Optimization of Service Field of Communications, Information Technology, Coding and Statisticson The Government of District Cianjur

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Abstract.
The Office of Communication, Informatics, Encryption and Statistics of Cianjur Regency is an institution engaged in the field of communication, information, coding and statistics that helps local governments in serving the people of Cianjur. Although according to the establishment of the Office of Communication, Informatics, Encryption and Statistics, it has been around for a long time, nevertheless it is still faced with problems that require resolution. If the problem is classified, it is related to the lack or weakness of services in the fields of communication, informatics and coding. This situation makes the management team plan, and formulate what actions are appropriate to overcome this problem. The theory used in this research is the theory of Plan, Do, Check, Action by W. Edwards Deming and Walter Shewhart. The research approach used is qualitative, with descriptive analytical methods.This study resulted in a discussion that the Cianjur Regency Communication, Informatics, Codification and Statistics Office carried out planning efforts in managerial terms, improving e-government service facilities and infrastructure, expanding the power and space of information communication media, increasing the intensity of dissemination and distribution of information on government administration, technical review of the general plan of the space pattern for the placement of wireless communication infrastructure within the framework of controlling the construction of telecommunications towers, and preparation of a technical study on the general plan of communication infrastructure as a reference for policies and development of communication, informatics, coding and statistics The strategy for developing communication, informatics, coding and statistics is directed at structuring the implementation of dissemination and distribution of information on governance and development through updating e-government activities, building outdoor information media, revitalizing radio broadcast transmittance, developing Cianjur Satu Data, Cianjur Regency and developing data compliance. Cianjur Regency macro indicators as well as fulfillment of coding information services.

Keywords: *Optimization,Services,Communication, Informatics, Encryption, Statistics*

1. INTRODUCTION

Strategic issues is a condition that must be considered or prioritized in the planning of development because of its impact is significant with the characteristics are important, fundamental, urgent, long-term, and determine the purpose of the regional administration in the future. Strategic issues in the Strategic Plan of the Department of Communications, Information technology, Coding and Statistics Cianjur carried out taking into account the objective conditions and developments that occurred in the District of Cianjur.

The department of Communications, Information technology, Coding and Statistics Cianjur, as an element of Regional Work Units (SKPD) carrying out the duties and functions to carry out most of the affairs of the household area that includes the relationship of the empowerment potential of information, submission of the information, either directly or through the media. The department of Communications, Information technology, Coding and Statistics Cianjur is formed based on the Regional Regulation No. 8 of 2016 on the Establishment and Composition of the Regional; Regulation of the Regent of Cianjur No. 50 of 2016 about the Position, Organizational Structure, Duties and Functions and Working procedures of the Devices local Government Areas in the District of Cianjur and Regulations of the Regent of Cianjur No. 71 Year 2016 about the Duties, Functions and Working procedures of the Organizational Unit in the Department of Communications, Information technology, Coding and Statistics Cianjur is carrying out most of the affairs of the household area that covers the Field of Communication and Informatics; the Field of Coding; and Data Fields and Statistics. In carrying out its activities the Department of Communications, Information technology, Coding and Statistics Cianjur face some obstacles and challenges that is a problem that need to be overcome, the problems are: Not Optimal service the field of information and communication to the public, there is still a lack of human resources who have the skills and competence in accordance with

the duties and obligations of its main in the field of IT, the lack of facilities the soft skills of specialized training and / or technical guidance in accordance with the duties and responsibilities, lack of socialization, low budget available, not optimal field service data and statistics, budget constraints, limited human resources, the limitations of recruitment experts statistics and experts in IT, less rapid data collection at each OPD is not yet available/data is not yet complete, not optimal field service coding and information technology, yet the integration of existing applications in each division, lack of human resources in ICT and the budget is not optimal; business process is a long/complicated, yet the fulfillment of the service that is required of the user, not the maximum the existing infrastructure in the District of Cianjur. Based on the identification of these problems, then it can be pursed into three main problems, namely the problems at the service of the field of information and communication to the public, the problems in the field service data and statistics, the problems at the service of the field of coding and information technology.

The purpose of this study is to find solutions for problems services in the field of information and communication to the public, the field of coding and information technology and the field of data and statistics. This research is beneficial to develop the concept of PDCA (Plan-Do-Check-Action) from W. Edwards Deming and Walter Shewhart (1982) for the improvement of the process and the individual in a sustainable manner. The process of quality control can be done through the process of PDCA (plan, do, check, action) which was introduced by Dr. W. Edwards Deming, an expert quality leading the nationals of the United States, so this cycle is called the Deming Cycle (Deming Cycle) according to the Fandy Tjiptono (1997) in Hariastuti (2013). While the stage-the stage of the PDCA cycle can be explained as follows (Nasution, 2001): a. Develop a plan (Plan) is plotting the details and set the standard process better. b. Carry out the plan (Do) is implementing a plan-a plan that has been presented on the stage of the plan and applied gradually, as well as the perform the recovery as quickly as possible so the planned target is reached. c. Check out the results achieved (Check) is a check the results of the repair with a specified target. If the target already reached the stage of the process can be continued on the next stage of the d. The Stage Of Action. If the process does not meet the desired target then the process is rolled back at the planning stage to re-plan activities that must be performed to achieve a specified target.

Do action (action) is to perform adjustments to a process when necessary based on the results of the analysis that has been done in the previous stages. The adjustment is done in order to prevent the onset of back problems are solved and proposed problems especially to be performed after the repair the problem on the previous problems resolved. The PDCA, the English abbreviation of "Plan, Do, Check, Act" (Plan, Do, Check, Follow up), is a process of problem solving four step iteraktif commonly used in quality control. PDCA is known as the "cycle of Shewhart", as first proposed by Walter Shewhart some twenty years ago. But in its development, the methodology of the analysis of the PDCA is often called the "Deming cycle". This is because the Deming is the person who popularized its use and expand its application. However, Deming own always refer to this method as the cycle Shewhart, from the name of Walter A. Shewhart, which is often considered as the father of quality control statistical. Later, Deming modify the PDCA be PDSA ("Plan, Do, Study, Act") to better illustrate its recommendations. By whatever name it is called, PDCA is a helpful tool to make improvements continuously without stopping.

II. METHODS

Research methods this Type of research uses a qualitative approach with the nature of the descriptive and analytical method. Research at the Department of Communications, Information technology, Coding and Statistics Cianjur is right if using a qualitative approach with the nature of descriptive research, because it describes the naturalness of the process management of the institution and the entire cycle. Nazir, (2011:52) describes the descriptive method is as follows: the descriptive Method is a method in researching the status of human groups, a subject, a set of conditions, a system of thought or any class of events in the present. The purpose of this descriptive study is to make a description, picture or painting in a systematic as well as the relationship between the phenomena being investigated.

Bog and Taylor in Moleong (2010:4) argues that qualitative research is "research procedure that produces descriptive data in the form of words written or spoken of the people and behaviors that can be observed". Qualitative research relies on the background of nature in a holistic manner, position the human as a research tool, do the data analysis is inductive, is more concerned with the process rather than the result of the research carried out is agreed by the researcher and the subject of the research is descriptive Method was chosen because the research is related to the events that are taking place and with regard to the conditions of the present.

Sugiyono (2015:15) describes the understanding of qualitative research as follows: qualitative research Methods is a research method that is based on the philosophy of positivism, is used to examine the condition of natural objects, in which the researcher is the key instrument, sampling the source of the data is done by purposive and snowball, the technique of merging with the triangulation (combined), data analysis is inductive and qualitative research results more emphasis on the meaning of generalization.

Moleong (2010:132) states, the research Subject is the snitch, which means the people on the background of the research used to give information about the situation and the condition of background of the study. Informants in this study are office holders who served in the Government of Kabupaten Cianjur the Department of Communications, Information technology, Coding and Statistics of Cianjur Regency. The data collection techniques and research instruments is done by observation (observation), interview (interview), the documentation and the combined fourth Sugiono (2015: 137). Researchers conducted interviews, observation, collecting supporting documents, and also the books of literature. In this research, the data collection in the form of natural settings (conditions naturally), the primary data source, and data collection techniques using triangulation/combined. Data analysis in this research is done through three activities occur simultaneously, namely data reduction, data presentation, and conclusion or verification of Miles and Huberman (1992) in the Year (2015:246). Qualitative data analysis is an effort that continues, over and over and over.

The problem of data reduction, data presentation, and conclusion is a series of activities analysis of mutual followed one after another. Data reduction is the process of data analysis to reduce and summarize the results of research by focusing on the things that are considered important by the researcher. Data reduction aims to facilitate the understanding of the data that has been collected so that the data are reduced to give a more detailed picture. Display data is the data from the results of research that have been arranged in detail to provide an overview of the research as a whole. The Data collected in detail and thoroughly next sought a pattern to do to take the right conclusions. The presentation of the next data arranged in the form of a description or report in accordance with the results of the research obtained. Conclusion is the final stage in the research process to give meaning to the data that has been analyzed. As for the procedure of this study, among others, in general, which include the following. Stages of Preparation of the Research are: (1) Identification and selection of research problem.(2) Choose the procedure and the sampling technique used. (3) Clarifying the statement-a statement of the research problem for the student questionnaire. (4) draw up a statement of the questionnaire or interview guide in full. (5) Multiply the questionnaire questions in accordance with the number of respondents. (6) the Collection of data.(7) to Perform data analysis. (8) report the results of the research. (9) Make A Conclusion.

III. RESULT AND DISCUSSION

In realizing the vision and mission, as well as achieve the goals and objectives pursued through the development strategy of communications, information technology, coding and statistics. This strategy is directed to the arrangement of the implementation of the field of communications, information technology, coding and statistics towards the realization of system services electronically in accordance with changes in the strategic environment through activities to increase the professionalism of human resources especially in the field of Information Technology (IT), improvement of facilities and infrastructure of the service of the e-government, the expansion of the power and space communication media information, increase the intensity of the dissemination and distribution of information governance, the technical review of the general plan of

the space pattern placement of wireless communications infrastructure in the framework of the control of the construction of telecommunications towers, and the preparation of the technical review of the general plan of the communication infrastructure as reference material policy and the development of communications, information technology, coding and statistics.

Development strategy of communications, information technology, coding and statistical directed to the arrangement of the implementation of the dissemination and distribution of information governance and development through the activities of the update e–government, the development of information media outside of the space, the revitalization of the transmit power of the radio broadcast, the construction of Cianjur One Data Cianjur and the construction of fulfillment of the data macro indicators Cianjur Regency as well as the fulfillment of the service information coding.

The field of Information and Public Communication

To support the implementation of the vision and mission of the Department of Communications, Information technology, Coding and Statistics Cianjur, making planning for a well-established, integrated and precise objectives, namely, to plan activities in the field of information and public communication, composing the formulation and implementation of technical policy, programs and activities in the field of information and communication to the public, the preparation of the work program and budget plan of the field of information and public communication, preparation of materials for the formulation and implementation of policies, development of norms, standards, procedures and criteria, and provision of technical guidance and supervision of the field of information and public communication. Data represents a fact or event or fact that supports a knowledge to be used as the base to the preparation of the description, making a conclusion or decision making (Gondodiyoto & Hendarti, 2007). The department of Communications, Information technology, Coding and Statistics this is the institution that provides the data also for the community Cianjur. These Data will be very helpful for the community to access various things related to Information and Communication at the Local level Cianjur.

Furthermore, the Department of Communications, Information technology, Coding and Statistics Cianjur, applying the things that are already planned as follows, namely, the management of the opinions and aspirations of the public in the scope of the local government, management of information to support national policy and local government as well as service media relations, providing the content of a cross-sector, the management of the media of public communication and the strengthening of the capacity of the resources of public communication, and implementation of public information services, management of public information and the provision of access to information.

The implementation of the overall performance that is done by the monitoring, evaluation and performance assessment of the implementation of the tasks of subordinates periodically in the Field of Information and Public Communication. The implementation of the evaluation and reporting of activities in the Field of Information and Public Communication. Another official duties given by the Head of Department in accordance with the duties and functions. In carrying out its functions, the Field of Information and Public Communications in charge of : a. Sexy collecting Information and Partnership Communication. b. Sexy Dissemination of Information and Public Communication. c. Sexy Public Information Services and Documentation.

Sandian plane and Informatics

In addition to improving the functions of the lainian plane, The Head Of The Perandian Plane And Informatics provides planning-planning for the Implementation of the working program and The Plan Of The Perandian Plane and Informatics, preparation of the specialized materials and implementation of policy, norma pensions, standards, procedure and criteria, and technical guidance and supervising The Field Of Management And Operational Management of The the county government.

The ministry of communications is the primary provider of data center, disaster recovery center and information technology and communications (TIK), intranet development services and internet access

classifications, intra county government communications system services, domain name services and sub domains, e-Government information security services, and telecommunications tower inspection. The data management services and E-Government information, development services and generic application procurement, specific and comprehensive services, public service integration and development of The Tikt City ecosystem championship. He Is Also Government Chief Information Officer (GCIO) of the county government, e-Government development and Smart City soma development of resources, government and community. The leading adaption of monitoring implementation, evaluation and penalisation of achievement and implementation of the taskforce is based on The Environment Of The Field Of Preparation and Informatics. Implementation of evaluation and development of Perandian Plane activity and Informatics. The implementation of the taskforce is the first of The Heads of The Department in accordance with the mandate and function. In addition to its functions, The Personandian Plane and Informatics are included : (1) Personandian Witness; (2) Witness Information Technology Infrastructure and Communications; (3) Witness Kola Methodology and Informatics Applications.Bidang Data dan Statistik.

The field of Data and Statistics led by a Head of the Field. The head of the Field has a fundamental duty to help the Head of the Department in carrying out the provision and presentation of statistical data, carry out coaching and referral statistics basic, sectoral and special, carry out the integration of data and carrying out government duties in the field of regional statistics in accordance with applicable regulations. To organize the main task, the Head of the Field Data and Statistics perform the functions of planning (planning) as follows: Preparation of work program and budget plan Data Fields and Statistics, planning the provision and presentation of statistical data for material formulation development, formulation of technical implementation, providing guidance and coaching activities of data collection and statistics in the regional administration, coordination and integration of data and statistical area, the formulation and preparation of or utilization of performance indicators as an evaluation of the achievements of development of the various sectors, the implementation of monitoring, evaluation and performance assessment of the implementation of the tasks of subordinates periodically in the Field of Data and Statistical, evaluation and reporting activities in the Field of Data and Statistics, the Implementation of other official duties given by the Head of Department in accordance with the duties and functions. In carrying out its functions, the Field of Data and Statistics in charge of : (1) the Data Processing Section. (2) Sexy Statistical Analysis. The department of Communications, Information technology, Coding and Statistics Cianjur, have UPTS, which consists of : RSPD (Radio Broadcast of Local Government) Based on the decree No. 11 of 2010 challenge the Formation of the Radio Broadcast of the Local Government (RSPD) Cianjur is the element of the implementation of technical operations department in the field of broadcasting, news, and promotion services and entertainment. In carrying out its duties, the RSPD has the following functions : (1) Coordinating the broadcast of material preparation programs and activities in accordance with the programs and activities of the department; (2) Broadcasting material coordination program formulation and service activities in the field of broadcasting, reporting and promotion services and entertainment in accordance with the provisions and/or regulations of the applicable legislation; (3) Preparation of materials for the coordination of policy formulation technical operations department in the field of broadcasting, reporting and promotion services and entertainment in accordance with the provisions and/or regulations applicable; (4) the Implementation of the technical and operational broadcasting, reporting and promotion services and entertainment in accordance with the provisions and/or regulations applicable; (5) the Implementation of the coaching personnel in accordance with the provisions and/or regulations of the applicable legislation; (6) Implementation of the management of financial affairs, personnel, records and administration in accordance with the provisions and/or regulations of the applicable legislation; (7) the Execution of other tasks given by the Head of Department in accordance with the provisions and/or regulations applicable; (8) the Conduct of the evaluation and the report of the programs and activities RSPD in accordance with the provisions and/or regulations applicable; Organizational structure of Public Broadcasting Local RSPD Cianjur consists of: the Head, Sub-division of administration, Sexy Promotion and Entertainment, Sexy Coverage, Functional Group.

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