EFFECTIVENESS OF COMPLAINT HANDLING MOBILE APP BASED IN THE COMMUNICATION DEPARTMENT OF TANGERANG SELATAN CITY

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ABSTRACT

The term Smart City is very popular among regional officials who are promoting sustainable development in areas managed by each regional head . One of them is the City of South Tangerang, which started this with a mobile application for public complaints inspired by the characteristics of a Smart City, namely Smart Mobility and Smart Living. Smart Mobility was appointed because people now live in the digital era, where they struggle with cellphones every day to access anything. Meanwhile, Smart Living, one of the characteristics of a Smart City, wants life to run safely and internally from any problems around it. The SIARAN mobile application carries these two issues so that every incident can be reported directly through the application. The SIARAN mobile application was deliberately created by the South Tangerang City Government to be able to analyze the management of government roads in South Tangerang City more effectively and efficiently in the hands of the community through a mobile application. Supporting concepts and theories in this research are communication, development communication, public relations in the digital era, public relations communication models, government public relations, publications, outreach, Smart City, and digital applications. The purpose of this research is to find out how to implement the "SIARAN" mobile application complaint handling at Diskominfo Kota Tangerang Selatan and also what are the obstacles in the application. The theory used for the analysis of this study uses the theory of George C. Edwards III with four variables in public policy, namely communication, resources, attitudes and bureaucratic structure. The method in this study uses a descriptive qualitative method with a case study research type. The results of this study are that the way to handle complaints in the SIARAN application is not fast response and the flow is too long. In addition, problems that occur in the SIARAN application are integration problems with the SP4N LAPOR application so that the South Tangerang City Diskominfo opens the widest possible reporting in various applications and media such as SP4N LAPOR , in Tangsel broadcasts and via media (print media, online media and other electronic media).

Keywords : Complaint Handling, SIARA N Application

1. INTRODUCTION

The rapid technological progress in the digital era is feared to cause problems that the government cannot control . Nearly 70% of the world's population is expected to find a place to live by 2025, despite the fact that cities cover only 5 to 10% of the planet's land area, which fears will cause various problems. Therefore, it is necessary to implement an action plan for 70% of the world's population so that they can live together effectively without harming the environment. To provide a solution to this problem, a number of new planning-related ideas began to emerge as explanations for cities. One of the freshest ideas is smart transportation .

Through print and social media, the term *Smart City* or what is often referred to as *Smart City* has gained popularity among residents in recent years. The importance of *Smart City* was first promoted in the city of Surabaya by winning an award nationally in Surabaya and won *Smart City* Award in 2011. Benefit from various smart concepts that have been successful and received awards from other cities in Indonesia. The city has emerged as a stand-alone driving force, especially for a leader at the city and regional level, for the region to advance and advance rapidly with technology. There is an increase in service in each region with this concept, the target is for the public to feel comfortable. In the Regional Medium Term Development Plan (RPJMD), Indonesia has demonstrated this in a number of cities and regions (Negara, 2021:5).

According to Frost and Sullivan's (2014) definition of " *Smart City* ", the most important components are *smart management* , *smart technology* , *smart infrastructure , smart healthy , smart mobility , smart building, smart energy* and *smart citizen* . Therefore, the goal of *Smart City* is to create a peaceful and comfortable city, which can be a factor in increasing economic competitiveness. Understanding every layer of society and work, as well as the steps that have been taken in a particular city or region to successfully implement the *Smart City concept* , is absolutely necessary to build *a Smart City* as envisioned.

In Indonesia at this time, the idea of *Smart City* is increasingly popular. Not only because of its glory known as *Smart City* , but the idea of *Smart City* has become one of the great steps to encourage urban communities in countries in terms of data and correspondence innovation. *Smart City* is a city that implements a unique design concept for the benefit of society, especially efficient and effective resource management. The South Tangerang City Government's *Good Governance* Program which aims to realize *good governance* with the motto smart , modern and religious includes the *Smart City concept* in the field of public services.

The accelerated acceleration of public services quickly and effectively for the implementation of the *Smart City* concept in South Tangerang City . The Ministry of Communication and Information , which represents the central government, appreciated the City of South Tangerang with a compliment for being able to apply the *Smart City concept* following other regions that had already done so . The SIARAN application was actually created not just for fast service, but the application is integrated with various other types of public complaints in various problem areas . The South Tangerang City Government has contributed to initiating the SIARAN application, a complaint and reporting system application, in the context of implementing the *Smart City concept* specifically for public services. BROADCASTING functions to simplify the public service system by installing CCTV in locations that are frequently visited as well as at intersections where traffic jams often occur.

The City of Tangerang Selatan has also implemented several aspects of *Smart City* , including *Smart People, Smart Economy, Smart Government, Smart Living, Smart Live* , and *Smart Mobility* so that they can benefit society, improve people's quality of life, make regional resource allocation more effective and efficient, reducing social inequality, increasing public opinion, making document processing easier and faster, improving transportation to support people's mobility (State. 2021: 111). On another occasion, apart from that, the South Tangerang City Government launched the "Tangsel *Pay* " application to cut queues for tax and retribution fees to stop budget leaks, install a wifi network, and include blueprints in every bureaucracy. According to Putri (2018), this application has been implemented in all South Tangerang City government agencies.

The SIARAN application is a pioneer in transforming South Tangerang City into *a Smart City* in Banten province . The South Tangerang City Communication and Informatics Service was appointed by the Mayor of South Tangerang to manage the SIARAN application so that all members of the public more concisely report any social and other issues with one click via mobile. This also makes it easy for officers to carry out their work monitoring areas within the City of South Tangerang and quickly identifying various complaints that may be there. Downloading this app from Playstore on *Android* or *App Store* on iOS is the only way to use it. It is hoped that the community can help advance the City of South Tangerang by using the 3L tagline which stands for See , Report and Relieve .

In this case, reported by the PalapaNews website, the Head of Diskominfo for the City of South Tangerang explained that the advantage of having the BROADCASTING application in the city is

shorter time in dealing with problems and the public is also not bothered to come to the office to report. According to Benyamin Davnie's statement published on the Sindonews website in his capacity as Mayor of South Tangerang , he said that the budget needed for the *Smart City* concept The city of South Tang erang is very large and exceeds the existing APBD, however In order to create civil society, a solution can be found together with the Provincial Government of Banten.

In the implementation of *Smart Governance* for public services, there are several obstacles that need to be overcome, such as regional regulations, human resources, budgets, and public awareness. According to Saphira (2019), officers have long responded to community reports, not yet socializing optimally, is still one of the obstacles in using the BROADCASTING application.

In *Smart City* , the challenges and concerns must involve individuals who want to help citizens, entrepreneurs and visitors in addition to the constraints mentioned above. In each of their respective locations, leaders in several cities are not only able to increase public awareness of the advantages of *Smart City technology* , but also must be able to encourage the use of open data and practice democracy among their constituents.

Smart City infrastructure, technology, management and human resources must be of high quality and robust. *Smart City* takes advantage of all the complexities of its scholarships. Naturally, relying solely on technology makes *Smart City* not enough. Even if more information is provided, it is possible that a number of technological concepts and applications, such as *the Internet of Things* (IoT) and Intelligent Transport Systems, contain elements that are critical to realizing or creating a *Smart City* . In order for other people or urban communities to establish good and peaceful relations with each other, reliable man power is needed besides those who are experts in the field of technology .

From the clarification of the foundation, the analyst took the title of exploratory because of the handling of complaints and the nature of the application for community assistance " BROADCASTING " in the South Tangerang *Smart City program* .

2. LITERATURE REVIEW
a. Policy Implementation

Public policy is a part that must be visualized as part of the stages of important studies. This is important because no matter how good a policy is, it will not achieve its goals if it is not properly prepared and planned for its implementation. Conversely, if you want the policy goals to be achieved properly, you must prepare and plan well not only at the implementation stage, apart from that you need to plan other plans as anticipation. fail to realize what will be done (Winarno , 2014: 147).

Implementation is defined as "to provide the means for carrying out (provision of means to carry out something)" in Wahab (2004): 50 from Webster's Dictionary. to have practical effect on (has an effect on)" Grindle (in Wahab: 2004 :59) is of the view that policies that are considered important as policy implementation need to be translated into routine procedures .

After that, Franklin and Ripley (in Winarno, 2014: 145) argue that the process of granting program authority, policies, benefits, or some kind of real output after the enactment of a law is called implementation. Actions that follow a government official's statement of intent regarding program objectives and desired results are referred to as implementation. For programs to work, various actors, especially bureaucrats, must take (or not take) action. Bernadine R. Wijaya and Susilo Supardo (in Pasolong, 2016: 57), stated that implementation is the process of realizing ideas according to what Hinggis stated in 57). Supporting tools in achieving implementation are strong support from qualified human resources, natural resources that can be maximized and other supports.

Gordon (in Pasolong, 2016: 57), defines implementation as a collection of activities aimed at realizing a program. In addition to the previous definition, Van Meter and Van Horn (Winarno, 2014: 146) it is necessary to limit private parties or certain groups that have an interest in it. Jones, on the other hand (in Widodo, 2017: 191-192) argues that one should try to own assets beyond the main ones by making details of the things to be done and doing work based on previous recommendations.

Thus, the researcher came to the conclusion that the 3 parties, in this case the government, individuals or private groups, mobilized all available resources when they wanted to implement policies

into various models of good public services. According to experts, there are several Policy Implementation Models, including:

1. The link between policy and performance is modeled by Van Meter and Van Horn with six variables (Winarno, 2014: 158).
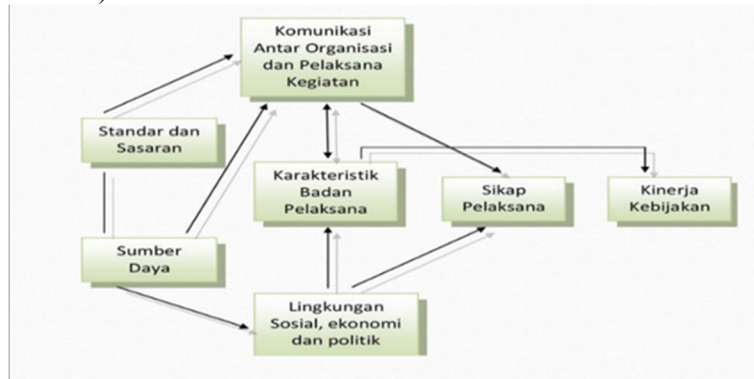

Figure 1. Model Policy Implementation Van Meter and Van Horn
Source : https://agdesign.me/

2. George C. Edwards III put forward the basic method used in the process of evaluating the application of policies related to handling complaints based on online broadcast applications consisting of 4 indicators, namely communication, resources, attitudes, and bureaucratic structure. (bureaucratic structure).
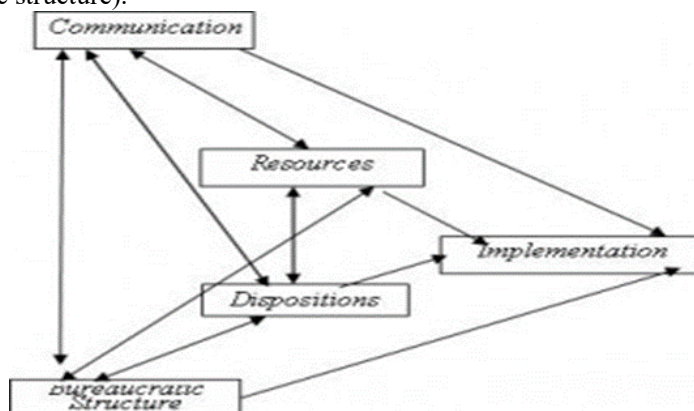

Figure 2. Model Policy Implementation George C. Edwards III
Source: George III Edward 1980

B. Public service

the English *public* which means audiences intended for the local area . In fact, the general term is starting to be accepted in formal Indonesian , which means general, many, and crowded. The wider community or the general public can be defined as the community based on the explanation above. Meanwhile, claims AG. According to Dwiyanto (2005: 141), Subarsono, public service is interpreted as part of the obligations of a government employee to serve the wider public . Communities who want problems to be resolved immediately, such as dealing with floods, fires and other disasters, are the intended users in this context.

According to Sumaryadi's operational analysis (2010: 70-71), two things are provided by the community: First, public services are provided regardless of who uses them, as well as the needs of society as a whole, such as transportation that is available in an integrated manner , adequate health services , buildings a place to gain knowledge at affordable prices , and a sense of security from swift officers ; Second, individual services, such as identity cards and other documents.

Mahmudi emphasized (2007: 128), said that officers who are equipped with special expertise in dealing with various things are regulated by law. Sinambela's view of public service (2014: 5) is a government activity for a group of people who have an indirect relationship with government public service products but the impact can be felt by many people.

Moenir, as reported in 2015: 26) Public services , namely providing excellent community services, which exemplifies the responsibility of government officials as public servants who are ready to be regulated through certain procedures, systems and methods. According to Ratminko and Winarsih (2005: 5), what is meant by "public service" is that everyone who is in charge, starting from the central or regional level, is able to fulfill services to the community in accordance with mutually determined legislation.

According to Mahmoedin (2010: 2) public assistance is an invisible movement or series of activities that occur due to associations between buyers and workers or other problems provided by the administrative transport office planned to deal with buyers/local problems. The characteristics and nature of the service itself, not the characteristics of the implementing agency or the source of financing, must be considered in evaluating public services (Dwiyanto, 2017: 18).

Complaint Handling

A complaint is usually a bit of an issue submitted by a third party in response to a feeling of dissatisfaction with a product or service. Community dissatisfaction with service standards, officers' actions or inactions that have an impact on society, and service complaints are examples of service complaints. Meanwhile, according to Barlow and Moller (2000) objections are assumptions that have not been fulfilled (Venmard, 2017: 3). Tjiptono, as stated in 2019: 474) the disappointment that was expressed to the authorized officer so that the problem was resolved immediately. There is also a community that can collect public complaints in a number of ways, including idea boxes, local area protest structures, dedicated hotlines, websites, greeting cards, local area fulfillment reviews, and client leave studies. The current state is known as the "Recovery Puzzle".

Based on various regional brain science studies, complaints can be divided into two types (Tjiptono, 2019:475-476), namely:
a. Instrumental complaints are changes in a chaotic situation to be structurally improved according to expectations.
b . Non-instrumental complaints are conditions that do not improve spontaneously.

Public Policy

According to Anggara (2014), public policy is that the government prepares employees who are assigned to solve community problems. According to Thomas R. Dye (Anggara, 2014: 35), public policy is a decision taken by the government as a form of obligation to address community problems . In Budget (2014), James E. Anderson said that public policy is a government employee entrusted with carrying out certain tasks in assisting public services. Arrangement of living together and achieving the agreed vision and mission is the goal of government public policy. Nugroho said that there are three guiding principles of public policy in state administration and governance practices:
a . how to make public policy;
b . How public policies are implemented;
c . Public policy evaluation process.

3. METHODS

A conceptual model of the theory's relationship to the factors identified as crucial issues is a framework. At Diskominfo, South Tangerang City, researchers will discuss the main research issues surrounding complaint handling.
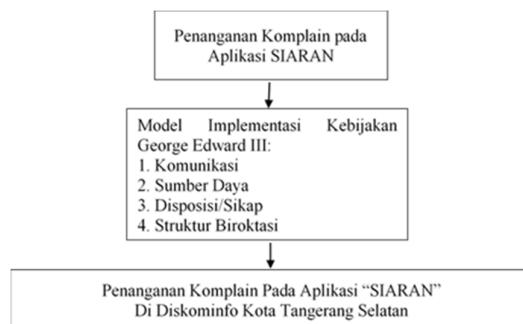
Figure 3 Mindset

Qualitative descriptive is the research method chosen by the researcher and is based on the themes discussed. This is because studies draw conclusions from data that provide detailed descriptions rather than case figures with a single model for case studies. Handling of "SIARAN" Application Complaints at the South Tangerang City Service is a case study in this research.

4. RESULT AND DISCUSSION
How to Handle "BROADCASTING" Application Complaints at City Diskominfo South Tangerang

Officers from the Regional Equipment Organization try to show their performance by responding to the words "Verified" on the SIARAN application. So that the public feels that the report has been received and processed, it ends with the complaint process that has been previously reported.

For further details in handling complaints, the PIC who is placed as a problem task through the transmission application must immediately call back the problem and then report it back to the Telecom application, then, at that time, the PIC is expected to complete the description of the maintenance carried out and take photos of evidence when handle, photo evidence taken by members. Officers cannot upload photos to the gallery because they can only be taken directly through the broadcast application. The goal is to determine whether the coordinates are suitable for shooting. In addition, the SIARA mobile application will provide feedback to the complainant on any handling carried out by the PIC through the application.

The command center dashboard and website will also contain information about the handling of the OPD PIC. Problems that have been submitted to the PIC will have the status "being handled", while those who are still OPD leaders will have the status "queuing". Finally, the workaround that has been completed by the PIC will change the problem situation to a "Completed" status. Mayors can export various reports into Excel format from the reports menu in the Command Center based on the time period they want to evaluate the OPD's response and the handling of community reports.

Based on meetings with witnesses, it was discovered that at the beginning of the transmission, the local community could speak directly with the head of the regional office by ordering reports to come, but after checking, it turned out to be successful. that there are still many next buttons in OPD considering that the cycle does not answer quickly, so that the local people feel that there is no development. Finally, Diskominfo gave an admin Verifier to Kominfo, which was forwarded to the related service or Head of the Field for further investigation and the Mayor, because the first SOP was also evaluated and one problem could not be handled by one OPD. The government will then release a complaints application called SP4N LAPOR in 2021. All government agencies are required to use it, and if government agencies such as the Regional Government or City Government already have a similar application, the application must be integrated with SP4N LAPOR. .

In addition, the Kadi is required to attend a mandatory meeting, namely the Was-Dal meeting which is held every two weeks for evaluation purposes. The purpose of this meeting is to increase the commitment of all staff and improve the SLA. This shows that the South Tangerang City Government is very concerned about complaints that have entered the SIARAN application as a form of community participation in the surrounding environment.

Problems Occurring in the "SIARAN" Application at Diskominfo, South Tangerang City

Information disclosure shows the transparency created by Tangsel *Smart City* . The community can simply upload reports of problems in South Tangerang City to the SIARAN application, by supervising what OPD officers are doing from the start of receiving reports to completion , and direct interaction with OPD officers through the application . When viewed from various angles, the existence of the Telecom application is still not running well because the response given by OPD is still very slow. Things that need to be done with full concentration in managing the BROADCASTING application , including handling a number of public complaints regarding the application. In addition, OPD needs to be evaluated and coordinated more with the South Tangerang City Diskominfo which is the manager of the SIARAN application , so that the Mayor's program in pursuing the target of the Smart *City concept* materialize soon.

However, new issues emerged during the integration process, starting with an audit of infrastructure feasibility, security, costs, and benefits. In addition, the Minister of PAN must issue a decree regarding the integration. If both ministers give permission, a joint decision is made, and then integration takes place. In the end, the South Tangerang City Diskominfo can be accessed by as many people as possible through SP4N LAPOR, South Tangerang broadcasts, and various forms of media (print public relations, the organizational division tasked with handling public complaints, and the whistleblowing inspectorate, which investigates the problems of individuals who complain but do not follow up on OMBUDMENT personal data when the inspectorate is asked to do so.

The PIC can reject integration issues as well as those that are invalid or inappropriate and provide a note explaining why the complaint was rejected. Additionally, the status will automatically switch from handled to completed. Public Relations officers within the South Tangerang City government who act as communication liaisons for internal and external parties also face several challenges, including: 1) Human resources who can carry out the *Smart City idea* , especially governmental apparatuses as well as the wider local area that not used to take advantage of innovation; (2) The public feels that the Public Relations of South Tangerang City has not carried out socialization evenly to all residents of South Tangerang City regarding the *Smart City* concept and the BROADCASTING application ; (3) Public Relations of the City Government of South Tangerang City have not mastered the function of government Public Relations; and (4) South Tangerang City Government Public Relations lacks the necessary personnel and tools.

Explanation of Theory of George C. *Edward III* Implementation of BROADCASTING Application Complaint Handling Policy
1. Communication

Communication confusion between policy makers and policy implementers through a public complaint application known as SIARAN is a method of conveying *Smart City policies* two-way between the local government to certain groups and other groups that have the same interests. The transmission or channeling of communication, its clarity and consistency are indicators of communication.

Complaints about policy decisions, implementation guidelines, orders, and other forms of communication are examples. Consequently, that communication takes the form of internal and external communication. In the context of South Tangerang City, officials from the Diskominfo Service, including structural officials from the Diskominfo Transportation Service, Heads of BPBD, Camat, and Lurah conducted internal communication. Meanwhile, the public related to the contents of complaints about broadcast applications, community elders or members, and organizations that support broadcast applications can all become external sources of communication.
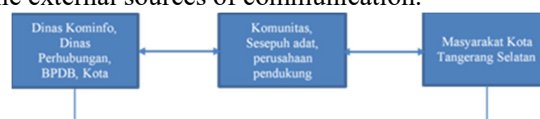

Figure 4 Communication Flow
Source: George C. Edward III

The process of sending or channeling communication is identical to the above communication flow. Short bureaucratic lines indicate that the transmission is taking place quite satisfactorily. The next indicator is the dissemination of integrated perceptions between policy makers, implementers and the general public with clear communication. carried out by the South Tangerang City Diskominfo is still lacking, as evidenced by the ignorance of the public regarding the online complaint application policy and unclear socialization.

"The people who are aware of this policy are the people who were exposed to our socialization a year ago and are technology literate. If the people themselves don't seem to have it, we socialize it through local TV media but social media, leaflets from the kelurahan, or outreach through RT/RW, which are also only listen to the wind." Results of interviews conducted with Ms. Nani Supriyani Taullar, who serves as the Public Communication Information Technology Infrastructure Services Sub Corporation).

The next marker in correspondence is consistency. Consistency needs to be maintained so that the policies implemented are ambiguous to the parties that are the target of this program. When communication is made, the instructions given must be consistent and clear; if the sequence changes frequently, it can confuse field implementers.

"If the order for implementation is clear but outreach to the community is difficult, consistent, and only the number of activists on the streets is known, then each relevant agency will carry out the program and the others don't want to, so all that remains is to find out," the results of the one-on-one interview carried out with Bagus Gede Arta Perdana, who serves as the Subcorr of E-Government Implementation Development).

2. Resources

Assets were chosen as variables that affect the progress of strategy execution because strategy execution requires HR assistance and monetary/monetary assets to complete the execution of the approach.

a . Human Resources

Only five people are responsible for the SIARAN application—two administrators and three operators who are involved in reporting public complaints. South Tangerang City Disikominfo staff is still lacking in every department, according to various sources. Furthermore, the Head of the Implementation of Sectoral Statistics and Public Information Services explained the stagnant annual regeneration of pensioners as follows:

"Yes, you can see for yourself here that there are only 5 employees, even though we carry out 10 main tasks and functions. With just 4 people we deal with complaints and other issues, and this year of 2 employees here is ending soon."

Based on the aforementioned interviews, it was determined that there is still a shortage of staff at the service level. As a result, efforts were made to optimize staff performance to balance the work already done. However, this effort is considered less than optimal because it burdens employees with work that is beyond their capabilities and causes policy implementation to be ineffective.

On the other hand, the organizational structure and work specialization policies for handling public complaints are still fluctuating; there is no specific task for this problem. Diskominfo is just a team that makes efforts to provide information in accordance with regional regulations. These efforts can be in the form of prevention efforts, socialization efforts, rights fulfillment efforts, or other efforts.

"The human resources here are still unique, not all of them understand the basics of examples of proper online nagging handling, some have never been to a workshop or studio. There is no specific task or function for an application-based complaint handling policy yet, but given that the provinces are requesting assistance from the central ministry and we will receive this assistance later, such as training related to *Smart City* , this may already be happening at the provincial level. direct meeting with Mr. Ahmad Syatiri as Top Implementation of Sectoral Insights and Public Data Administration).

b . Asset spending plan

Apart from relying on APBD assets that are collected and focused on improving the city/region, monetary assets also come from donors from several agencies domiciled in South Tangerang City. Therefore, the South Tangerang City Diskominf o specifically together with Banten Province and third parties resolved the funding problem. This is because the South Tangerang City Diskominfp is specifically responsible for handling Smart City . Middle. The APBD only provides 45 million rupiah for the handling and development budget which must follow Permendagri No. 32 of 2011. Field workers had difficulty creating an effective program as a result.

Although this policy is at the provincial level, there is no specific budget for it. However, even though we receive 12 million rupiah per year from the Governor as assistance or grants, it is not enough to apply. The amount of available financial resources is still very low. Results of one on one interviews with Mr. Ahmad Syatiri, who is in charge of carrying out sectoral statistics and public information services)

3. Disposition

As Edward III said in Widodo (2010: 104) so that policy objectives can be achieved, referred to as dispositions, they are carried out in earnest through the will and determination of the parties . The following are indicators of implementation disposition:

a . Recruitment

Management and Appointment of Bureaucrats of the Regional Civil Service Agency (BKD) has authority in selecting and appointing personnel for the position of Diskominfo for the City of South Tangerang. The written selection test is used for the open appointment of bureaucrats. The government uses the civil servant recruitment process to appoint and select Diskominfo structural staff in accordance with the law.

b . Incentive

In the opinion of George C. Edward III, each individual moves mainly on the basis of their own motivation, increasing certain benefits or costs to influence the actions of policy implementers can be a driving factor that encourages implementers to follow orders. In an effort to fulfill personal or organizational goals, this is done. Income Increase Allowance (TPP) and Allowance for Activity Technical Implementation Officials (PPTK) are two incentives offered to Diskominfo employees in Tangerang City. when the PPTK allowance is only given once a year and one person cannot be doubled for the same activity. This is in line with what was discussed in the interview with the Head of the Agency for the Implementation of Sectoral Statistics and Public Information Services, and the interview is as follows:

"All civil servants will get incentives here, including Mas and TPP (Income Increase Allowance). The PPTK (Activity Technical Implementation Officer) award, which is only given for structural positions, is given once a year—one person per activity, no duplicates. Mas, there are no special incentives for online application complaint handling activities.

4. Bureaucracy

The organizational structure of the Diskominfo Kota Tangerang Selatan has an established pattern of coordination, and each part of the organization has a direct line of command that leads to the Head of Service.

A . Area Council ICT Framework

The Data and Correspondence Innovation Framework The Regional Management Agency has the task of finalizing plans and functional arrangements for organizing data and correspondence innovation foundations, including:

1) In the field of Information and Communication Technology Infrastructure Management, formulation of strategic and technical policies, application of norms, standards, procedures and criteria, as well as design of legal products;
2) Planning and implementation of programs, activities, sub-activities, and budgets within the scope of Information and Communication Technology Infrastructure Management;

3) Provide direction, supervision, control and monitoring to subordinates in carrying out tasks within the scope of Information and Communication Technology Infrastructure Management;

4) In the field of Information and Communication Technology Infrastructure Management, coordinate the implementation of tasks and evaluate the performance of subordinates;

5) Fostering the implementation, supervision, control, and monitoring of the Information and Communication Technology Infrastructure Management Sector;

6) Coordinate the delivery of services that manage and provide basic infrastructure for data centers, disaster recovery centers, and information and communication technology;

7) Coordinate administration of subdomains and domain names;

8) Coordinate the evaluation, control and monitoring of telecommunication towers;

9) Organizing an intra-regional government network framework organization;

10) Coordinating the implementation of inter-regional government communication systems;

11) Implementation of official scripts and scope archives of the Information and Communication Technology Infrastructure Sector;

12) Preparation of reports and assurance of presentation of subordinates within the Board Area Data Innovation and Correspondence Framework;

13) Coordinate the preparation of Regional Government Implementation Reports, Accountability Reports, Financial Reports, and Performance Reports of Government Agencies in the Field of Information and Communication Technology Infrastructure Management.

14) Implementation of different assignments from superiors according to obligations and abilities.

B. Application Management and Encryption The Information Communication Technology and Encryption Management Division assists Heads of Service in implementing encryption and information security, integration of communication infrastructure and networks, and implementation of information systems.
Data Innovation Encryption and Correspondence The executive division has the following capabilities:

1. Coordinating the preparation and implementation of strategic policies and technical guidelines regarding norms, standards, procedures and criteria in the scope of Information Technology, Communication and Encryption Management;

2. Planning, program implementation, and budgeting in Information Technology, Communication, and Encryption Management;

3. Coordination of improvement, supervision, control, monitoring the implementation of Correspondence Data Innovation and Encryption Management issues;

4. Directing, supervising, controlling and monitoring the tasks performed within the scope of Information Technology, Communication and Encryption Management;

5. Coordinating the implementation of tasks in the Information Technology, Communication and Encryption Management fields;

6. Implementation of integration of governance and public services;

7. Planning event turnover, progress, combination and use framework support;

8. Coordinate the inventory of the application system database structure and source code;

9. Coordinating the provision and management of infrastructure, maintenance and data center facilities;

10. Implementation of basic foundation administration for server farms, focus on disaster recovery and data innovation and correspondence for DPRD;

11. Provision of information security services for e-government;

12. Implementation of intranet and internet access services;

13. Coordinating the provision of information and communication technology facilities, infrastructure and network infrastructure;

14. Coordinate technical considerations and recommendations for the creation of a communication network;

15. Building governance, risk management and continuity of communication networks and infrastructure;
16. Coordinate services to filter negative content;
17. Coordinate selection of internet protocol allocation and numbering within the Regional Government;
18. Coordinate the implementation of encryption;
19. Coordinate the security of the data correspondence innovation security framework;
20. Report and evaluate the implementation of tasks in the field of Information Technology, Communication and Encryption Management.

C.　Public Data Measurement Implementation and Administration Sector

The Sectoral Measured Execution and Public Data Governance Division has the following capabilities:

1. Key and specific approach plans and the use of standards, norms, techniques and models and draft laws for Sectoral Insight Implementation Field Limitations and Public Data Administration;
2. Budgets, programs, activities and sub-activities for the scope of Implementation of Sectoral Statistics and Public Information Services are planned and implemented;
3. encouraging , supervising, controlling and overseeing how subordinates in the Sector Statistics Administration and Public Information Services carry out their responsibilities;
4. Carrying out the implementation of tasks and evaluating the presentation of their subordinates in the Implementation Area of Sectoral Insight and Public Data Administration;
5. Ensuring that the implementation of regional government affairs in the Sector of Implementation of Sectoral Statistics and Public Information Services is encouraged, supervised, controlled and monitored;
6. Implementation of coordination and synchronization of the collection, processing, analysis, and dissemination of sectoral statistical data;
7. Coordinating the expansion of existing human resources at the local government in order to improve the quality of integrated regional statistics;
8. Coordinate the process of creating sector-specific statistical metadata; I. Coordinating institutional capacity building related to sectoral statistics;
9. Coordination of sectoral statistical infrastructure development; k. Planning the implementation of validation of sectoral insights;
10. Coordinating the implementation of public opinion and monitoring objectives; M. Coordination of the implementation of public information services;
11. Implementation of regional officials in charge of information and documentation management;
12. Coordinate the implementation of cross-sectoral content arrangements and implementation of public correspondence media;
13. Coordinating capacity building of public communication resources and facilitating information accessibility;
14. Administration of true reports and chronicles of the extension of Implementation of Sectoral Insights and Administration of Public Data;
15. Scope of Implementation of Sectoral Statistics and Public Information Services, preparation of reports and evaluation of the performance of their subordinates;
16. In the context of implementing Sectoral Statistics and Public Information Services, coordinating the preparation of Regional Government Administration Reports, Accountability Reports, Financial Reports, and Government Agencies Performance Reports;
17. Complete additional tasks given by superiors in accordance with the scope of duties and responsibilities.

5.　CONCLUSION

Apart from that, the Tangsel City Diskominfo holds a Was-Dal meeting every two weeks for evaluation, and the Kadis is required to be present to increase the commitment of all staff and improve

the SLA. The handling of broadcast application complaints at Diskominfo, South Tangerang City was first received by the verifier admin from the Ministry of Communication and Informatics. Then it is submitted to the relevant agency or the head of the relevant division for follow-up.

The problem that arises in the broadcasting application is integration with the government's LAPOR SP4N application. The process is very long and complex, causing the South Tangerang City Diskominfo to open the widest possible coverage in various applications and media, including SP4N LAPOR, Tangsel broadcasts, and through various media (print media, online media, and other electronic media).

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