the existence of globalisation, it can also facilitate communication and transportation. With the emergence of globalisation, it has become one of the alternative forces for countries and communities that can be used in obtaining benefits, namely by utilising the tourism sector by promoting the tourism potential in the country which will attract the interest of both local and international tourists to visit the country. Tourism is a sector with very strategic activities, as evidenced by the number of countries that place tourism as a mainstay service trade sector in earning foreign exchange and driving the community's economy [5].

Indonesia is a country that is famous for its tourism and some of them have been recognised by the world. Indonesia can utilise this advantage in the tourism sector to
contribute to improving the national economy. Indonesia itself began to realise that the tourism sector is one of the tools to stimulate the improvement of the national economy and the main thing is the economy in each region that has tourism destinations. Pertwi and Pernomo [6], states that the contribution of the tourism sector from 2016 to 2019 has increased in that year, this can be seen through direct gross domestic product (TDGDP), the contribution of the tourism sector is 4.6% to 4.9% of GDP. With this, the government needs to make a policy or programme that aims to advance the potential of existing tourism such as by improving infrastructure, access, facilities and human resources in the tourism sector.

West Nusa Tenggara is a province consisting of 2 islands, namely Sumbawa Island and Lombok Island. Lombok Island is designated as the location of the provincial capital, Mataram City, Lombok Island is branding as the Island of a Thousand Mosques. This is because the number of mosques on the island of Lombok is more than 3000 mosques [7]. Nusa tenggara Barat is also famous for its natural beauty such as mountains, beaches and waterfalls. And one of the iconic ones, Mount Rinjani, is well known by both local and foreign tourists. West Nusa Tenggara Province is not only rich in natural tourism but also enriched with cultural and culinary diversity.

Lombok Timur is part of one of the regions in Nusa tenggara Barat Province which has a variety and variety of tourist attractions in the form of natural tourism, cultural tourism, culinary tourism, marine tourism, and others [8]. This is one of the potentials possessed by Lombok Timur Regency which can be developed by local governments and institutions engaged in tourism which, if developed effectively and efficiently, can be an opportunity to advance and improve the economy in the region. Through the variety of tourism potential owned by Lombok Timur Regency, it is necessary to innovate to develop this tourism potential [9]. However, this requires attention from various parties so that the tourism potential in Lombok Timur Regency can be maximally developed. With the intervention of the government, it will be easier to make policies and programmes for the development of tourism objects. To make tourism development successful, it really requires contributions from related parties, including the central government, local governments, academics, the private sector, the media and the community. There are several tourist objects/destinations in Lombok Timur Regency.

Table 1 Tourism Objects (Destinations) in Lombok Timur Regency in 2019 [10]

<table>
<thead>
<tr>
<th>No</th>
<th>Beach Tourism</th>
<th>Nature Tourism</th>
<th>Maritime Tourism</th>
<th>Artificial Tourism</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Tanjung Luar Beach</td>
<td>Mount Rinjani</td>
<td>Gili Maringkik</td>
<td>Joben's Crow Brain</td>
</tr>
<tr>
<td>2</td>
<td>Labuhan Haji Beach</td>
<td>Blue Lake</td>
<td>Gili Sulat</td>
<td>Dragon Valley Bath</td>
</tr>
<tr>
<td>3</td>
<td>Paradise Beach</td>
<td>Segara Lake</td>
<td>Gili Kondo</td>
<td>Green Valley</td>
</tr>
<tr>
<td>4</td>
<td>Lawang Beach</td>
<td>Anak</td>
<td>Gili Nusa</td>
<td>Lemor</td>
</tr>
<tr>
<td>5</td>
<td>Kalianan Beach</td>
<td>Gunung Kukus</td>
<td>Gili Bidara</td>
<td>Kebon Raya Lombok</td>
</tr>
<tr>
<td>6</td>
<td>Labuan Beach</td>
<td>Tereng Waterfall</td>
<td>Gili Petelu</td>
<td>Pandan Dure</td>
</tr>
<tr>
<td>7</td>
<td>Lombok</td>
<td>Wilis</td>
<td>Gili Lawang</td>
<td>Pusuk Tourism Park</td>
</tr>
<tr>
<td>8</td>
<td>Pink Beach</td>
<td>Mount</td>
<td>Tanjung Ringgit</td>
<td>Bale Belek Sembalun</td>
</tr>
<tr>
<td>9</td>
<td>Lamp Island Beach</td>
<td>Pergasingan</td>
<td>Teluk Ekas</td>
<td>Planet Garden Waterpark</td>
</tr>
<tr>
<td>10</td>
<td>Obel-Obel Beach</td>
<td>Anak Dara Hill</td>
<td>Tanjung Bloam</td>
<td>Rinjani Bath</td>
</tr>
</tbody>
</table>

Source: Lombok Timur Regency Tourism Office

Lombok Timur Regency is part of the districts selected by the Ministry of Communication and Information in implementing the concept of Smart City 2017 through the Movement Towards 100 Smart cities programme. Lombok Timur was chosen to be one of the 25 smart city areas because Lombok Timur has fulfilled the requirements and criteria such as...
human resources, infrastructure, and fiscal space. The Smart city programme has begun to be implemented in 2017-2019 by guiding 100 selected districts / cities. Then in its implementation in 2021 the Movement Towards 100 Smart cities programme will be focused on using a tourism theme that is in accordance with the government's programmes related to Priority Tourism Areas. In 2021, Lombok Timur Regency was selected as a city/district that received the Smart City programme award by the Ministry of Communication and Information [10]. On that occasion, Minister of Communication and Information Jonny G Flate said that the Movement Towards Smart city programme was the government's effort to encourage recovery in the tourism sector. Then Damayanti [11] explained that integrating smart cities into the tourism industry is considered to be a form of mechanism to foster resilience amid disruption due to the COVID-19 pandemic.

Through the concept of Smart city branding, which utilises technology and innovation in optimising the promotion of the city and its tourist sites. Smart city can be made by Lombok Timur Regency as a driving force to improve the regional economy, improve community welfare, increase regional potential, improve public services, increase the ease of obtaining information, both tourism and others. This smart city will be one of the innovations to overcome existing problems, one of which is in the tourism sector. The tourism sector is one of the potential fields in Lombok Timur Regency, because Lombok Timur is an area that is famous for its tourism. This is one of the driving factors to continue to improve smart cities in Lombok Timur Regency, especially in tourism in the district.

2. METHOD

The research method used in this research is descriptive qualitative method. Descriptive qualitative research is a type of research that aims to provide symptoms, events, or facts systematically and accurately, related to the characteristics of a particular population or region [12]. The types of data used are secondary data and primary data. The data collection method uses interviews, documents and observations.

3. RESULT AND DISCUSSION

Smart City is a sustainable and competitive city/district management concept designed to make people's lives easier, safer, healthier and more prosperous by using information and communication technology (ICT) and innovation to improve performance, increase efficiency and participation in society. Smart City is part of a programme developed by the Department of Communication and Information Technology under the theme "Towards 100 Smart Cities" which started in 2017 with the selection of 25 districts/cities to be supported.

The branding strategy implemented to increase tourist attractiveness in Lombok Timur Regency has succeeded in attracting domestic and international tourists. This can be proven by looking at the number of tourist visits in the table of Lombok Timur tourist visitors in 2018-2022 below [13]:

<table>
<thead>
<tr>
<th>No.</th>
<th>Month</th>
<th>Nusantara Travellers</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>2018</td>
</tr>
<tr>
<td>1</td>
<td>January</td>
<td>484</td>
</tr>
<tr>
<td>2</td>
<td>February</td>
<td>403</td>
</tr>
<tr>
<td>3</td>
<td>March</td>
<td>2,812</td>
</tr>
<tr>
<td>4</td>
<td>April</td>
<td>6,199</td>
</tr>
<tr>
<td>5</td>
<td>May</td>
<td>4,493</td>
</tr>
<tr>
<td>6</td>
<td>June</td>
<td>9,161</td>
</tr>
</tbody>
</table>
From the data on the number of tourist visits in 2022, it shows an increase in the number of domestic tourists, where in 2018 it only reached 29,649 then in 2022 it increased, reaching 71,301. Meanwhile, foreign tourists from 2020 reached 1,467, the number of visits decreased from the previous year because it was influenced by the covid 19 and lockdown policies, then increased in 2022 the number of foreign tourist visits rose to 14,343 tourists. This is accompanied by an increasingly aggressive strategy by the government in order to introduce the available tours, this is done by the Lombok Timur regional government. To continue to achieve an increase in the number of tourist visits both including archipelago tourists and tourists from abroad, the local government needs to collaborate with various parties in an effort to promote tourism to grow, from the government side it needs to support in the form of providing infrastructure both physical and non-physical, public facilities and easy, affordable and safe transportation.

The advantage as well as a challenge that Lombok Timur has is an area of 2,679.88 km2 which makes a challenge to the local government in carrying out equitable development in order to avoid social jealousy of the community. Lombok Timur with this area has a variety of tourism potential that can still be explored to be developed into tourist destinations. Local governments are not only required to build and improve supporting infrastructure facilities but local governments also need to make a new innovation coupled with the development and improvement of infrastructure and transportation. The creation of this innovation can be done by utilising the optimisation and role of technology, then information and communication which can be applied through the implementation of smart city programs. The application of Smart Cities aims to make it easier to provide a variety of tourist information for residents and tourists.

<table>
<thead>
<tr>
<th>Month</th>
<th>Nusantara Travellers</th>
</tr>
</thead>
<tbody>
<tr>
<td>2018</td>
<td>2019</td>
</tr>
<tr>
<td>January</td>
<td>57</td>
</tr>
<tr>
<td>February</td>
<td>50</td>
</tr>
<tr>
<td>March</td>
<td>483</td>
</tr>
<tr>
<td>April</td>
<td>3,772</td>
</tr>
<tr>
<td>May</td>
<td>4,999</td>
</tr>
<tr>
<td>June</td>
<td>3,713</td>
</tr>
<tr>
<td>July</td>
<td>5,476</td>
</tr>
<tr>
<td>August</td>
<td>181</td>
</tr>
<tr>
<td>September</td>
<td>7</td>
</tr>
<tr>
<td>October</td>
<td>-</td>
</tr>
<tr>
<td>November</td>
<td>-</td>
</tr>
<tr>
<td>December</td>
<td>-</td>
</tr>
<tr>
<td>Total</td>
<td>18,738</td>
</tr>
</tbody>
</table>

Source: Lombok Timur Regency Tourism Office
A smart city is a type of city that integrates the sophistication of information and communication technology in carrying out activities related to government and to facilitate, streamline existing resources for the benefit of the community. Smart cities can also be interpreted as cities with the latest concepts that provide new innovations in solving problems in a city/district. And this smart city has begun to be implemented in several major cities in Indonesia which is beneficial to overcome the problems that arise in the city. The application and development of the smart city concept itself is adjusted to the potential possessed by each region, such as in the Lombok Timur district area with its extraordinary potential in the tourism sector. So the local government needs to create a strategy to increase attractiveness through the application of the smart city concept.

Smart City as a form of providing better services for the community and all visitors who visit. Smart city where the programme is supported by using ICT development as an accelerator in improving and facilitating services to the community. Through this smart city program, it is hoped that each region can take advantage of it for regional progress and prosperity of the community, the smart city concept is adjusted to the potential and needs of the region itself, to provide optimal benefits for the community.

There are several criteria that make Lombok Timur Regency one of the smart city areas from twenty-five city districts in Indonesia selected by Kominfo RI, namely [14]:
1. Human resources
2. Infrastructure
3. Leadership
4. Fiscal space

Some of the above criteria are the requirements that are assessed which make Lombok Timur selected as one of the areas that implement the smart city concept, after the assessment by Kominfo RI Lombok Timur is considered ready to implement the smart city concept. Then after conducting the assessment Kominfo RI will provide technical guidance to local governments to create a smart city masterplan so that it can create the concept of smart cities / districts (smart city). According to the Head of Sub-Directorate of Public Service Applications of the Directorate General of E-government of Informatics Applications of Kominfo RI, cities/districts are considered worthy of smart cities if they have provided services to the community running smoothly, especially using information technology.

3.1. Strategy to Increase Tourism Attraction in Lombok Regency through Smart City

The local government, especially the Regent of Lombok Timur, leads the implementation of smart cities in several programmes that the local government wants to focus on, such as one of the smart city smart pillars, namely smart branding by developing several tourist destinations as tourist sites. Destinations in Tete Batu village, Sembalun, Gili Kondo and water sports for surfing and e-promotion based on community testimonials and other Smart city flagship programmes that aim to make Lombok Timur Regency a smart city.

Based on the interview results about local governments supporting smart branding initiatives by promoting innovation in marketing regional potential to improve regional competitiveness, AB answered:

"Pemerintah daerah kami telah meluncurkan beberapa program inovatif untuk mempromosikan potensi regional. Misalnya, kami mengadakan festival pariwisata tahunan yang menampilkan inovasi lokal dan budaya unik kami. Program ini tidak hanya meningkatkan daya tarik pariwisata, tetapi juga memberikan platform bagi pelaku bisnis lokal untuk memamerkan inovasi mereka."

Further about the business or industry sectors in this area that could utilise smart branding strategies to improve competitiveness, CA replied:
"Sebagai pemimpin perusahaan lokal, kami telah melihat potensi besar dalam menggabungkan inovasi dalam strategi pemasaran kami. Kami aktif berpartisipasi dalam acara pameran industri dan memanfaatkan platform daring untuk mempromosikan produk dan layanan unggulan kami. Branding pintar membantu kami menciptakan citra positif di mata konsumen dan mitra bisnis potensial."

Then on how smart branding can influence the city's image in the regional marketing scheme of things, CA replied:

"Branding pintar telah membawa dampak positif pada citra kota kami. Kami fokus pada peningkatan estetika kota dan memanfaatkan seni jalanan, taman kota inovatif, dan proyek revitalisasi untuk menciptakan identitas yang unik. Ini bukan hanya membuat kota lebih menarik untuk pengunjung, tetapi juga meningkatkan rasa kebanggaan dan keterlibatan masyarakat lokal dalam memajukan kota ini ke depan."

From the interview results it is known that, smart branding by promoting innovation in regional marketing potential also has the potential to increase regional competitiveness by developing the three elements of regional branding:
1. Regional tourism
2. Business / Industrial Businesses
3. The face of the city

This branding can be done through optimising the potential of an area, but also this must be able to support the acceleration of economic growth in Lombok Timur Regency.

In an effort to support the implementation of smart branding in Lombok Timur, the government has begun to make improvements in terms of infrastructure in the form of facilities, infrastructure both in physical and non-physical forms. Physical infrastructure such as making rest areas as tourist sites, providing signs, providing parking locations at tourist sites, widening roads to tourist access and others. Then in the form of providing non-physical infrastructure, the local government makes soft (digital) infrastructure that can be used in supporting information from smart cities, the local government has also made a command centre (command / control centre) that can be used by each OPD to provide convenience in public services, as well as the development of digital information about tourism through the android application "Lotim Go".

1. Lotim Go Application

The Lotim Go application is an Android-based application that can be downloaded from the Google Play Store. Go Lotim is one of the premium products prepared by the Information and Communication Office, Lombok Timur to support efforts to increase tourist attractiveness and increase the number of local and expatriate tourist visits in Lombok Timur.
With the launch of this application, the Lombok Timur Government provides existing tourist information such as cultural tourism, religious tourism, artificial tourism, culinary tourism, nature tourism, event tourism, commercial travel and accommodation equipped with 3D animation directly connected to Google Maps. This will help tourists easily get information related to existing tourist attractions that have been grouped in this application feature, for example in the natural tourism feature, related destinations related to natural tourism will be displayed to make it easier for some tourists. Identify the tourist attractions they want to visit in Lombok Timur Regency.

2. Social media branding

![Image of social media platforms]

Figure 2. Social Media Branding

To increase its tourist attractiveness by marketing existing tourism wealth through social media, namely Facebook, Instagram, Youtube. By creating interesting content in the form of photos of tourist destinations, videos of tourist destinations and organising cultural attractions. By posting to social media or doing social media branding, this will be one of the local government's strategies in an effort to improve the image of the region with its rich tourism potential, be it natural, cultural, customs, culinary and other tourism. This social media branding can be used as a promotional media and information centre because of the time when people are more easily connected to one another without any regional or regional restrictions. A time when the era of technology is developing rapidly because of globalisation which makes us able to obtain various kinds of information that we want easily. So this social media branding must continue to be carried out by creating interesting content by showing the beauty and uniqueness of tourist destinations owned by Lombok Timur, so that people and tourists can easily find out information related to existing tourism as well as to introduce tourism potential in Lombok Timur.

3. Website

![Image of the Tourism Office website]

Figure 3. Website display of the Tourism Office
Source: dinpar.lomboktimurkab.go.id
The Lombok Timur Tourism Office website was created to meet the needs of information about tourism in Lombok Timur which is shown to prospective tourists in an effort to promote tourist attractions. The website is also used as one of the online media to provide information about tourist attractions, locations, tourist activities and tourist maps. The use of information and communication technology in the form of a website, this website is used as a tourism marketing media strategy to optimise the branding and attractiveness of Lombok Timur tourism.

4. The charm of gumi selaparang

![Figure 4. Poster of Gumi Selaparang Enchantment](https://i.imgur.com/123456.png)

Source: Facebook Pesona Gumi Selaparang

Local governments also create and develop applications to increase tourist attractiveness. The local government also made the Pesona Gumi Selaparang programme, Pesona Gumi Selaparang is an activity that is held annually to coincide with the birthday of Lombok Timur, this programme is part of an effort to promote the uniqueness of Lombok Timur Regency starting from the amazing natural beauty and of course the richness of culture, customs and others. In this programme, it can be seen in terms of natural wealth, Lombok Timur offers beautiful scenery such as beaches, green hills, gilis and other natural charms [15]–[17]. This programme tries to portray natural beauty through various activities including art events and photography exhibitions that highlight the existing natural panorama. And in terms of culture, Pesona Gumi Selaparang summarises local cultural heritage by involving local artists, craftsmen and cultural figures. From traditional performing arts such as perisean, typical regional gasingan, this programme aims to maintain, preserve and promote the rich cultural heritage of Lombok Timur. This programme is not only a tourism promotion event but also a means to build community awareness and pride in their own local culture.

3.2. Barriers to Smart City Implementation in Lombok Timur

The results of interviews related to concrete steps taken by local governments to encourage the implementation of smart cities in Lombok Timur. AM answers were:

"Pemerintah daerah telah menginisiasi beberapa proyek smart city, seperti penerapan sistem manajemen transportasi cerdas dan integrasi teknologi informasi dalam administrasi publik. Namun, kami menghadapi kendala anggaran yang signifikan dan perlu dukungan lebih lanjut dari pemerintah pusat (AM-I)."

Further asked about the current state of technology infrastructure in Lombok Timur and the extent to which it supports the smart city concept, CA replied:

"Infrastruktur teknologi di Lombok Timur masih memerlukan peningkatan. Ketersediaan jaringan internet terbatas di beberapa wilayah, dan keamanan data menjadi isu kritis. Kami berupaya bekerja sama dengan perusahaan swasta untuk memperkuat infrastruktur ini, tetapi hal ini memerlukan investasi besar (CA-I)."
AB then asked to what extent the community in Lombok Timur is involved in smart city planning and implementation:

"Sebagian besar masyarakat di sini masih belum sepenuhnya memahami konsep smart city. Terdapat hambatan budaya dan sosial dalam menerima teknologi baru. Kami percaya bahwa pendekatan partisipatif dan program penyuluhan dapat membantu meningkatkan kesadaran masyarakat dan memastikan bahwa kepentingan mereka diakomodasi dalam proyek ini (AB-1)."

From the results of these answers, then grouped and elaborated. There are several things that hinder the implementation of smart cities in Lombok Timur, including:

1. Position Mutation

Frequent and erratic position mutations will hamper the implementation and development of smart cities. This position mutation will also affect the work system and policies taken because differences in understanding, vision and mission will determine the direction in the implementation and development of smart cities.

2. Lack of IT Human Resources

The lack of experts as IT field resources is an important part of the inhibiting factors in the development of smart cities in Lombok Timur, the development of smart cities requires a lot of expert human resources in the IT field because it is in accordance with the concept of smart city itself, namely the use of information and communication technology as a support system in an effort to facilitate both the government and the public in obtaining information easily, effectively and efficiently.

3. Limited Budget

Budget limitations make the development of smart cities in Lombok Timur Regency experience obstacles. according to the Head of Marketing, Lombok Timur Tourism Office, it has an impact on the programmes that will be carried out. As for some of the impacts of the limited budget, namely [18]:

a. Restrictions in making activities / programmes.
b. Will limit the activities / programmes that will be held.
c. Makes innovation less.
d. Decrease in performance.

This budget limitation will hamper the implementation of the smart city concept that wants to be implemented. The implementation of this smart city also not only requires a long time but also requires a lot of funds so that the application of the smart city concept can be run optimally to make it easier for both OPD and the community.

4. Coordination between Local Government Organisations is still lacking

In a local government organisation, it will certainly relate between one organisation and another and this relationship will influence each other in the performance of an organisation [9], [18]–[20]. If the performance and relationship between each is good, the results that will be obtained will be good. Of course also in the implementation and development of smart cities in Lombok Timur requires good coordination and cooperation in the success of this smart city concept. However, several OPDs in Lombok Timur Regency have not yet agreed on perceptions regarding the application of the smart city concept so that this becomes an obstacle in implementing the concept.

5. Socialisation

The community is one of the elements of the establishment of a region or city, in a smart city the community is an important part in achieving smart cities, but there is no role from the community itself. At this time, the obstacles to implementing smart cities are not only related to processes and technology, what needs to be considered is also related to how to build a
society that is sensitive and willing to contribute to the successful implementation of smart cities in Lombok Timur [9], [21]. So there needs to be socialisation in the introduction of both smart city concepts, programs etc. Socialisation to the community is important because the community is the user and enjoyer of these programs. The government needs to conduct socialisation so that programs, both making applications and others, can be utilised by the community itself which is useful for making everyday life easier. Therefore, it is important for the community to know about policies, programmes, and activities so that they can be more sensitive to the changes that are being made.

4. CONCLUSION

The strategy to optimise the attractiveness of tourism in Lombok Timur through the smart city certainly takes time so that its application can run optimally, so the local government is consistently trying to develop the concept of this smart city to increase tourist attractiveness. Some of the strategies carried out by the government are by creating the Lotim Go application, the Pesona Gumi Selaparang programme, Social Media Branding, and the Tourism Website. By implementing these programmes coupled with the wealth of tourism potential owned will attract tourists to visit Lombok Timur and also the above strategies are made as a form of effort to facilitate tourists related to obtaining information about tourism in the Lombok Timur area. And by implementing this strategy, it is hoped that it can make tourist destinations continue to develop, can increase the number of tourist visits and increase local revenue (PAD).

The obstacles in implementing and innovating smart cities in Lombok Timur Regency experienced by the local government are job transfers, budget constraints, lack of socialisation about smart cities, lack of coordination between regional apparatus organisations and lack of IT experts.

REFERENCES


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The authors made major contributions to the conception and design of the study. The authors took responsibility for data analysis, interpretation and discussion of results. The authors read and approved the final manuscript.

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No.

Declaration of generative AI and Al-assisted technologies in the writing process

The authors declare does not use the Generative AI.