Aplikasi Mudah Alih Aduan

Cakna

Kementerian Kesejahteraan Bandar, Perumahan
dan Kerajaan Tempatan

Kandungan

1. Latarbelakang
2. *Architecture Diagram*
3. Kategori Pengguna
4. Promosi
5. Mekanisma Pemantauan Pelaksanaan
6. Cabaran
7. Kelebihan
8. Berminat ?
9. Anda Menghadapi Masalah Cakna ?
10. Jadual Pembangunan Dan Pelaksanaan
11. *Way Forward*

1. Latarbelakang

30 Jun 2015 (Bernama)
Idea mewujudkan aplikasi baharu untuk menghantar aduan serta-merta melalui telefon bimbit kepada PBT

Kajian JKT ★

Taklimat Cakna kepada YB Menteri pada 4 September 2015

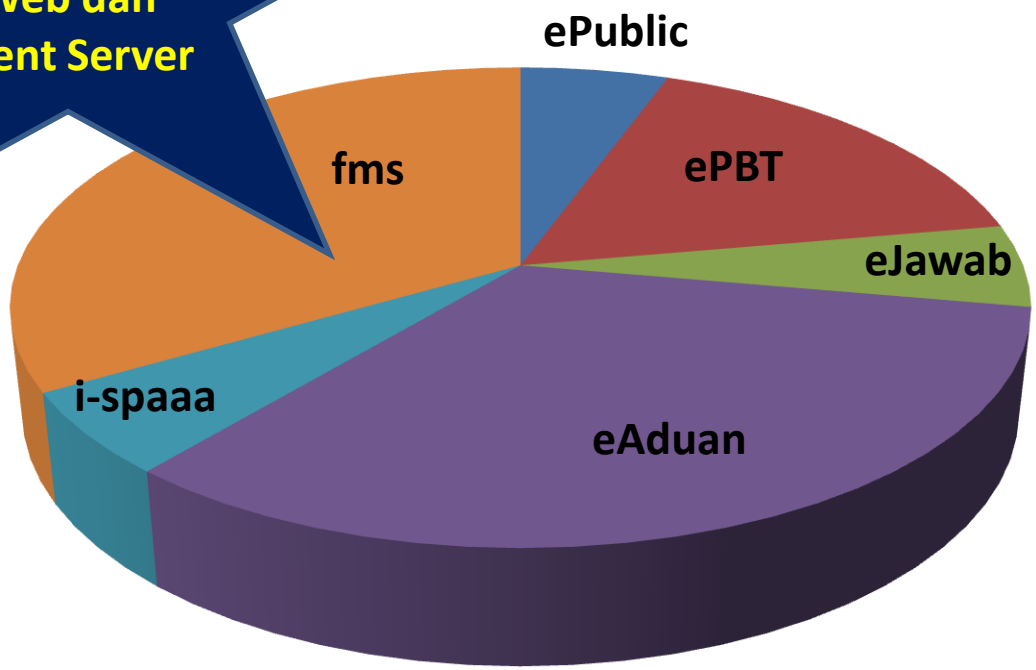
Kajian & Penilaian BTM KPKT ★

Aduan UKK

Kajian JKT - Sistem Aduan di PBT

Berkonsepkan Web dan Client Server

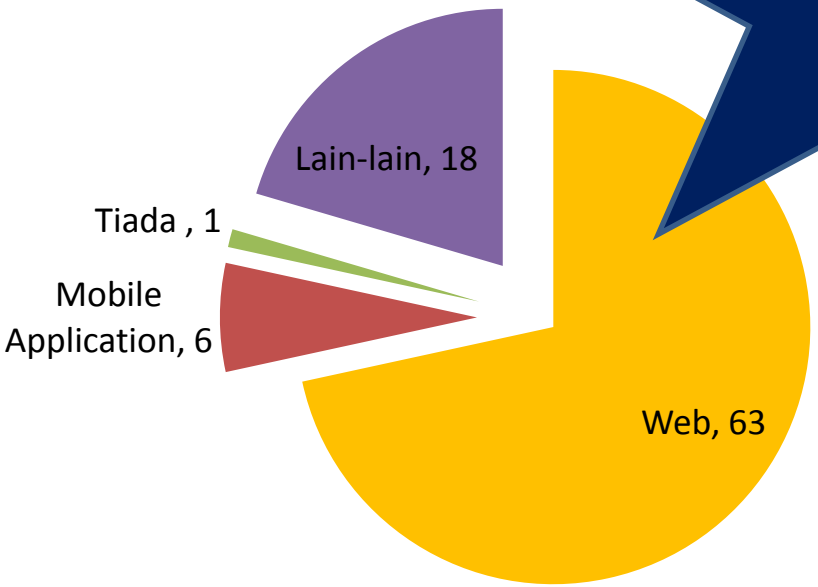
Nama Sistem Aduan	Nama Maj...
ePublic	MP Seremban
ePBT	MP Teluk intan
	MD Kerian
	MD Lipis
eAduan	MD Pontian
	MB Kuala Trengganu
	MD Pasir Puteh
	MD Tumpat
	MP Temerloh
	MD Jeli
i-spaaa	DBKL
fms	MD Cameron Higlands
	MD Rompin
	MD Bera
	MD Kubang Pasu
	MP Jerantut
	MD Maran
eJawab	MD Mersing



fms – feedback management system
i-spaaa – Integrated Sistem Pemantauan Aduan Agensi Awam

Kajian JKT -Sistem Aduan di PBT

- **Soal selidik secara online pada Mei 2015**
- **88 PBT telah memberi maklum balas**



Konsep Mobile

menjawab mempunyai *Mobile Application:*

6 PBT :

Majlis Bandaraya Pulau Pinang
Majlis Perbandaran Temerloh
Majlis Perbandaran Taiping
Majlis Daerah Segamat
Majlis Daerah Tanjung Malim
Majlis Daerah Marang

Tiada sistem aduan: MP Bentong, guna talian Hotline

Lain –lain : melalui saluran e-mel/helpdesk/portal

Kajian BTM KPKT -Sistem Aduan di PBT

- Penilaian terhadap mobile aduan di PBT
  - Muat turun mobile apps & lakukan pengujian

		Login	Map	(Koordinat) Lokasi	Kategori Aduan	Gambar	Semakan Status	Minimalis Page
1	Kementerian Kerja Raya	x	√	√	√	√	√	3
2	SUK Pahang	√	√	√	√	√	√	4
3	SUK Terengganu	√	x	x	√	√	√	4
4	Majlis Perbandaran Taiping	√	√	√	√	√	√	3
5	Majlis Perbandaran Subang Jaya	√	√	√	√	√	√	7
6	Majlis Perbandaran Seberang Perai / Majlis Perbandaran Ipoh	√	√	√	√	√	x	4
7	Majlis Daerah Hulu Selangor	√	x	√	√	√	√	4

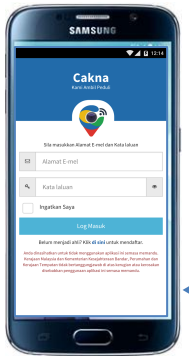
- Hasil penilaian - membuat lawatan kerja ke MPSJ dan KKR (kajian keperluan sistem)

Cakna

2. Architecture Diagram

Simpan Aduan

Semakan geospatial



Mobile Cakna

Semakan Aduan

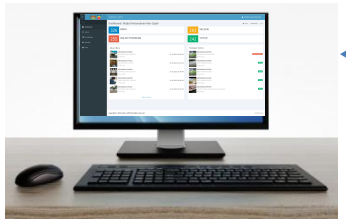
Apps server

Database server

Kemaskini & Pemantauan Aduan

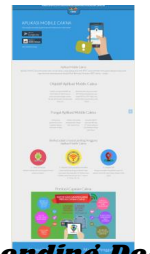
HTTPS

SSL (Secure Socket Layer)



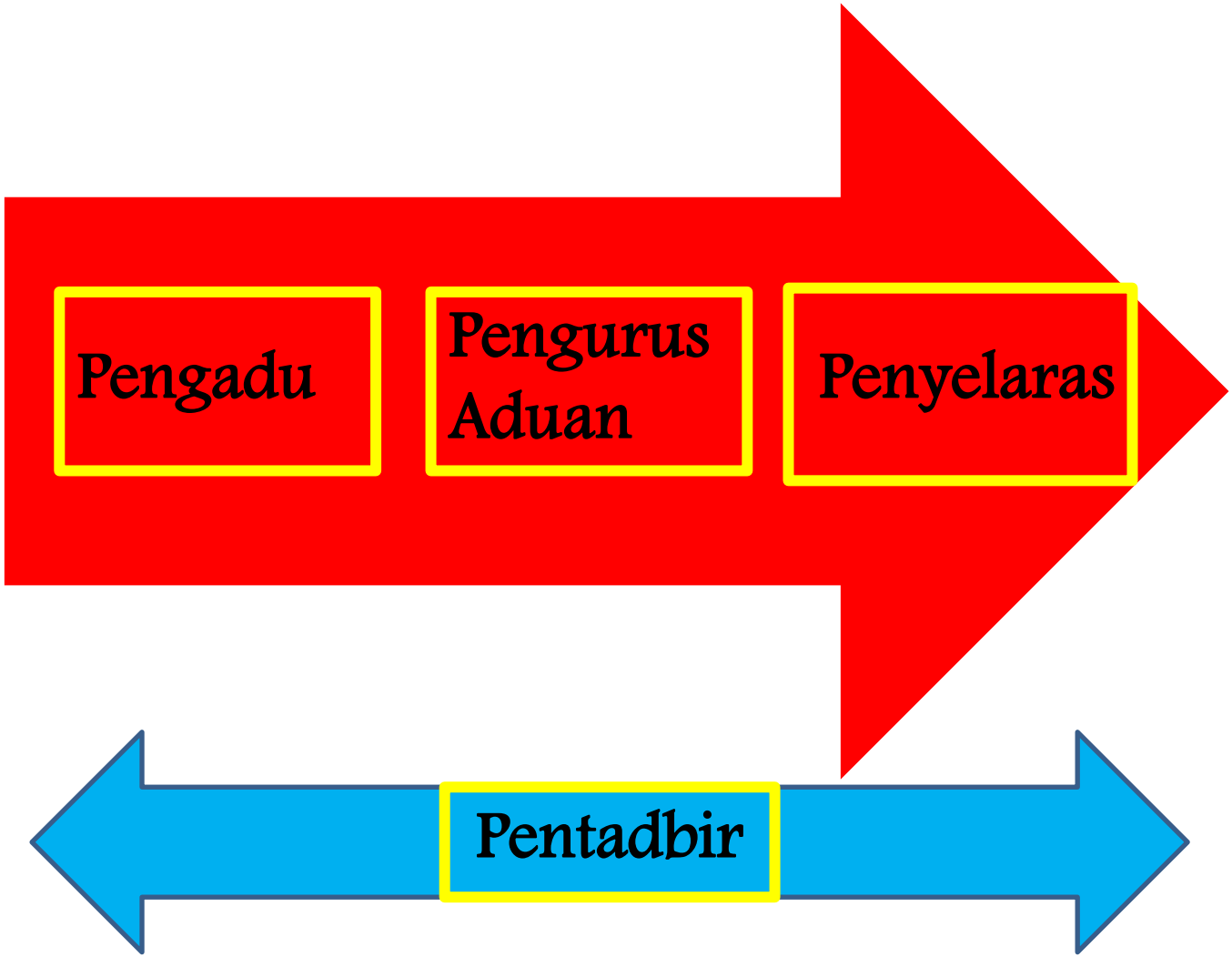
Sistem Cakna

KPKT



Landing Page
Portal Cakna

3. Kategori Pengguna



Pengadu

Orang Awam

Membuat Aduan

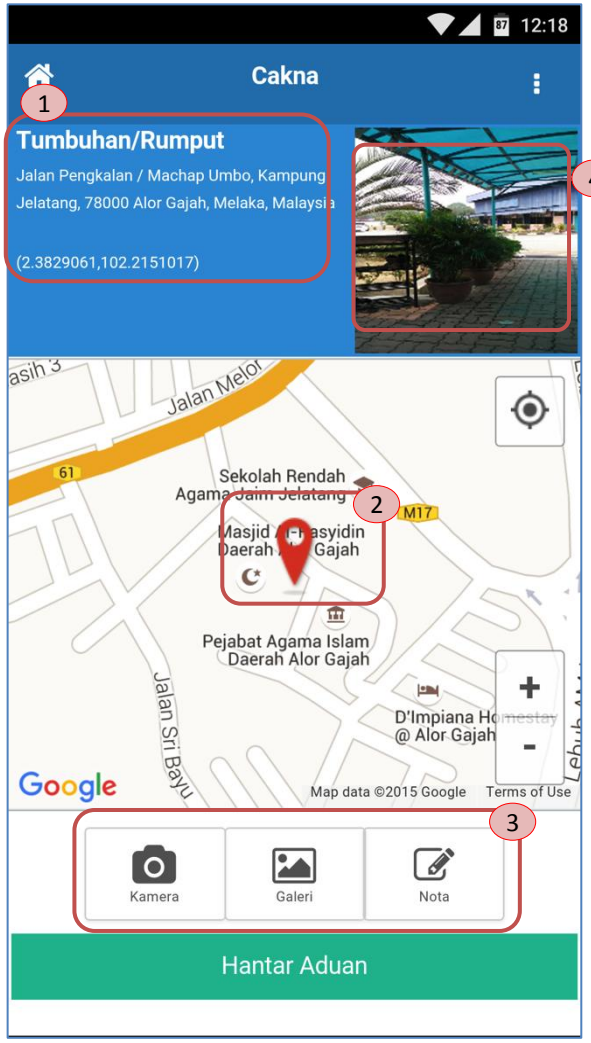
Semak Aduan

Membuat Aduan

1

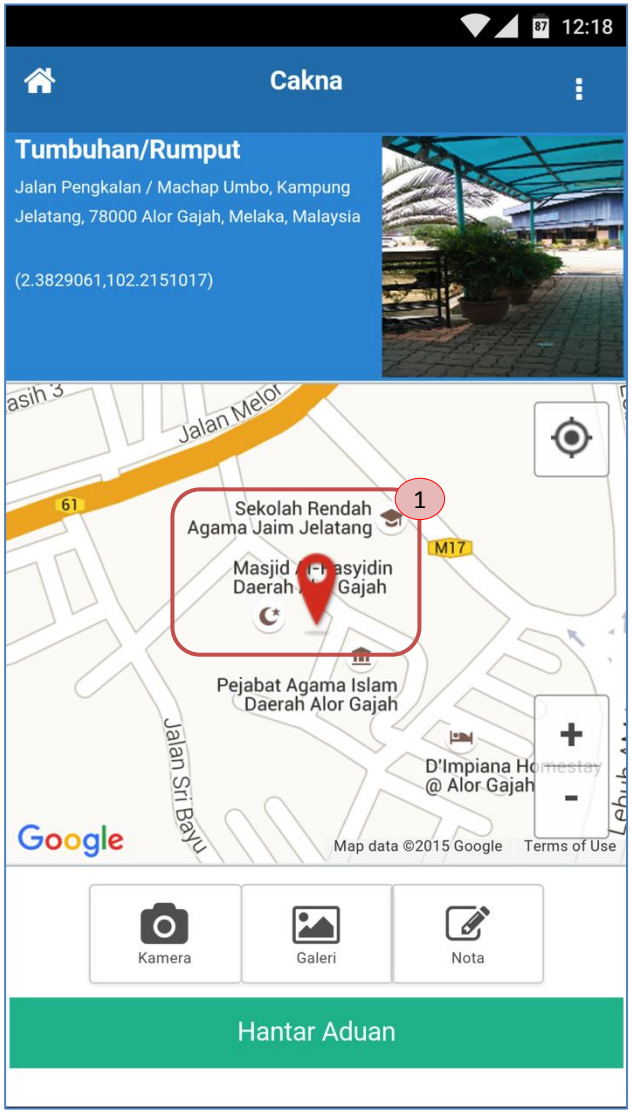
2

3



Membuat Aduan

4



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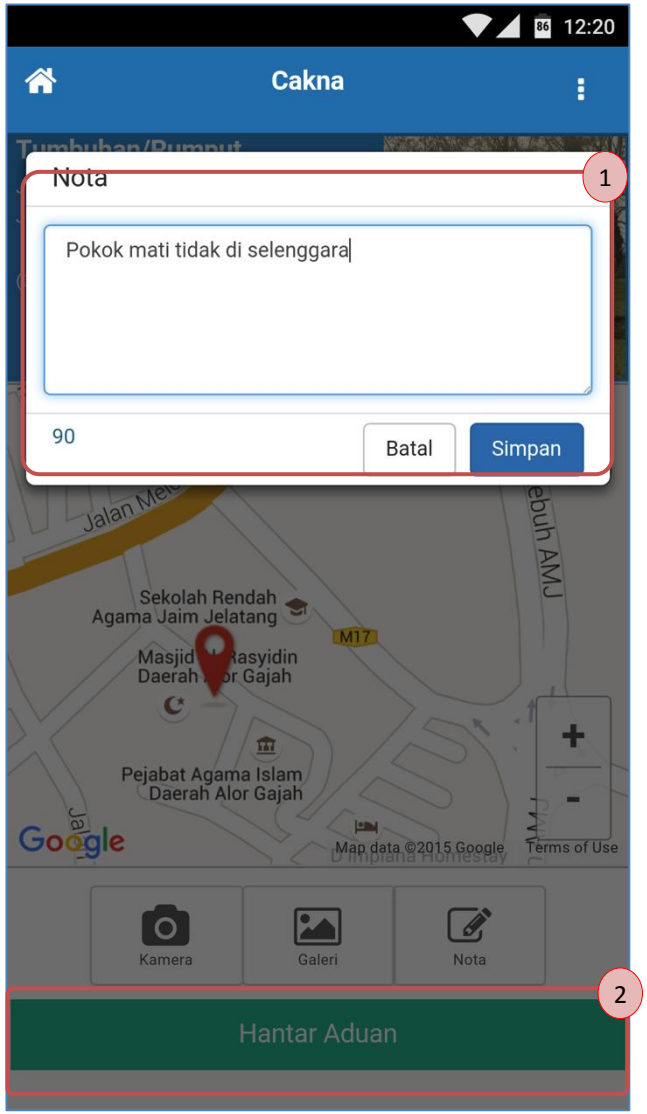
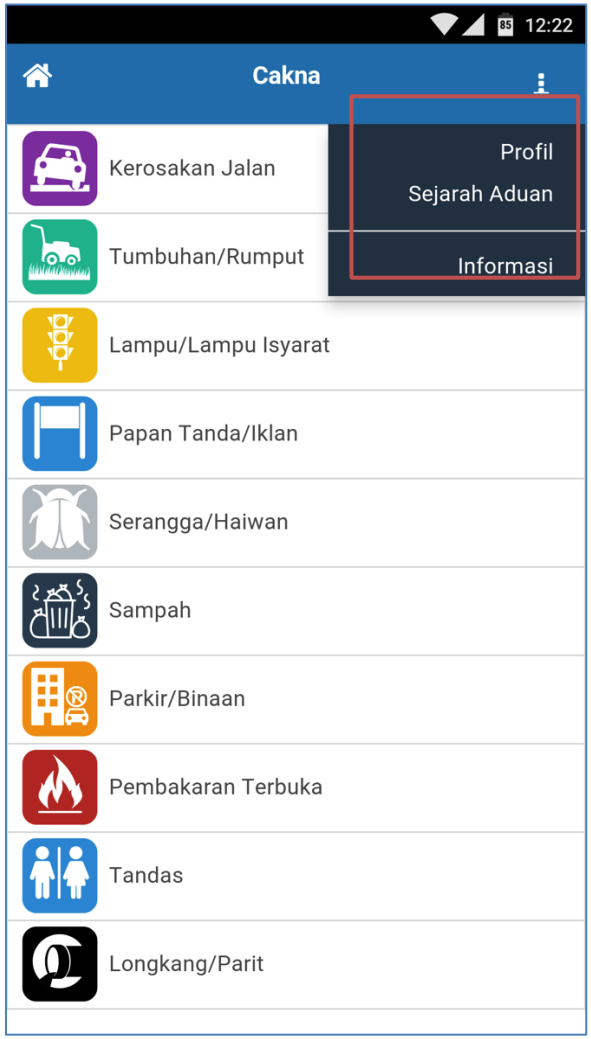


Semak Aduan

1



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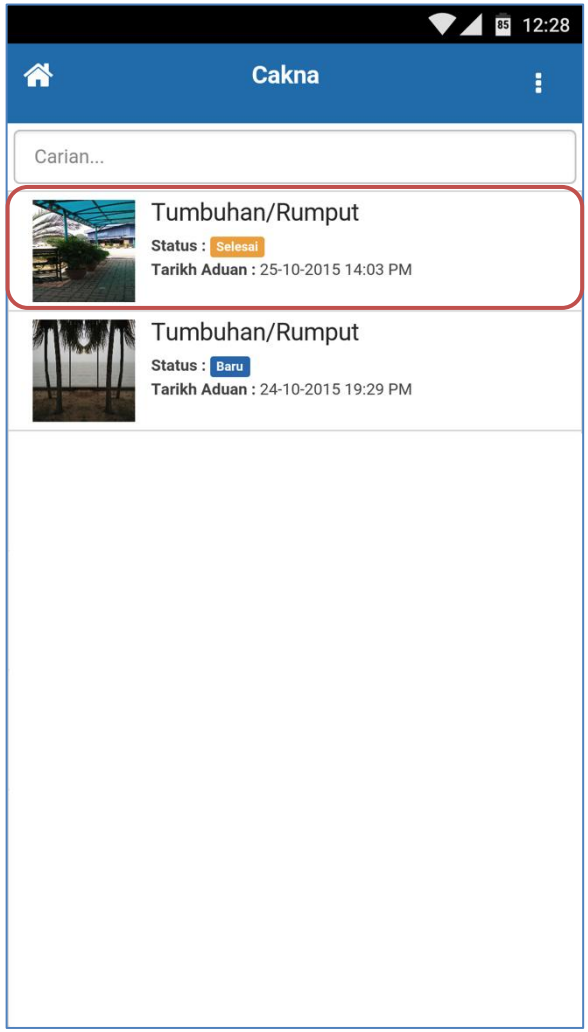

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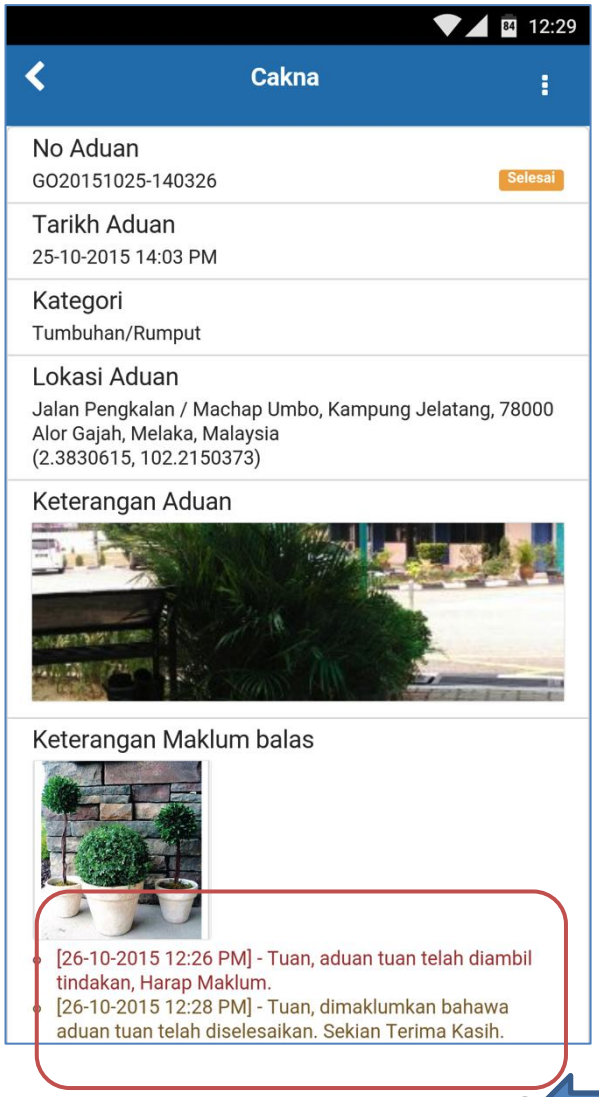


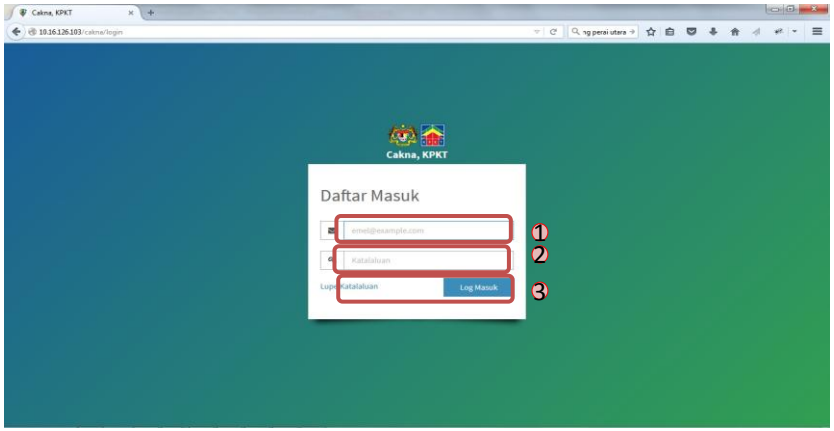
Pengurus Aduan

PBT

- Ambil Tindakan
- Kemaskini Aduan

JKT & UKK

- Agih Aduan Manual



Ambil Tindakan
&
Kemaskini Aduan

CAKNA, KPKT

PATRICK TAN PENG SIN

Menu

- Dashboard
- Aduan
- Pentadbiran
- Statistik
- Peta

Dashboard : Majlis Perbandaran Alor Gajah

Home > Dashboards > Index

326 BARU	263 SELESAI
255 DALAM TINDAKAN	242 TUTUP

Aduan Baru

GO20151025-140326	MOHAMAD ZAKI MUSTAFA, 21 hrs ago	25-10-2015 02:26 PM
GO20151025-114112	ZALEHAH BINTI MUYET, 23 hrs ago	25-10-2015 11:12 AM
GO20151024-192934	MOHAMAD ZAKI MUSTAFA, 2 days ago	24-10-2015 07:34 PM
GO20151024-083540	ZARIN ARNI BINTI HASHIM, 2 days ago	24-10-2015 08:40 AM
GO20151023-162137	MOHAMAD ZAKI MUSTAFA, 3 days ago	23-10-2015 04:37 PM

Papar Semua

Tindakan Terkini

GO20151023-204753	MOHAMAD ZAKI MUSTAFA, 3 days ago	Dalam Tindakan
GO20151023-105819	NUR IDHAM BIN IDRIS, 3 days ago	Tutup
GO20151023-105521	NUR IDHAM BIN IDRIS, 3 days ago	Tutup
GO20151023-103231	NUR IDHAM BIN IDRIS, 3 days ago	Tutup
GO20151023-094617	SHAIFUL AZHAL BIN SALIMAN @ HAMDAN, 3 days ago	Tutup

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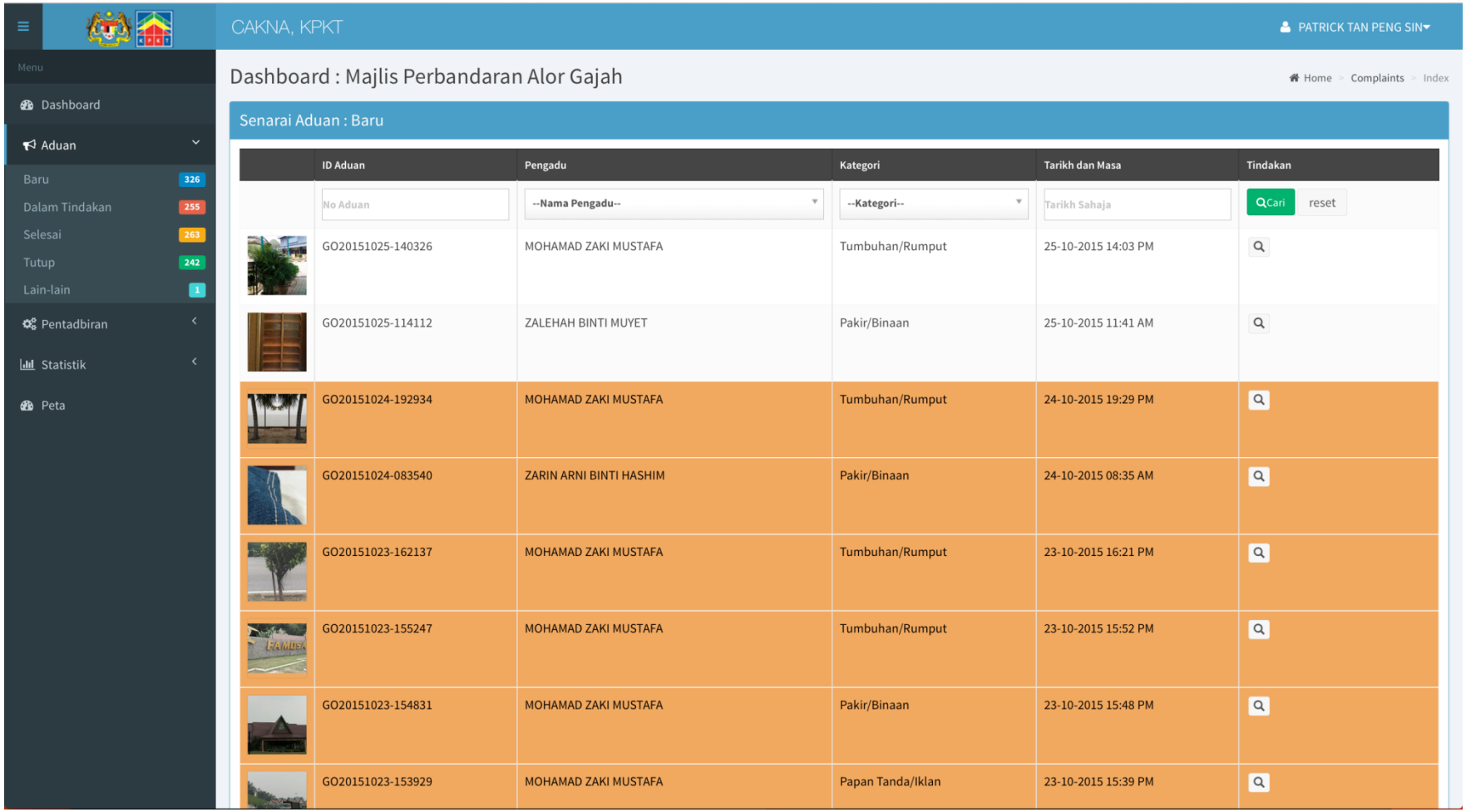
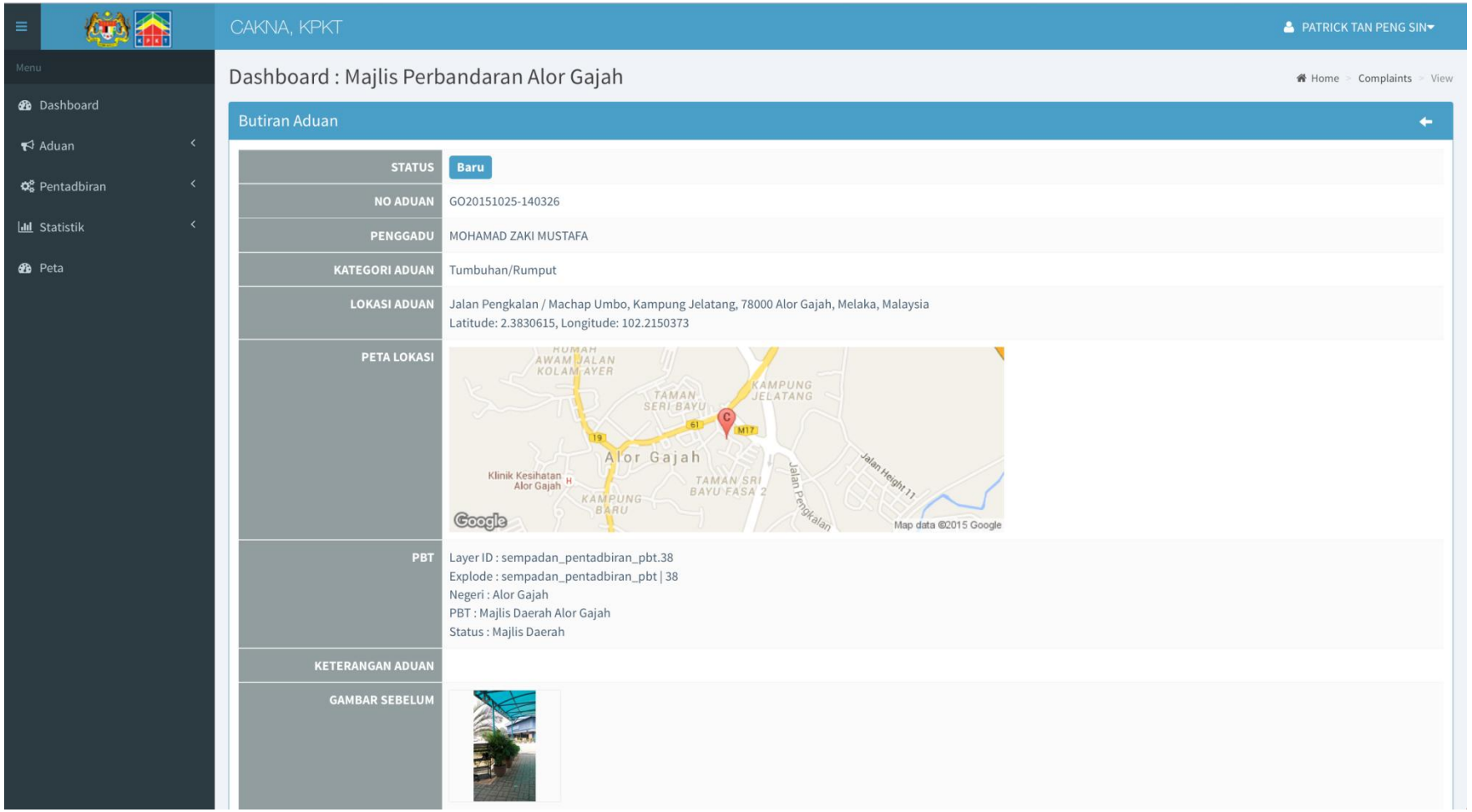
version

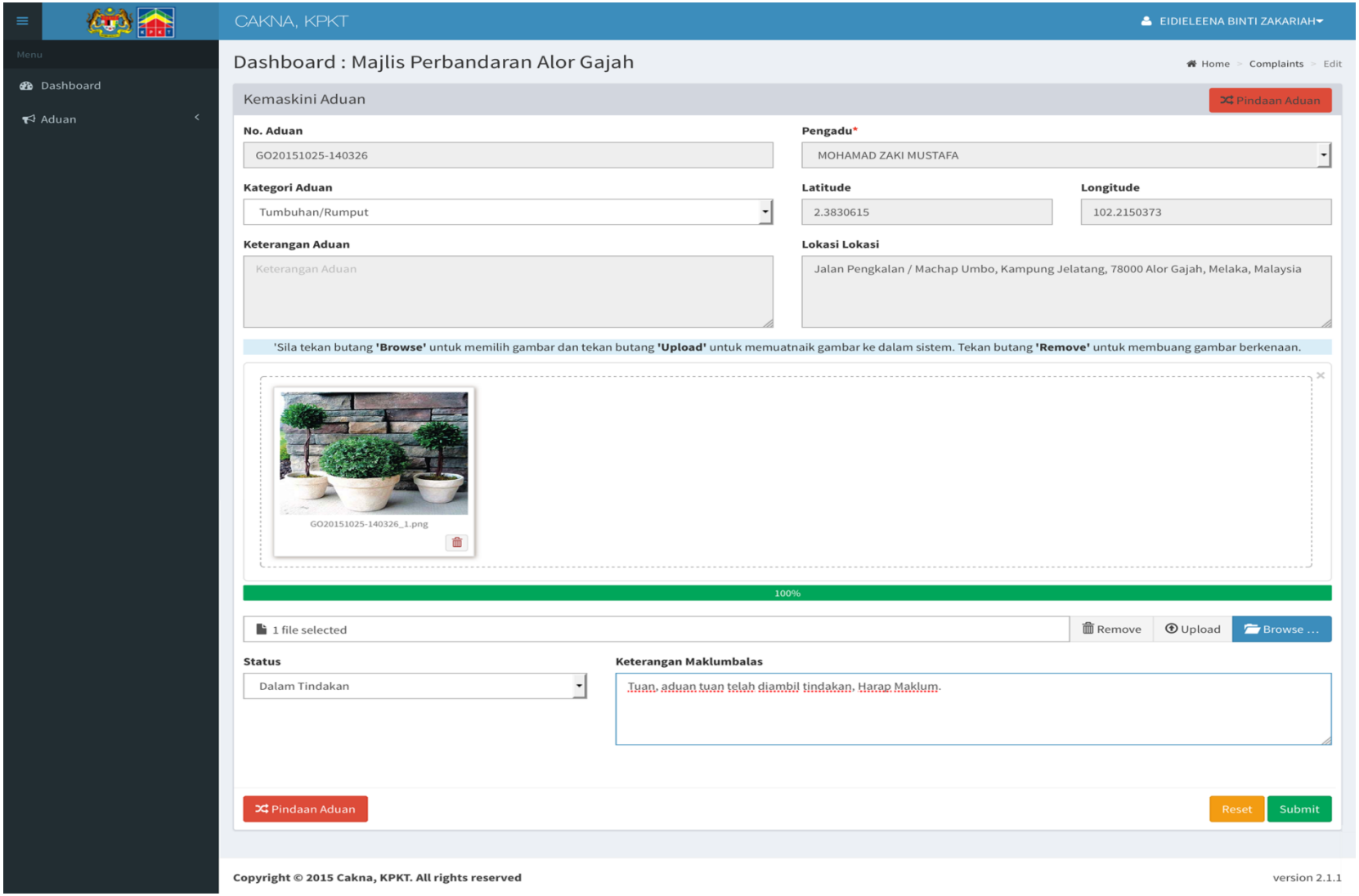
Ambil Tindakan & Kemaskini Aduan



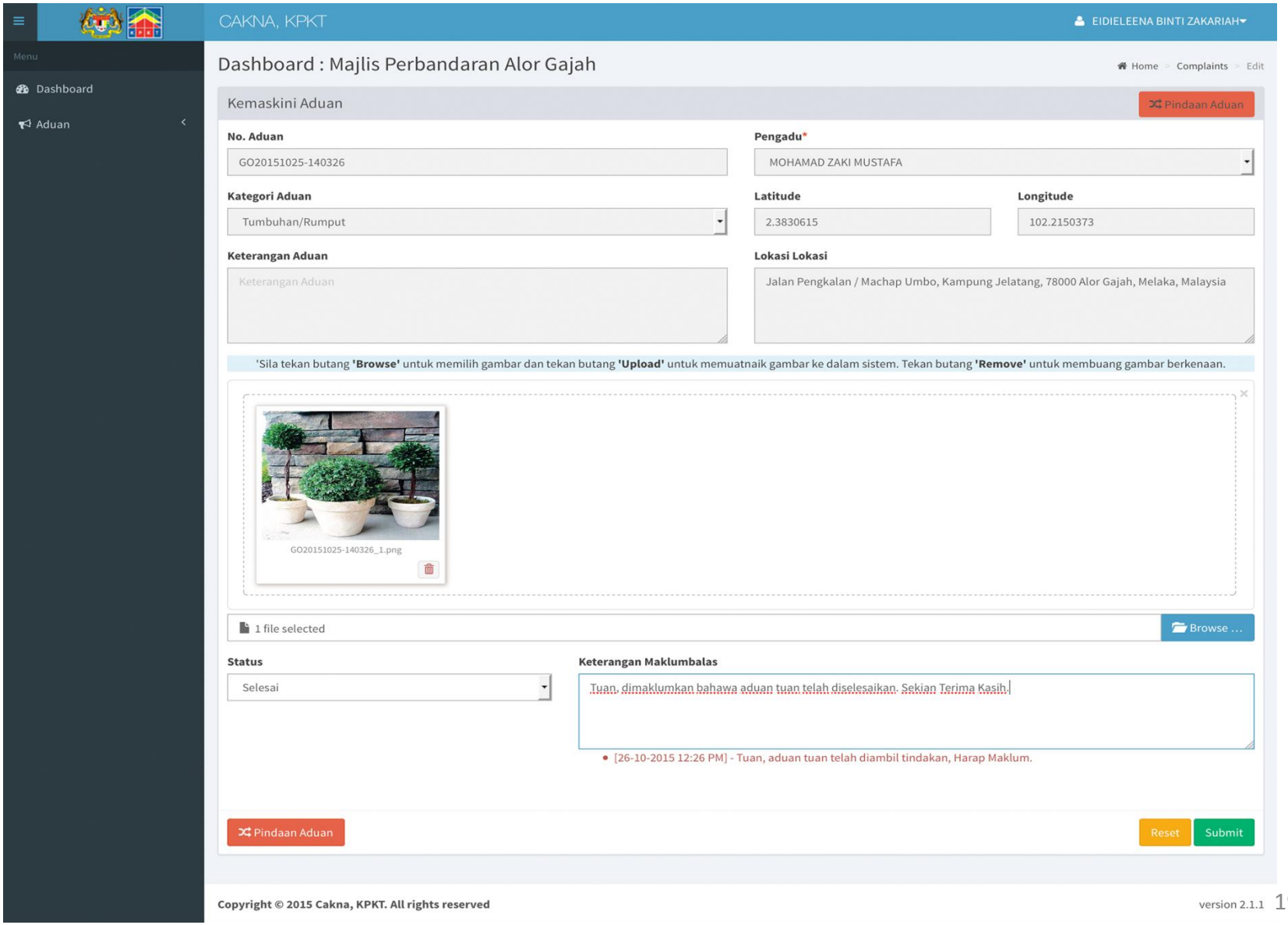
Ambil Tindakan & Kemaskini Aduan



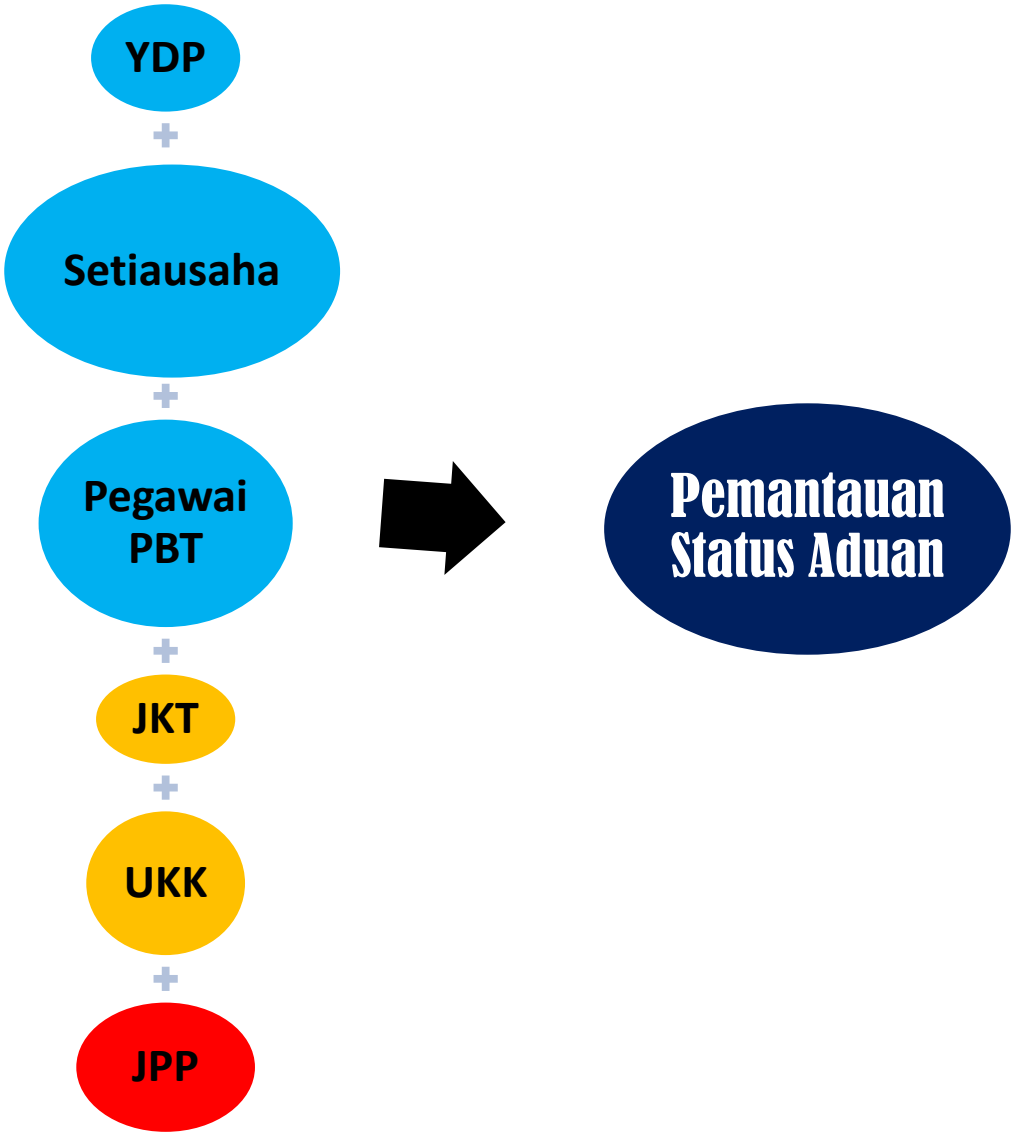
Tindakan Aduan Baru –> Dalam Tindakan



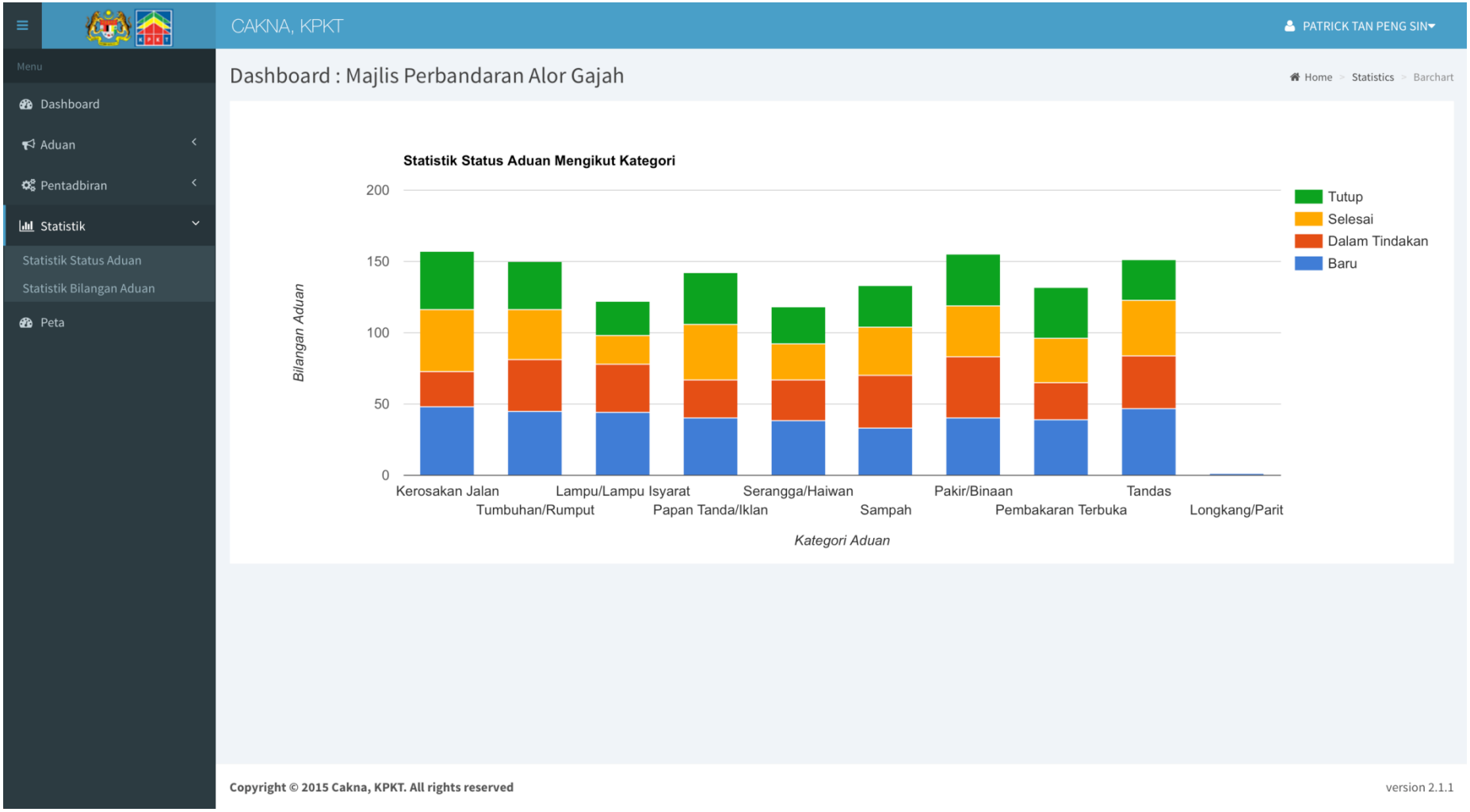
Tindakan Selesai



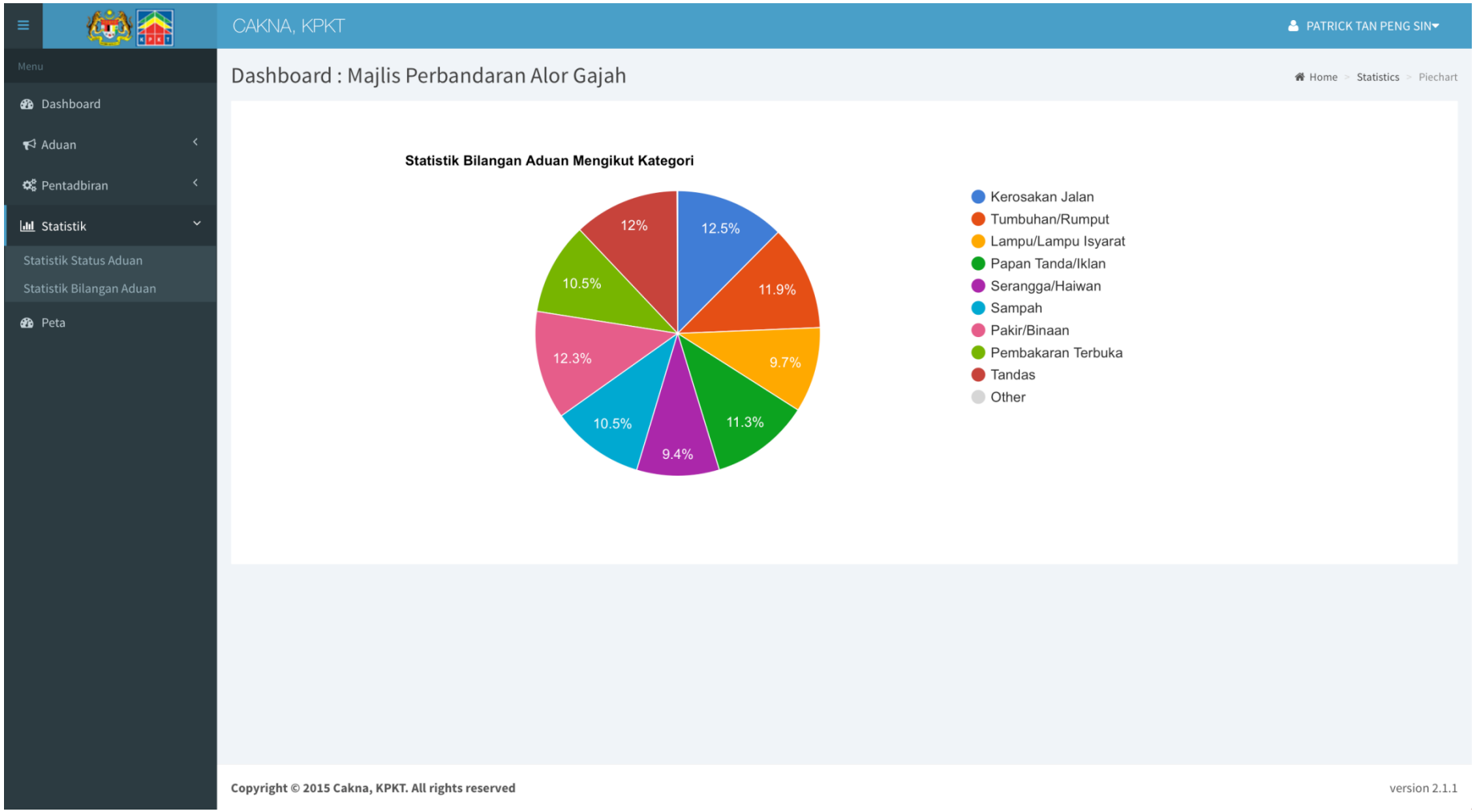
Penyelaras


YDP
+
Setiausaha
+
Pegawai PBT
+
JKT
+
UKK
+
JPP
Pemantauan Status Aduan

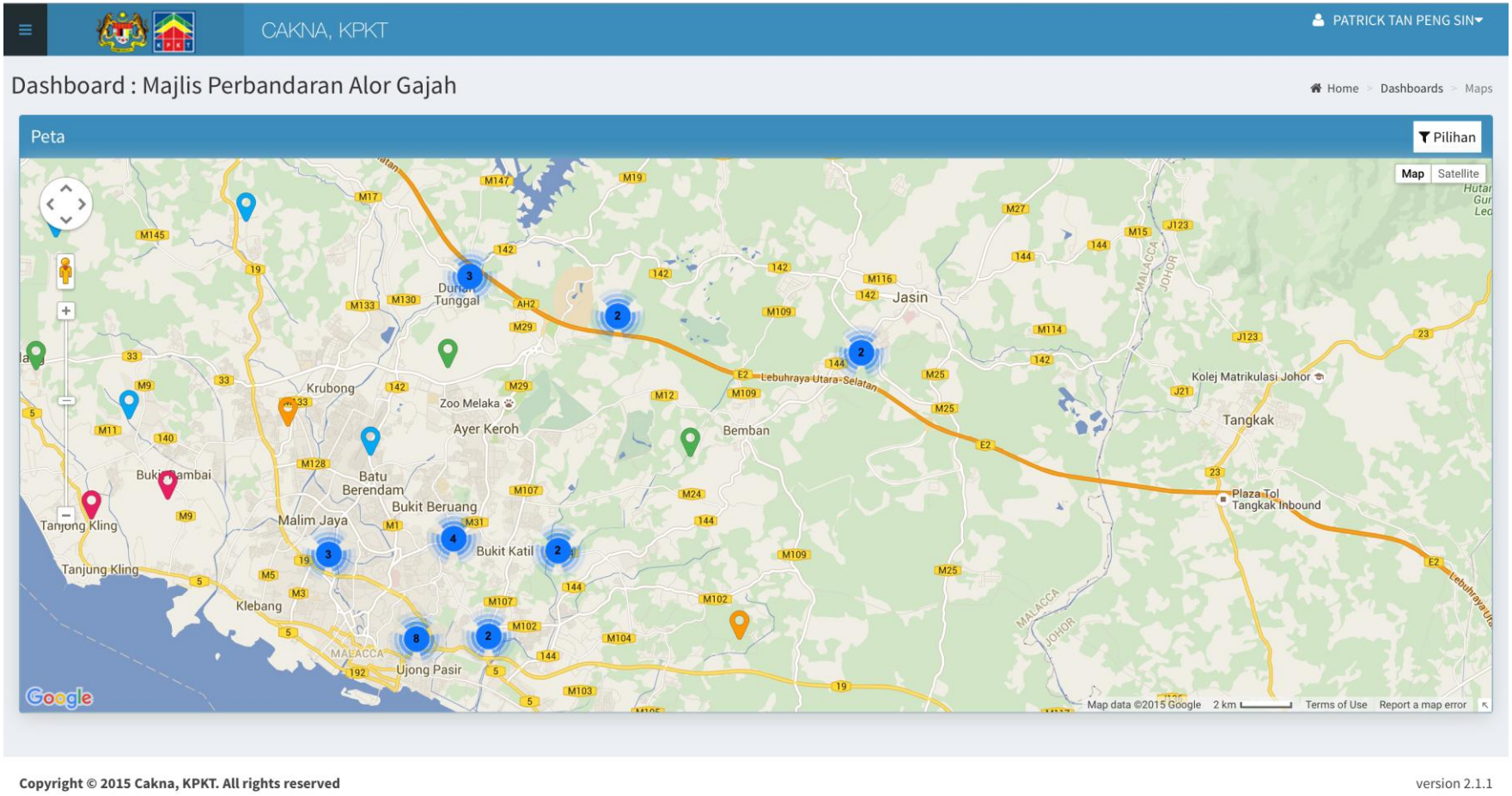
Pemantauan Status Aduan



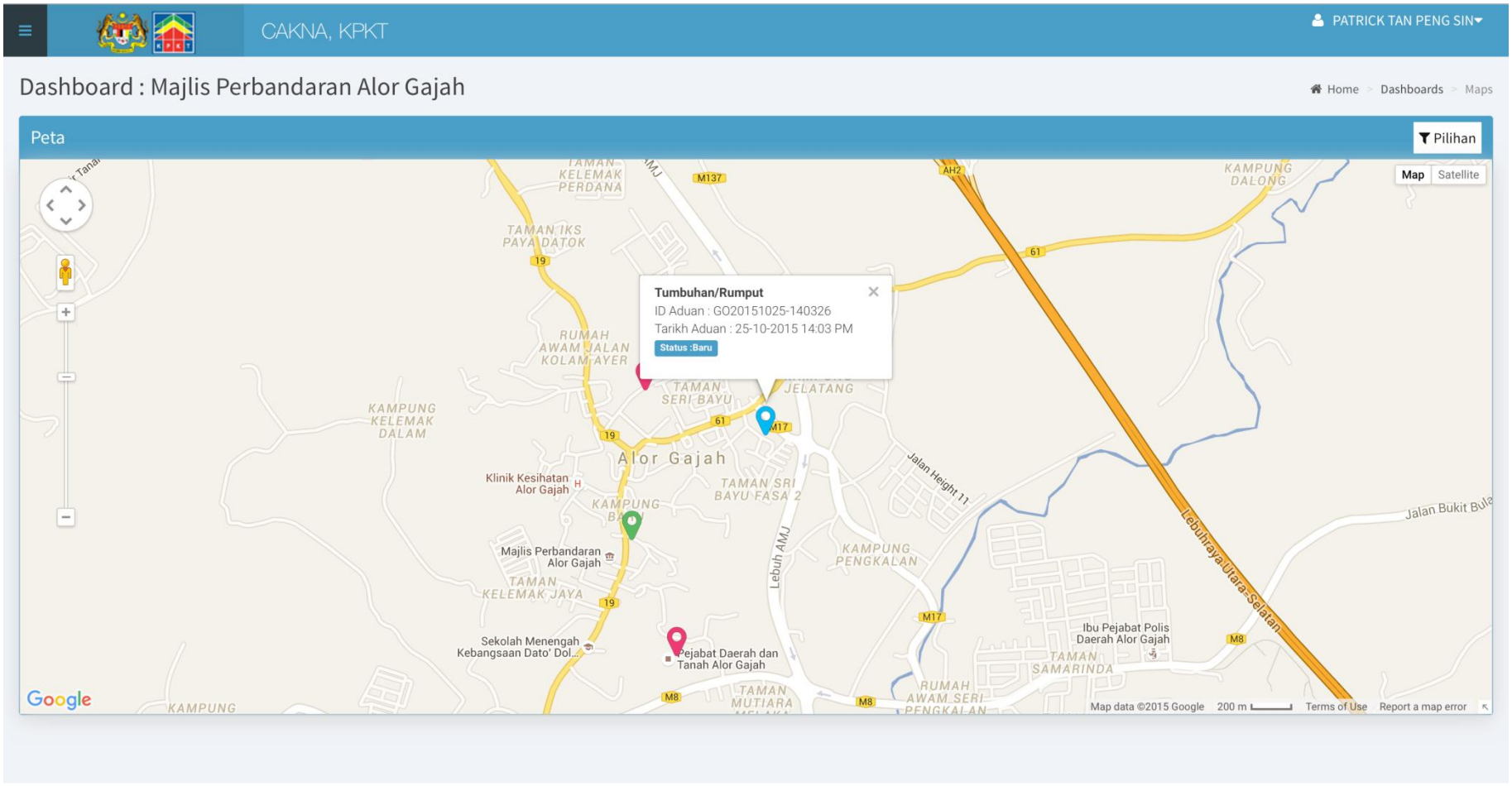
Pemantauan Status Aduan



Pemantauan Status Aduan



Pemantauan Status Aduan



Pentadbir

BTM & JKT

- Pemantauan fungsi, kelancaran dan *peformance* Cakna
- Naiktaraf infrastruktur dan pengukuhan keselamatan Cakna bersama MAMPU

PBT

- Pendaftaran Pengurus Aduan dan Penyelaras
- Tentukan *Access Control* pengguna di PBT

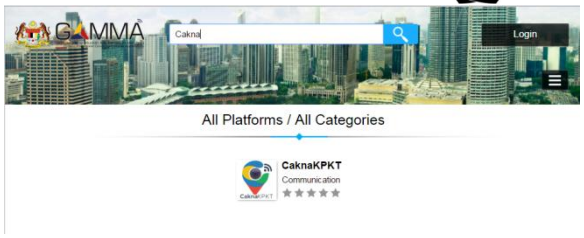
4. Promosi

Selamat Pagi Malaysia

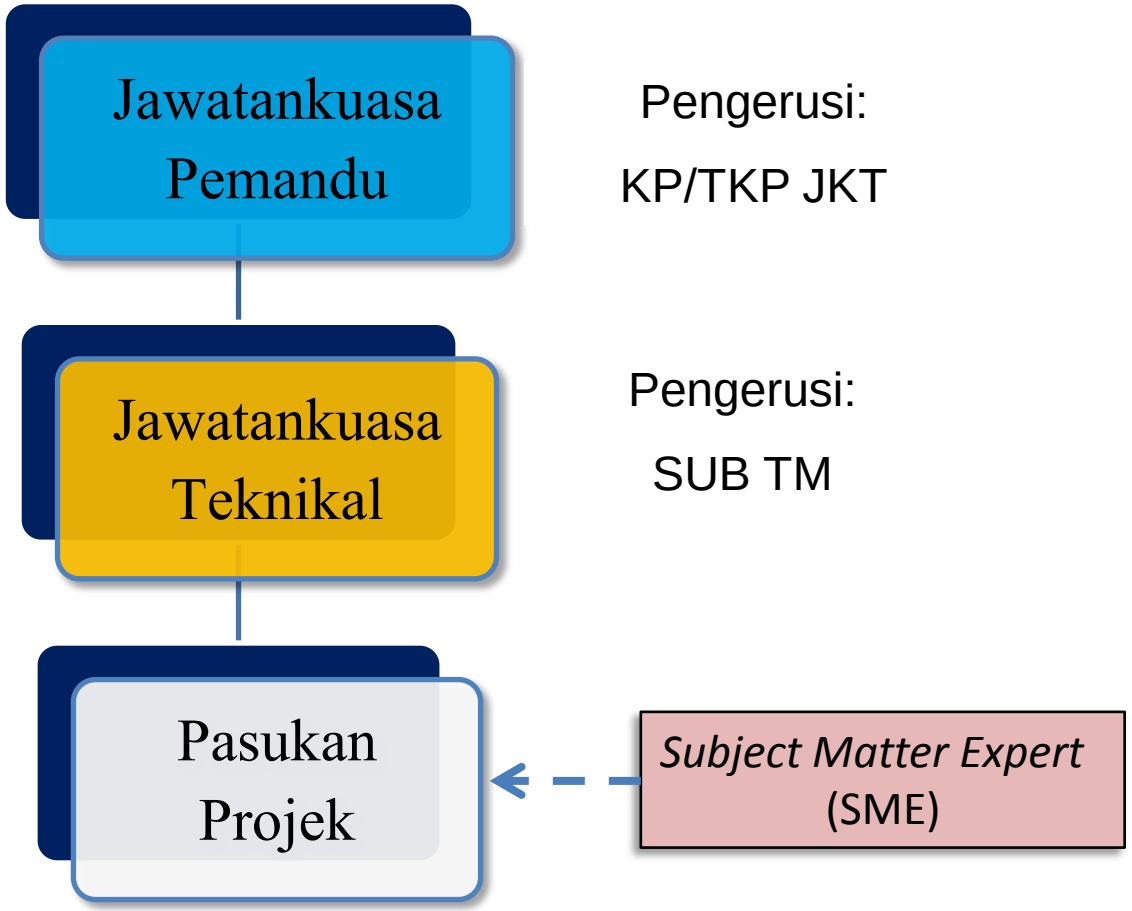
KPKT

JKT

GAMMA



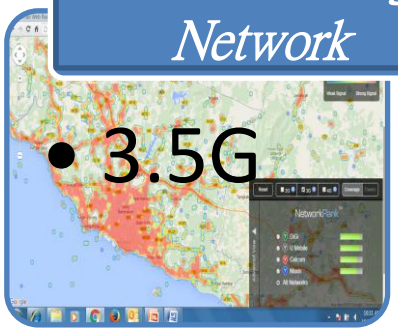
5. Mekanisma Pemantauan Pelaksanaan



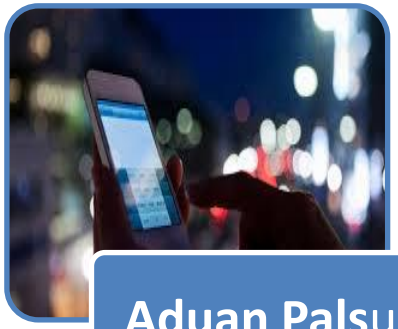
6. Cabaran

Tentukan Sempadan PBT secara *real time*

Celular Coverage Network



- 3.5G



Aduan Palsu

6. Cabaran

FAKTOR YANG MEMPENGARUHI PRESTASI CAPAIAN CAKNA
BERADA DI KAWASAN LIPUTAN 3G/4G
KUOTA JALUR LEBAR MENCUKUPI
KELAJUAN MINIMA 1Mbps
CAPAIAN INTERNET PERIBADI
(Aplikasi Mobile)
CAPAIAN INTERNET PEJABAT
(Sistem Dashboard)
KAPASITI RANGKAIAN YANG MENCUKUPI
KONFIGURASI RANGKAIAN YANG OPTIMUM
BILANGAN PENGGUNAAN SERENTAK
CaknaKPKT

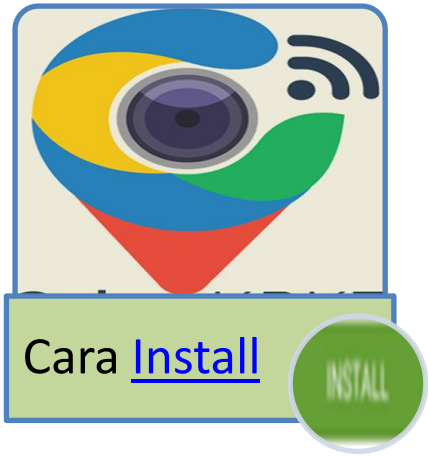
7. Kelebihan

- Pembangunan in-house oleh BTM KPKT dengan kerjasama JKT, JPBD, MAMPU, MaCGDi, PBTs
- *Hybrid Application* – merentasi semua platform mobile (Android, iOS, Windows)
- Konsep *Dynamic Application* – interaktif capaian data ke/dari server
- Lokasi & agihan ke PBT secara *real time*
  - Integrasi I-Plan - JPBD

8. Berminat ?

Keperluan Teknologi

Proses



Cara Install

9. Anda Menghadapi Masalah Cakna?

- Hubungi Pegawai Berikut :
  - ✓ Pn. Mahani Binti Saron
    Pengarah Bahagian ICT, JKT
    mahani.saron@kpkt.gov.my
    03-88913223

  - ✓ Pasukan Cakna KPKT
    teamcakna@kpkt.gov.my

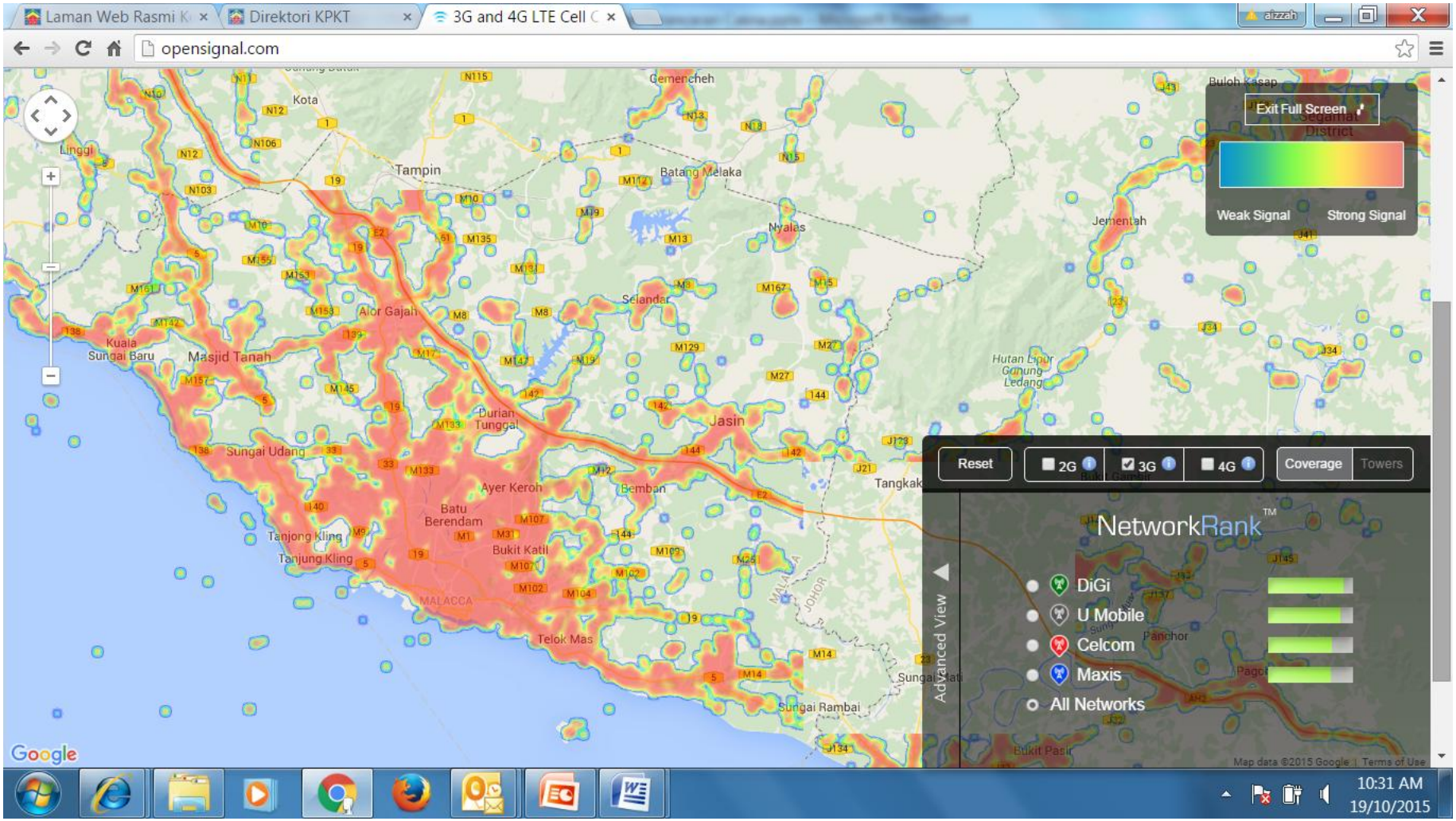
10. Jadual Pembangunan dan Pelaksanaan

Bil.	Tindakan	Tarikh Bermula	Tarikh Berakhir
1	**Pengujian (Android)** - *User Acceptance Test* - 6 PBT Perintis terlibat dalam pengujian - Pembetulan pengujian	23 Okt 2015	27 Okt 2015
2	**Pelancaran (Android)** - Penguatkuasaan pelaksanaan Cakna di 6 PBT Perintis	29 Okt 2015	
3	**Peluasan Pelaksanaan ke PBT bukan Perintis**	1 Dis 2015	
4	**Pembangunan dan Pengujian (iOS)** - Pembetulan hasil pengujian	2 Nov 2015	15 Dis 2015
5	**Pelaksanaan (iOS)**	15 Dis 2015	

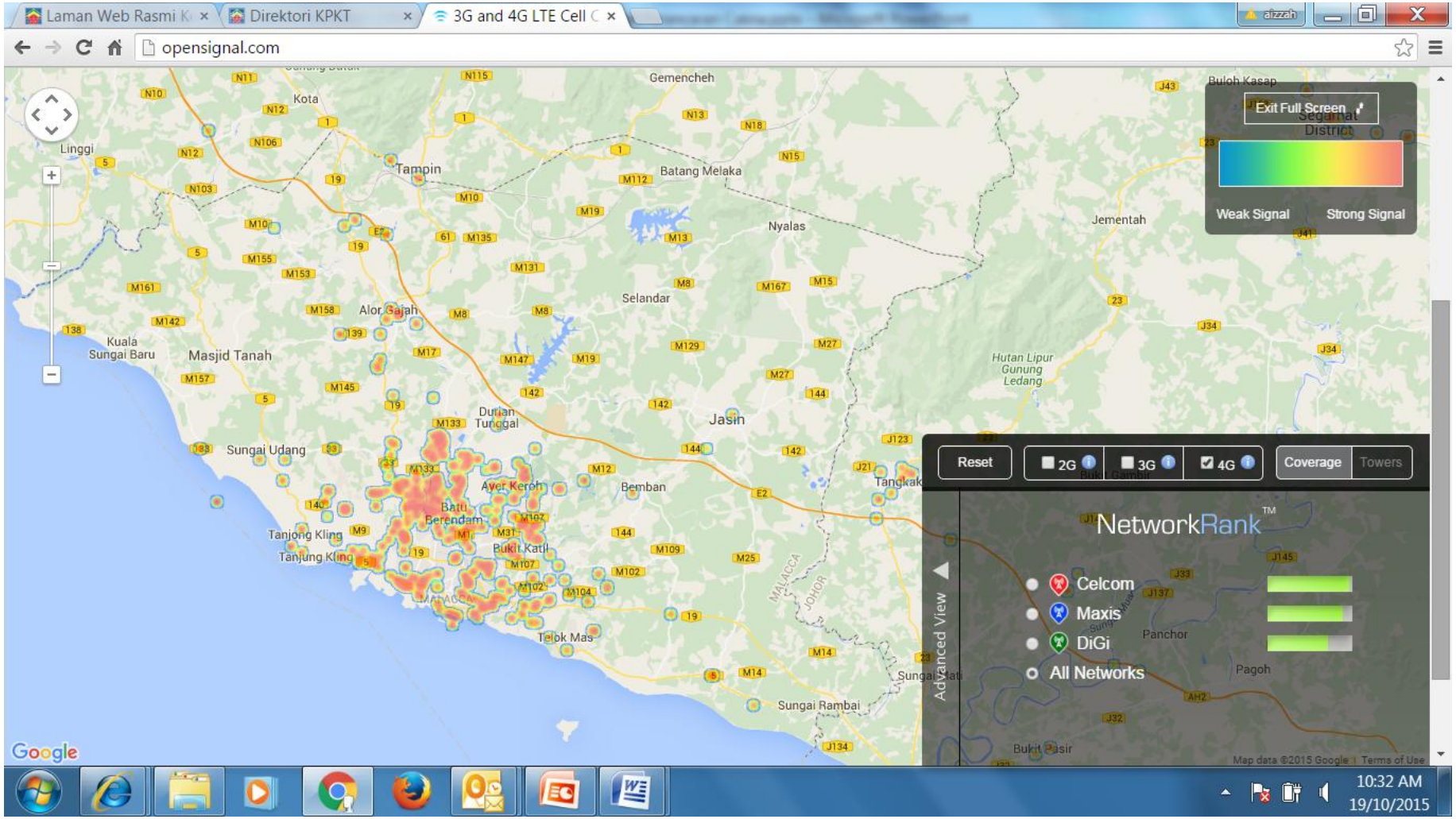
11. *Way Forward*

SEKIAN, TERIMA KASIH

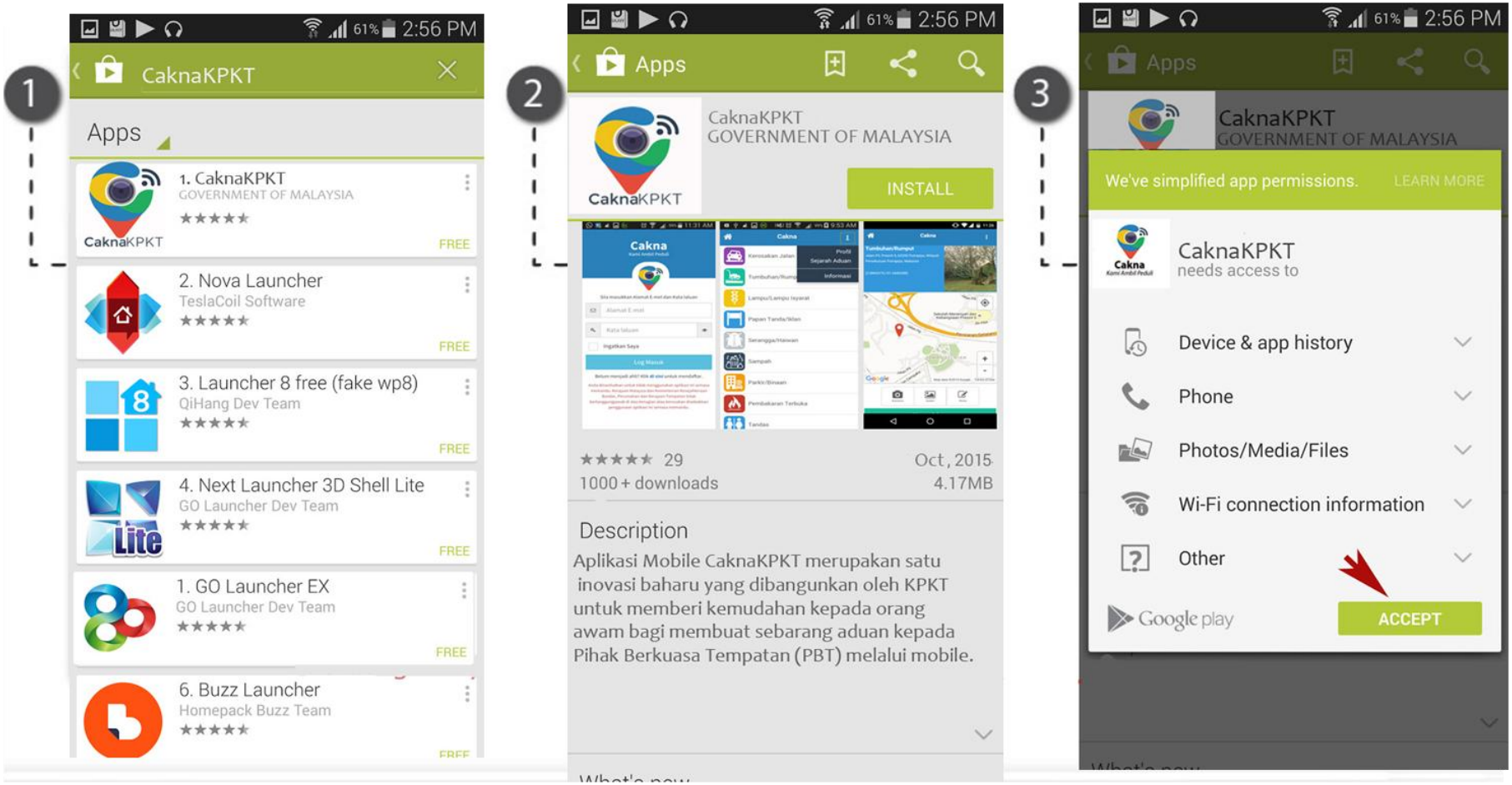
Cellular Network Coverage – 3G



Cellular Network Coverage – 4G



Muat turun Cakna melalui *Google Play*



Taip CaknaKPKT

Klik INSTALL

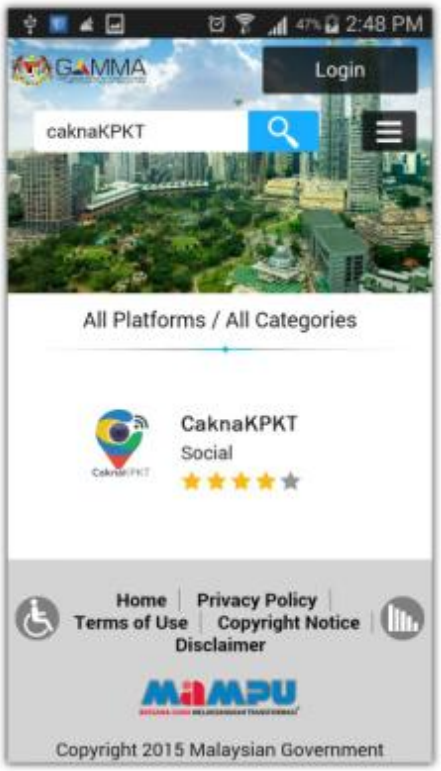
Klik ACCEPT

Muat turun Cakna melalui GAMMA
(Gallery of Malaysian Government Mobile Applications)

1

http://gamma.malaysia.gov.my

2



Taipkan caknakpkt dan tekan

Muat turun Cakna melalui GAMMA

3

Klik untuk install

4

Klik butang INSTALL