

# Social Contruction of The Madiun Community in Realizing a Smart City (Case Study: Tk/Sd Teacher Social Actions Create Quality It Service).

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- **Abstract:** Social realities reveal that to create a Smart City, the process of upgrading human resources for ASN and Madiun City government personnel is required. The mayor's public services should be administered effectively and accurately with the goal of enhancing the quality of public services and service quality as the fulfillment of promises in the Pilkada. The community's misconception that smarts city should be the duty of the municipal government must be corrected; all components of society, including the executive levels, should be accountable for Penda's teachers, especially TK/PAUD/SD. This study employs a qualitative research approach, with the focus of the research being case study research, due to the case's interest in capturing the public's attention in Madiun City. The qualitative research methodology is one of the research processes that provide descriptive data in the form of speech or writing as well as the behavior of the persons observed. The qualitative method is supposed to yield a comprehensive description of the smart city. (in-depth interview), observation, and documentation on City government officials and the community using the sample snowball sampling mode. The researcher used Weber's Social Action Theory to aid in the implementation of the research. The study's findings indicate that smart cities may improve public services. Penda's instructors go through a process of change in understanding and mastering IT through PKBJJ training, ensuring that they are well serviced. The Madiun City Government, in collaboration with all executive officials, particularly TK/PAUD/SD Penda's instructors, is creating a smart city with good city government services.
- **Keywords:** Social realities, Smart City, Human resources, Qualitative research methodology, City government