# CHAPTER II

# GENERAL OVERVIEW

## 2.1 Overview of Tangerang City

### 2.1.1 Area and Boundaries of the Region of Tangerang City

Tangerang City is located in Banten Province, Indonesia, with an area of approximately 153.9 km². The city borders several administrative areas, namely Tangerang Regency to the north and west, DKI Jakarta (West Jakarta Administrative City) to the east, and South Tangerang City to the south. Tangerang City is geographically located at coordinates between 6°6' to 6°14' South Latitude (LS) and 106°36' to 106°42' East Longitude (BT).

**Figure 2.1 Administrative Map of Tangerang City**
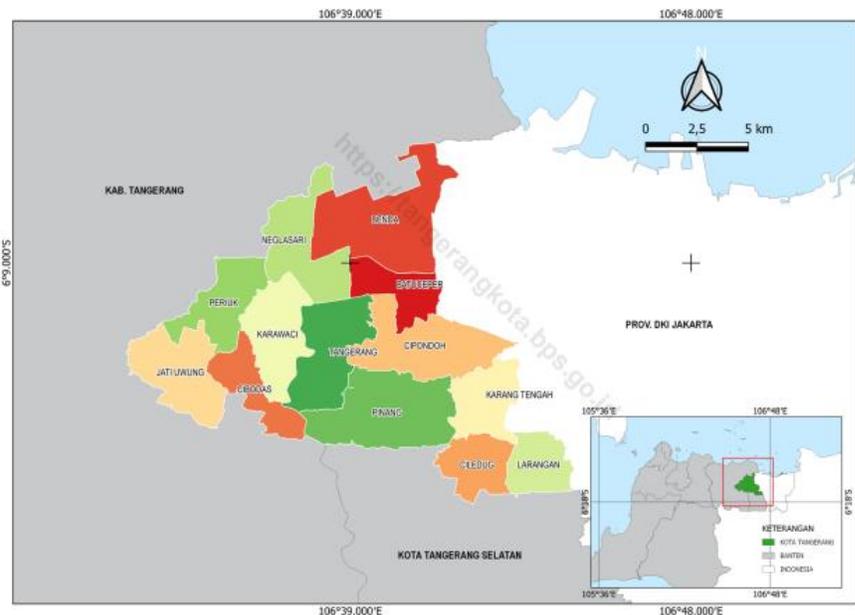


*Sources: Tangerang Satu Peta from Diskominfo Tangerang City*

### 2.1.2 Location and Geographical Conditions of Tangerang City

Tangerang City is a city in Banten Province, with an area of 164.5 km² or around 1.5% of the total area of Banten Province. Administratively, Tangerang City is divided into 13 sub-districts and 104 villages. The village with the largest area is Cipete Village, with an area of around 523 Ha, while Panunggangan Utara Village is the smallest with an area of around 30 Ha. This city is known as one of the centers of economic growth and a buffer zone for the capital city of Jakarta.

This position places Tangerang City to the west of Jakarta, making it one of the important cities in the Jabodetabek area. As a buffer zone for the capital city, this strategic location plays a significant role in supporting economic growth and urbanization in the surrounding area. Tangerang City has experienced rapid growth, both in terms of infrastructure and population, making it one of the important economic centers and urban development in the Jabodetabek area.

### 2.1.3 Demographic Conditions of Tangerang City

Tangerang City, as one of the main satellite cities of Jakarta, has a rapidly growing population. Based on data from the Central Statistics Agency (BPS) in 2022, the population of Tangerang City reached around 1.9 million people. With an area of around 164.55 km², this city has a very high population density, which is around 11,500 people per square kilometer. Most of the population of Tangerang City is of productive age, namely between 15 and 64 years, which covers around 65-70% of the total

population. Meanwhile, the young age group (0-14 years) covers around 25-28%, and the rest are elderly people over 65 years old which covers around 5-7%. This demographic structure reflects the ongoing social and economic dynamics in this growing city.

**Table 2.1 Population Number and Density in Tangerang City 2018-2022**

| Year | Total Population | Area (km²) | Population Density (people/km²) |
|------|------------------|------------|---------------------------------|
| 2018 | 1.798.000 | 164,5 | 10.925 |
| 2019 | 1.830.000 | 164,5 | 11.120 |
| 2020 | 1.850.000 | 164,5 | 11.243 |
| 2021 | 1.880.000 | 164,5 | 11.424 |
| 2022 | 1.900.000 | 164,5 | 11.551 |
| 2023 | 1.912.679 | 164,5 | 11.625 |

*Sources: BPS Kota Tangerang*

Based on the table above, it can be seen that the population of Tangerang City continues to increase. Rapid population growth can create a need to manage the sustainability of environmental and economic resources. Based on this, smart cities are considered to be able to overcome urban problems that must be resolved quickly by utilizing increasingly advanced technology.

**Table 2.2 Data on Education Level and School Participation in Tangerang City**

**in 2023**

| Category | Percentage (%) |
|---|---|
| Literacy (age 15 and above) | 98,74% |
| Residents with a high school diploma/equivalent | 58,96% |
| School Participation Rate (ages 7-12) | 99,34% |
| School Participation Rate (ages 13-15) | 99,45% |
| School Participation Rate (ages 16-18) | 74,85% |
| School Participation Rate (ages 19-23) | 32,46% |

*Sources: BPS Kota Tangerang*

In essence, the role of humans and education in urban development is very important in realizing Smart City, but it is often ignored. A well-designed Smart City program will be beneficial if its people have good education and knowledge. The community as the subject of Development must be equipped with adequate information and knowledge so that they can play an active or participatory role in the development of the Smart City program in Tangerang City.

**2.2 Tangerang City Communication and Information Service**

**2.2.1 Tasks, Functions, and Organizational Structure**

The Tangerang City Communication and Informatics Service was formed based on Regional Regulation Number 8 of 2019 concerning Amendments to Regional

Regulation Number 8 of 2016 concerning the Formation and Composition of Regional Apparatus. The Tangerang City Communication and Informatics Agency (Diskominfo) was established to manage government affairs in the fields of communication, informatics, statistics, and cryptography. In carrying out its duties, the Tangerang City Communication and Informatics Agency is responsible for ensuring the effectiveness of information management, statistical data, and information security in its area.

The functions of the Communication and Informatics Agency include formulating technical policies in various fields, such as communication and informatics, cryptography, and statistics. In addition, the Communication and Informatics Agency also provides support for the implementation of regional government affairs in these three fields. The Communication and Informatics Agency plays an active role in fostering and implementing tasks related to communication and informatics, cryptography, and statistics, ensuring effective and secure information management. In addition, the Communication and Informatics Agency is also responsible for managing the Technical Implementation Unit (UPT), implementing service administration, and other tasks assigned by the Mayor in accordance with the scope of his duties and functions.

Based on Tangerang Mayor Regulation Number 98 of 2020 concerning the amendment to Tangerang Mayor Regulation Number 22 of 2019 concerning the Position, Main Tasks, Functions, Types, Organizational Structure and Work

Procedures of Regional Apparatus. The Organizational Structure and Work Procedures (SOTK) of the Tangerang City Communication and Informatics Service are as follows:

**1. Head of Service**

2. Secretary, overseeing three sub-sections, namely:

(1). General and Personnel Sub-Section;

(2). Finance Sub-Section and

(3). Planning Sub-Section.

**2. Head of ICT Facilities and Infrastructure Division, and overseeing three sections:**

(1) Internet Infrastructure and Data Center Section;

(2) ICT Governance Section;

(3) Information Security and Cryptography Section.

**3. Head of Statistics and ICT Empowerment Division, overseeing three sections:**

(1) Survey and Data Acquisition Section;

(2) Data and Statistics Processing and Publication Section;

(3) ICT Empowerment Section.

**4. Head of e-Government Development Division, oversees three sections:**

(1) Government Management Application Development and Integration Section;

(2) Public Service Application Development and Integration Section;

(3) Application Maintenance and Implementation Section

**5. Head of Public Information and Communication Dissemination Division, oversees three sections:**

(1). Electronic Media Information Dissemination Section;

(2). Print Media Information Dissemination Section; and

(3). Public Communication Development and Partnership Section.

**6. City Control Room Management UPT**

**Figure 2.2 Organizational Structure of the Tangerang City Communication and Information Service 2019-2023**



*Sources: Diskominfo Tangerang City*

**2.2.2 Vision and Mission**

The vision of the Tangerang City Communication and Informatics Service, as outlined in its 2019-2023 Strategic Plan, is aligned with the vision and mission of the Mayor of Tangerang for the same period. The vision is "Realizing a Prosperous,

Morally Noble, and Competitive Tangerang City." This vision represents the city's commitment to fostering development that is both economically vibrant and socially responsible.

In terms of mission, the Communication and Informatics Service supports the achievement of the first mission of Tangerang City, which is "Together building the quality of human resources through improving the quality of education, health, and social welfare by realizing professional and integrated governance." This mission underscores the service's role in enhancing the quality of life for residents by improving communication, information systems, and governance through modern, integrated solutions.
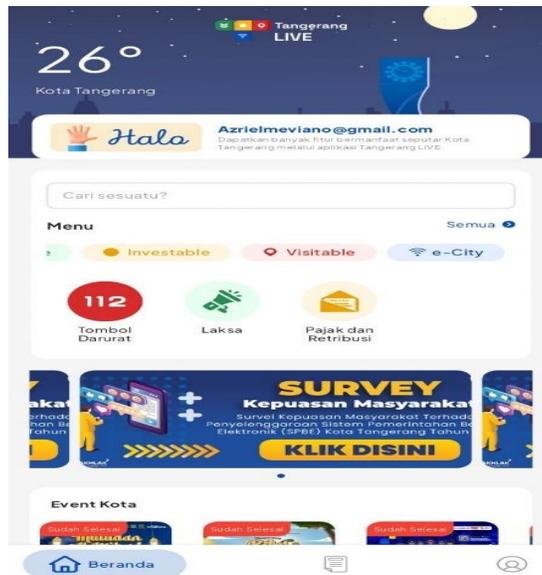
## 2.3 Tangerang Live Application Innovation

Tangerang Live is a digital platform developed by the Tangerang City government as part of its smart city initiative. It integrates various services and information systems to improve public services, enhance communication between the government and citizens, and facilitate transparency and efficiency in governance. The platform allows residents to access information about the city's services, events, news, and public facilities. In the Tangerang Live application, the government acts as the manager and provider of data and information, while the community as users can directly interact according to user needs regarding the services required.

**Figure 2.3 Tangerang Live Application Home Display Section 1**



*Sources: Tangerang Live App, 2024*

**Figure 2.4 Tangerang Live Application Home Display Section 2**



*Sources: Tangerang Live App, 2024*

The Tangerang Live application has four main menu categories, including Liveable, Investable, Visitable, and e-City. There are 36 main features offered in the Tangerang Live application as follows:

1. **Liveable**

   a. *Si Senja*, helps residents schedule and manage wastewater (septic tank) cleaning services. It simplifies the booking process and ensures sanitation services are timely.

   b. *Laksa*, a platform for citizens to submit suggestions, complaints, and feedback directly to the Tangerang City government, promoting active community involvement in local governance.

   c. *Pengantar RT RW*, facilitates administrative processes at the neighborhood level, such as creating letters of introduction from the RT/RW (local community leaders), making it easier for residents to obtain essential documents.

   d. *Tangerang Cakap Kerja*, a job portal designed to help residents find employment opportunities, as well as to offer job training and skill development programs to improve employability.

   e. *ePaper*, an online news and publication feature that provides access to the city's digital publications, allowing residents to stay informed about local events, news, and announcements.

   f. *JDIH*, provides access to laws, regulations, and legal documents relevant to the residents and businesses in Tangerang City.

g. *Ayo Zakat*, to facilitate the payment of zakat (charitable donations in Islam). It allows users to calculate, donate, and track their zakat contributions to recognized institutions.

h. *Jadwal Sholat*, provides the daily prayer schedule for Muslims in Tangerang, helping residents to keep track of the five daily prayers according to Islamic teachings.

i. *Pindah Sekolah*, helps parents or students to manage school transfer processes within Tangerang City, ensuring a smooth and organized transition between educational institutions.

j. *Simpati RS*, a hospital information system that provides details on healthcare services, hospital availability, and enables residents to find and contact medical facilities quickly.

k. *Segar*, offers up-to-date information on supermarkets, including their locations, services, and operating hours, allowing residents to easily access fresh groceries.

l. *PDRB*, displays data on Tangerang City's Gross Regional Domestic Product (GRDP), providing insight into the local economy's performance.

m. *Ambulan Gratis*, allows residents to request a free ambulance for medical emergencies, ensuring timely medical transport for those in need.

n. *119*, a direct emergency call service for medical emergencies, offering residents a simple way to connect with health emergency services.

o. *Layanan*, a general service portal that consolidates various public services offered by the Tangerang City government, allowing residents to access essential services in one place.

p. *Masjid Terdekat*, helps residents locate the nearest mosques, along with prayer times and other Islamic services available at these locations.

q. *Mobil Jenazah Gratis*, provides free funeral vehicle transport for residents who need it, helping families during difficult times.

r. *eRapor*, an online system where students and parents can access school report cards, offering an efficient way to monitor academic progress.

s. *Sobat Dukcapil*, a service related to population and civil registration (Dukcapil), where residents can apply for essential civil documents such as birth certificates, ID cards (KTP), and family cards (KK).

t. *Ransel TBC*, a public health initiative aimed at tuberculosis (TBC) prevention and treatment, providing resources and support for TBC patients and their families.

u. *Siar*, a communication platform that broadcasts important city announcements, emergency alerts, and public service information, ensuring residents are always informed about critical updates in Tangerang.

2. **Visitable**

a. *Tangerang City Gallery*, this is a feature that provides information about the Tangerang city gallery, which serves as an information center and exhibition of Tangerang's history, culture, and achievements. Visitors can see visual exhibitions about the city's development, important landmarks, and government initiatives.

b. *Abang Jawara*, this menu provides information about the "Jawara" bus service, a free tourist bus that travels around Tangerang City. This bus aims to make it easier for tourists and locals to visit various interesting destinations around the city at no cost.

c. *Event Kota Tangerang*, provides an event calendar containing information about various activities, festivals, and official events held in Tangerang. This feature makes it easy for residents and visitors to find interesting events, whether related to culture, sports, arts, or local celebrations.

3. **Investable**

a. *Ayo! RangGKul*, supports community collaboration programs that encourage people to get involved in economic activities and small businesses. This feature serves as a platform to share investment opportunities and small businesses in Tangerang City, facilitating residents to build sustainable local businesses.

b. *Tim Sport*, this menu is related to sports initiatives in Tangerang City, allowing residents to invest in sports activities and facilities. This

feature supports collaboration between the public and private sectors in building sports infrastructure, as well as promoting a healthy lifestyle among residents.

c. *SabaKota*, provides access for people who need social assistance, such as subsidies, food assistance, and other welfare services. This feature ensures the distribution of social assistance that is right on target and facilitates the process of applying for assistance by residents in need.

d. *Pajak dan Retribusi*, makes it easier for citizens and businesses to access information about tax obligations and levies. It also functions as an online payment portal for local taxes, making the reporting and payment process more efficient.

e. *Bansos Mahasiswa*, provides information about social assistance for students, especially regarding scholarships or financial assistance for Tangerang residents who are pursuing higher education.

f. *Perizinan*, functions as an online licensing service portal, which makes it easier for business people and residents to take care of business permits, building permits, and various other types of permits. With this online system, the licensing process becomes faster and more transparent.

4. **E-City**

a. *Konsultasi Online Dekopinda*, allows the public and business actors to consult online with the Tangerang Regional Indonesian Cooperative

Council (Dekopinda). This service supports the development of cooperatives and micro, small, and medium enterprises (MSMEs), as well as providing information and guidance on business management, financial management, and policies related to cooperatives.

b. *Tangerang Satu Data,* provides access to integrated open data of Tangerang City government. This feature aims to increase transparency, strengthen development planning, and facilitate data-based decision making by the government, business actors, and the community.

c. *Tangerang Satu Peta*, displays a digital map of Tangerang City containing integrated geographic and spatial information from various sectors, such as spatial planning, infrastructure, and development.

d. *Tangerang Belajar*, an online learning platform provided by the Tangerang City Government to support formal and non-formal education. This feature provides learning materials, video tutorials, and educational modules that can be accessed by students, teachers, and the general public, supporting the learning process outside of school.

e. *Literasi Digital*, helps people to improve the digital skills of the Tangerang community, such as safe internet use, basic IT skills, and the use of technology in everyday life.