

## **Subtheme VI Public Service Ecosystem and Management**

### **STRENGTHENING DIGITAL PUBLIC SERVICE IN APPLICATIONS IN ADDRESSING PLASTIC WASTE IN URBAN**

Bhakti Nur Avianto, Sirojudin Abbas, Nabilla Syarifah

Silampah is a digital-based waste problem reporting application presented by the Semarang City Environmental Agency. With the ease of reporting waste and environmental pollution problems online. Silampah can be accessed by all people in Semarang City anywhere and anytime free of charge. Reports that successfully enter the system will be responded to immediately. The results of this study cover several indicators of the effectiveness of the management of the Silampah Program. The indicators include Program Implementation Procedures, Efficiency, Facilities and Infrastructure, Adaptation and Satisfaction. In addition, researchers also found internal obstacles in Silampah Management in the form of the use of fake numbers, disposal areas that cannot be reached by the transportation fleet, and disposal outside the authority of the Semarang City Environmental Agency. External constraints rest on the consciousness and mentality of the community itself. The conclusion of the research is that the lack of socialization of the Semarang City Environmental Office in implementing the Silampah program resulted in less than optimal public awareness in obtaining public information. The suggestion in the research is the strengthening of digital public services through functionalization of the effectiveness of digital-based services as a whole, for example public discussion activities between the Regional Government and the community in Semarang City.

**Keywords: Application, garbage, digital, effectiveness, quality of service.**