

Abstract

Starting from the Covid-19 pandemic which caused all Indonesian people to apply one of the health protocols, namely maintaining and not touching others. Therefore, the Semarang City Government uses robot technology as a public service that can be an intermediary between the people of Semarang City and the Semarang City Government. This public robot technology can serve interested people when they come to the Semarang City Hall Office. Initially the use of this robot was intended to prevent the transmission of the Covid-19 virus and reduce the transmission rate of the Covid-19 virus in 2021 ago and will be one of the Smart City programs in Semarang City. This public service robot is placed in the Lobby of the Communication and Information Office (Diskominfo) of the Semarang City Government, which serves the public in the form of requests for applications addressed to the Mayor of Semarang, including submitting proposals and cover letters to request assistance, such as trophies, sponsorships and even budgets. The Semarang City Government public service robot has several menus including submitting proposals, tracking menus or searching on incoming requests, and there are also other menus that the Semarang City Government can integrate according to their needs. This robot can also be used to make appointments or the purpose of meetings with the Mayor of Semarang related that must be held. This public service robot can only work under human control, because this robot does not yet have an indication of Artificial Intelligence (AI). However, in the coming year, 2023, the Semarang City Government has planned to improve this public service robot by including Artificial Intelligence (AI) indications, so that this robot can run by itself without having to be controlled by humans. The purpose of this research itself is to find out the functional or workings of this public service root in serving public needs. Using the Smart City theory put forward by I Putu Agus Eka Pratama in his book entitled "Smart City and Cloud Computing and other supporting technologies". Then use descriptive qualitative research methods as data collection. The results of this study are that there are City Governments in Indonesia that have used robot technology as a public service that aims to support the Semarang Smart City program.

Key Words: Public Service Robot, Semarang City Government, Smart City.