

Jambi City Diskominfo's (Dinas Komunikasi dan Informasi) Public Service Communication Strategy Through the Jambi City SiKesal (Sistem Informasi Keluhan Masyarakat Online) Application in 2021

ACADEMIC JOURNAL RESEARCH PAPER

Compiled to Fulfill the Requirements for Obtaining a Bachelor's Degree of Strata I Communication Studies Program Faculty of Social and Political Sciences University of Muhammadiyah Yogyakarta



Arranged By:
Diego Lamone

20190530070

**COMMUNICATION SCIENCE STUDY PROGRAM
FACULTY OF SOCIAL AND POLITICAL SCIENCE
UNIVERSITY OF MUHAMMADIYAH YOGYAKARTA**

2023

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2022

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Stating that the article with the title “Jambi City Diskominfo's (Dinas Komunikasi dan Informasi) Public Service Communication Strategy Through the Jambi City SiKesal (Sistem Informasi Keluhan Masyarakat Online) Application in 2021” contains no work that has ever been submitted for a bachelor’s degree at a university, and to the best of my knowledge there are no works or opinions that have been written and published by other people, except those referred to in writing in this manuscript are mentioned in the Bibliography. If it turns out that in this journal manuscript it is known that some works or opinions that have been written or published by other people, I am willing this journal manuscript is take downed.

Yogyakarta, 27th February 2023



Diego Lamone

PREFACE

Bismillahirrahmanirrahim

Praise be to Allah SWT who has given His mercy and grace in writing a thesis entitled Jambi City Diskominfo's (Dinas Komunikasi dan Informasi) Public Service Communication Strategy Through the Jambi City SiKesal (Sistem Informasi Keluhan Masyarakat Online) Application in 2021 can be completed. This thesis was prepared to fulfill one of the requirements in obtaining a Bachelor's degree at the Faculty of Social and Political Sciences, Communication Studies Study Program, University of Muhammadiyah Yogyakarta.

The completion of this thesis could not be separated from the guidance and support from various parties, therefore on this occasion the author would also like to thank as much as possible to:

1. Allah SWT who has given His mercy, grace, and sustenance to me.
2. JCC who held conference
3. Mr. Dr. Fajar Junaedi, S.Sos, M.Si as the Head of the Communication Science Study Program at the Muhammadiyah University of Yogyakarta who has provided convenience during the author's completion of the study period.
4. Mr. Nur Sofyan S.I.Kom., M.I.Kom as as the supervisor who patiently provided input and guidance during the process of completing this thesis
5. My lovely parents, Mr. Taufik and Mrs. Arnetti have raised and educated me patiently with so much love
6. All my close nor not that close friends who cannot be mentioned one by one. Thank you for all support so I can finish this thesis.

Yogyakarta, 27th February 2023



Diego Lamone

PRESENTATION PAGE

Thanks to Allah SWT's kindness and grace, a thesis named " Jambi City Diskominfo's (Dinas Komunikasi dan Informasi) Public Service Communication Strategy Through the Jambi City SiKesal (Sistem Informasi Keluhan Masyarakat Online) Application in 2021" can be finished.

This thesis was created to satisfy a requirement for the Bachelor's degree program in communication studies at the University of Muhammadiyah Yogyakarta's Faculty of Social and Political Sciences. The author chooses this subject with the intention of educating academics or the general public so they may select good news by understanding all of its facets. Also, news stories shouldn't just provide information; they should also have an impact, much like an action-reaction.

The author would also like to extend the greatest gratitude to the following individuals for their guidance and help in the completion of this thesis: Allah SWT who has given His mercy, grace, and sustenance to me.

1. My wonderful and world-class parents, Mr. Taufik and Mrs. Arnetti, who painstakingly raised and educated me and showed me infinite love.
2. The head of the Communication Science Study Program at the Muhammadiyah University of Yogyakarta, Mr. Dr. Fajar Junaedi, S.Sos, M.Si, who made accommodations for the author while they were finishing their studies.
3. The supervisor, Mr. Nur Sofyan S.I.Kom, M.I.Kom, who patiently offered suggestions and direction as this thesis was being written.
4. All Lecturers of the University of Muhammadiyah Yogyakarta, especially Lecturers of the Faculty of Social and Political Sciences, Study Program of Communication Studies.
5. All my friends who cannot be mentioned one by one, thank you for all your support. It means a lot for me.

In closing, the writer realizes that in this final project or thesis, there are still many things that need to be improved. Therefore, criticism, suggestions, and further research development.

MOTTO

Always take the time to do something, not do something when there is time

(Selalu menyempatkan waktu untuk melakukan sesuatu, bukan melakukan sesuatu saat ada waktu yang sempit.)

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