
DISPORAPAR STRATEGY IN SUBMITTING INFORMATION BASED ON CURRENT TECHNOLOGY

Roro Merry Chornelia Wulandary

Universitas Tribhuwana Tunggaladewi, Indonesia

E-mail: merrychornelia@yahoo.co.id

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Abstract: *DISPORAPAR (Department of Youth, Sports, and Tourism) is a regional system that includes elements of implementing government affairs which are the authority of the region, and is led by a Head of Service who has the task of accompanying or assisting the Regent in carrying out government affairs in the tourism section in accordance with the authorities and provisions of the law. Talking about people's satisfaction with the services provided in the Malang box, many reports complained that the service time was slow. However, as time goes by, the responsiveness of the City of Malang has increased significantly, this is evidenced by the decrease in the number of complaints reported every month in 2020 chain efficiency, and enhance bilateral trade cooperation.*

INTRODUCTION

DISPORAPAR (Department of Youth, Sports, and Tourism) is a regional system that includes elements of implementing government affairs which are the authority of the region, and is led by a Head of Service who has the task of accompanying or assisting the Regent in carrying out government affairs in the tourism section in accordance with the authority and provisions of regulations. Constitution. The Mayor of Malang asked the Department of Youth, Sports and Tourism to always develop potential in the field of youth and sports. Because while it is reported that the tourism sector is more developed. "I also hope that the field of youth and sports will also receive serious attention again," he said. This question was asked by the mayor H. Sutiaji while attending the Regional Apparatus Forum (FPD) for the Preparation of the 2022 Disporapar Work Plan (Renja) in the city of Malang, at the Ijen Suites Hotel. This word was uttered by the number one person in Malang City, because of the emergence of various potentials possessed by students in the

field of sports. In addition, developments related to the creative economy have also become one of the concerns of Mayor Sutiaji. "This sector must continue to be encouraged to increase tourism in the city of Malang through a creative economy driven by the youth of the city of Malang," he said

Head of Malang city disporarapar, Ida Ayu Made Wahyuni explained that the 2022 program related to sports will also be one of the priorities for the cooperation system that will be formed later regarding the screening of new athlete seeds. Meanwhile, related to ancient or traditional sports, it will also be intensified by cooperating with communities in Malang City. So that traditional sports such as gobak sodor, ancient ontel bicycles, stilts, and others still exist or develop and are enjoyed by all people.

The Department of Youth, Sports, and Tourism (disporarapar) of Malang City disseminated the rules for the business of tourism services for the tourism industry of the city of Malang. The goal is to increase knowledge of tourism human resources in the city of Malang. The Mayor of Malang expressed his gratitude to the tourism actors in the city of Malang so far. Where tourism is a business locomotive to revive the economy in the city of Malang. Indonesia's foreign exchange paradigm used to depend on natural resources, oil and gas, coal, and palm oil. But now that has changed, now tourism can be the first to generate foreign exchange.

Including the city of Malang which does not have as many natural resources as Malang Regency, the creative economy is now growing. This is to answer the problem of unemployment and poverty. So creative steps are needed to deal with it. Tourism will continue to be boosted by youth, sports and Malang city tourism services in 2021 to attract tourists from various circles. One of the things that has been prepared by the Malang city disporarapar itself is the Malang halal program which is an economic recovery program in the Malang city tourism sector. , said Ida. Actually since 2019, disporarapar itself has submitted dozens of hotels and restaurants to get halal certification. However, so far there are only 8 hotels and restaurants in Malang that have halal certificates.

METHOD

This research was carried out at the Malang City Culture and Tourism Office. This research was given 3 weeks to explore the problems. Research Starts on Monday, April 4, 2020 to April 25, 2022. Determining the location that our group chose, namely the Malang City Culture and Tourism Office which is located in the Empu Purwa Museum Complex, Tria Santa Housing No. B210, Jalan Soekarno Hatta, Mojolangu, Lowokwaru, Malang City, East Java, Indonesia. We conducted this research at the Malang City Culture and Tourism Office. Methods of collecting data in this study using qualitative and quantitative methods, because this research focuses on systematically on the parts and developing, using analysis and generating data as well as managing data descriptively. This data collection technique can be grouped into two ways, namely interactive and non-interactive data collection techniques. In this study the researchers used interactive techniques which include:

1. In-Depth interview. In this qualitative research, in general, interviews with several sources are used and are carried out not so strictly. Interviews were conducted by asking several questions that led to the depth of information. In-depth interviews can be conducted at the time and context deemed most appropriate to obtain detailed, honest and in-depth data.
2. Technical Observation. Observation is used to dig up data from data sources in the form of events, places or locations, objects, and recorded images. In this observation, what was done was to see directly the activities at the location of the population and civil registration office in Malang.
3. Documentation. Documents take various forms, from simple written ones to more complete ones, and can even be in the form of other objects. In this study, in collecting data, namely by looking back at the literature or documents as well as documentation photos that are relevant to the themes raised in this study.

According to Sugiyono, in qualitative research the more frequent sampling technique is used are purposive sampling and snowball sampling. Purposive sampling is a sampling technique of data sources with certain considerations, for example, the person is considered to know best about what we expect. Snowball Sampling is a technique for taking samples of data sources that are initially little, over time it becomes big (Sugiyono, 2009: 300). Meanwhile, in the sampling procedure, what is most needed is how specify key information. Sample selection in this case key informants or situations It is more appropriate to do it intentionally or purposefully, namely by purposive means sampling. In this study, we used a purposive sampling technique. Because researchers feel that the sample taken knows best about the problem to be studied by researcher. The use of purposive sampling in this study is aimed at answer all the problems that occur in the study.

FINDINGS AND DISCUSSION

Findings

By building and improving the tourism sector in the city of Malang, the Department of Youth, Sports and Tourism (disporapar) of Malang City holds a Cultural Tour Guide Training (Cultural heritage, namely museums, palaces, temples). The Department of Youth, Sports and Tourism (Disporapar) of Malang City held a socialization activity for the Tourism Service Business Rules for the tourism industry in Malang City, Thursday (24/3/2022). The aim is to increase knowledge of tourism human resources in Malang City. The activity held at the Disporapar Lobby was attended by 85 participants from tourism business actors in Malang City. Disporapar has a web that we can access <https://disporapar.malangkota.go.id/category/field-pariwisata/> on the web there is a lot of information that we can see about disporapar. To make public complaints about disporapar, disporapar has google from which can be filled in by the wider community if they want to make a complaint. The Google from is inside the disporapar website.

The Process of Improving the Quality of Human Resources for Cultural Tour Guides, Malang City Disporapar

To develop and improve the tourism sector in Malang City, Youth, Sports and Tourism Office (disporapar) Malang City held a training for cultural tour guides (Cultural Heritage, namely museums, palaces, temples) at the Savana Hotel & Convention, Malang City. The activity lasted for 3 days from 23 to 25 May 2022 which was attended by 40 participants. It was officially opened by the head of Malang City Disporapar Dr. Ida Ayu Made Wahyuni, SH, MSi on the afternoon of May 23, the activity was carried out in addition to two days of learning in class, on the last day a field visit was carried out to the Panji district museum. Overlapping Kab. Poor. In his remarks, Kadisporapar Malang said that after the training activities the tour guides were expected to become tour guides in the field of cultural tourism.

In addition, he said that this activity presented capable resource persons in their fields with the hope that many poor city residents would become tour guides. Furthermore, he hopes that in the future after the training activities the participants can receive a young tour guide certificate as a provision to become a tourist guide. "And I also hope that in the future, when you have participated in activities like this, we will provide a young tour guide certificate," he added.

Tourism Service Business Rules for the tourism industry in Malang City

The Department of Youth, Sports and Tourism (Disporapar) of Malang City held a socialization activity for the Tourism Service Business Rules for the tourism industry in Malang City, Thursday (24/3/2022). The aim is to increase knowledge of tourism human resources in Malang City. The activity held at the Disporapar Lobby was attended by 85 participants from tourism business actors in Malang City. This activity is also filled with direct online practice in managing permits through the Online Single Submission (OSS). Mayor of Malang Drs. H. Sutiaji is grateful for the role of Malang tourism actors so far. Where tourism is the locomotive of business to revive the economy in the city of Malang. "We are very grateful for the role of tourism actors, even though it seems that tourism is a lot of playing and just having fun. But the effect is extraordinary to revive the economy," said Sutiaji. Indonesia's foreign exchange paradigm used to depend on natural resources, oil and gas, coal, and palm oil. But now that has changed, now tourism can be the first order to generate foreign exchange. "Strengthening tourism will be very good for developing the economy in a sustainable manner," explained Sutiaji, including in Malang City, which does not have as many natural resources as Malang Regency, so the creative economy is now continuously being developed. This is to answer the problem of unemployment and poverty, so creative steps are needed to deal with them. "Through the development of the creative economy, let's develop Malang City together so that it has more competitiveness in the tourism sector," said Sutiaji. Head of Malang City Disporapar Dr. Ida Ayu Made Wahyuni, SH., MSi said that over time the regulations from the central

government for tourism development continued to change. For this reason, socialization was carried out today by involving tourism business actors in the city of Malang to be more prepared to face change.

Public Complaints Against Disporapar Performance in Malang City

Public complaints against public services often arise when the public as service users are dissatisfied with the services provided and contribute to handling complaints. Public service standards developed and implemented do not guarantee the quality of public services. To be able to participate in improving the quality of public services, public complaints need to be handled properly and effectively so that the public can become service users and can easily access them. Talking about people's satisfaction with the service provided in Malang City, many reports complained that the service time was slow. This is because many people receive incomplete request documents or experience network problems. However, as time goes by, the responsiveness of the city of Malang has increased significantly. This is evidenced by the decrease in the number of complaints reported every month in 2020. As is known, the ability to respond is one of the criteria for measuring public services. This is in line with the commitment of human resources who are very loyal to be ready to serve and be responsible to the government and society (public). Disporapar has a web that we can access <https://disporapar.malangkota.go.id/category/field-pariwisata/> on the web there is a lot of information that we can see about disporapar. To make public complaints about disporapar, disporapar has google from which can be filled in by the wider community if they want to make a complaint. The Google from is inside the disporapar website.

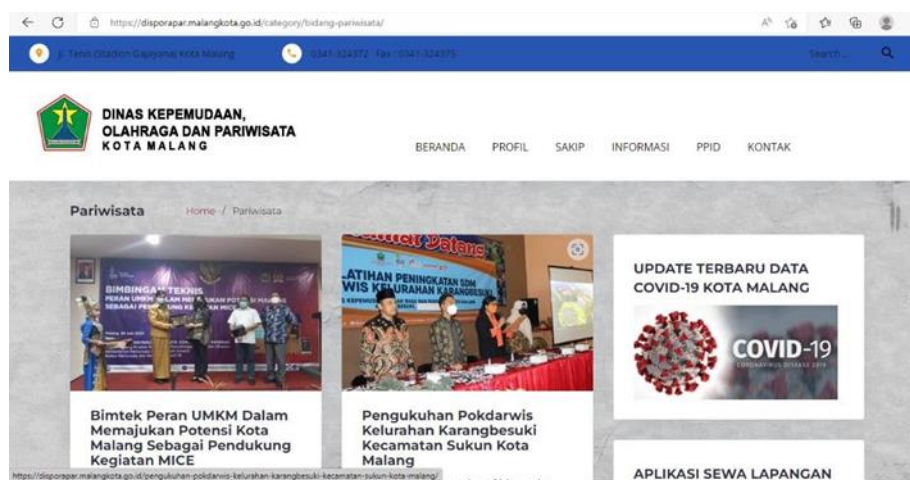
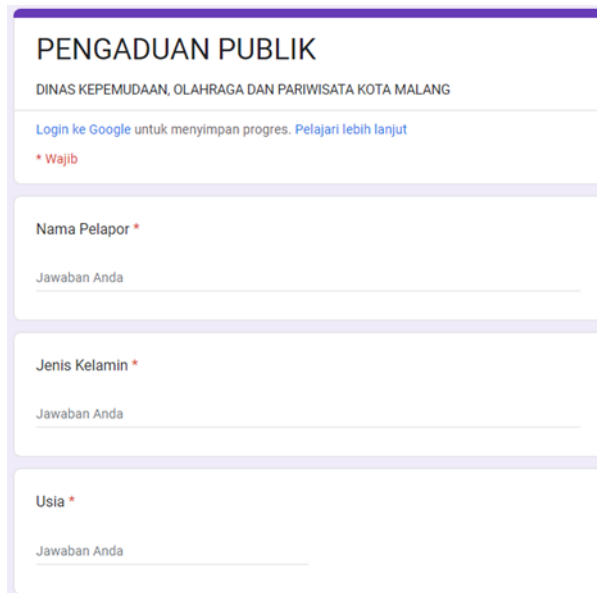


Figure 1. Disporapar's web homepage



PENGADUAN PUBLIK
DINAS KEPEMUDAAN, OLAAHRAGA DAN PARIWISATA KOTA MALANG

[Login ke Google](#) untuk menyimpan progres. [Pelajari lebih lanjut](#)

* Wajib

Nama Pelapor *

Jawaban Anda

Jenis Kelamin *

Jawaban Anda

Usia *

Jawaban Anda

Figure 2. Gform of Public Complaints Disporapar

Not only google from which can report public complaints, Disporapar also has the application SAM DALANG (youth of Malang City), what is the application of SAM DALANG (youth of Malang)? The application SAM DALANG (Youth City of Malang) is an abbreviation of the Online information system based on the Youth of Malang City mobile application, while it explicitly implies the meaning of SAM = 5 am, DALANG = Youth of Malang City, the implied meaning is expected at 5 am for the youth of Malang City or Arek Malang has started his activities and built his dreams to prove his competence to achieve the best achievement. This application was developed by the Malang City Disporapar as a source of communication and information for the people of Malang City, especially young people with an age limit of 16 to 30 years.

Through SAMDALANG, application users can register as participants in youth activities including Paskibraka activities, Youth Pioneers, and other Youth Training activities and participate in advancing Malang City by providing suggestions and input. In addition, SAMDALANG also presents visual data related to Malang City youth organization data and activities that have been carried out as well as activities in progress.



Figure 3. Home apk SAM DALANG Disporapar

Discussion

The results of my group's research on the Disporapar strategy in the delivery of today's technology-based information is that the regional system includes elements of implementing government affairs which are the regional authority, and is led by a Head of Service who has the task of accompanying or assisting the Regent. In Malang City, the tourism office is more developed than the sports office. The mayor of Malang hopes that the sports office can develop as well as the tourism department. The sports department also reactivates traditional sports so that they can continue to exist or develop and be liked by all people.

In the city of Malang, what is highlighted is one of them is the thematic village managed by Pokdarwis, there are around 22 thematic villages managed by Pokdarwis, how many data objects does the city of Malang have, both managed by the government and with self-help tourism communities in 2022 on April 1 yesterday. According to the decree, there are about 53, 53 tourist attractions in Malang, including the Dream Park, thematic villages and several tourist destinations managed by the private sector, and the leading tourist attractions in Malang, one of which is the colorful village, blue village. the same are the programs that have been designed in the effort of tourism marketing strategies, in collaboration with several tourism sectors such as BPD phri Adita Putri at MTC Charles and academics. The tourism sector is one sector that can be a fairly reliable foreign exchange earner.

The Process of Improving the Quality of Human Resources for Cultural Tour Guides, Malang City Disporapar

To build and enhance the sector of charisata in the unfortunate city of youth service Sports and urban tourism titles cultural guide training in the savana hotel & Convention in the poor town. The activity lasted for 3 days from May 23 to 25, 2022 We have 40 participants following. Kab. Unfortunate. It's now exclusively for cultural scouting Therefore we also have many scouts expected from the results of this activity The mother/father will be the guide or guide in the field of cultural tourism it's the hope of the king She said. Moreover, it says it presents kapabel's source in the field with the hope of the unfortunate city is many scouts.

Tourism Service Business Rules for the tourism industry in Malang City

The youth service, sports and poor city tourism do social work Rules of the tourist service for the tourism industry in the unfortunate city, Thursday. The goal is Increased knowledge of the human resources tourism has in the cities of the hapless activities unfold the lobby was followed by 85 residents in the city's tourist industry Unfortunate. Where tourism becomes a locomotive attempt to revive the city's economy Unfortunate. We are grateful for the role of tourism actors, though it may seem like such Tours Play along and have fun. But the effect is tremendous for reviving Economy. The Indonesian foreign

exchange paradigm used to depend on natural resources, stone Embers, and palm oil. It helps to solve the problem of unemployment and Poverty, so it takes creative steps to cope. Through development the creative economy, let's together develop an unfortunate city to increasingly competitive advantage in sectors Tourism.

Public Complaints Against Disporapar Performance in Malang City

Public complaints against public service often arise when people as a service user is not satisfied with the services rendered as well Contribute to handling the complaint. He has a web that we can access <https://disporapar.malangkota.go.id/category/bidang-pariwisata/> on the web There's a lot of information we can see about being supported to do the public complaint about the government has the Google from which can be filled By the general public to complain. It's on website. Through the application users can register among the participants in youth activities are the Paskibra activities, young people pioneers, and other youth training activities and participating in To advance the unfortunate city to do its suggestion and input.

CONCLUSION

Through the application users can register as participants in youth activities including Paskibra activities, Youth Pioneers, and other Youth Training activities and participate in advancing Malang City by providing suggestions and input. In addition, SAMDALANG also presents visual data related to Malang City youth organization data and activities that have been carried out as well as activities in progress.

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