ABSTRACT

One attempt to face problems in the major cities is with the presence of Smart City with the utilization of information and communication technology such as solutions of Machine-to-Machine (M2M). This study aims to view the discourse picture of M2M program Ridwan Kamil's version. The method in this research is qualitative-descriptive using data from twitter @ridwankamil period September 16, 2013 until July 31, 2015. The result of this study is that there were 118 issues complained to Ridwan Kamil via twitter and 4 M2M programs that has been realized by Ridwan Kamil to resolve these issues informed through social media. The problems whose solution implements M2M program are issues of public transport, PPDB online, parking, and licensing. M2M solutions to these problems are that Ridwan Kamil implements electronic payment systems or e-ticketing to public transport by Bandung smart card on the TMB transport means. For PPDB online, Ridwan Kamil provides a platform in the form of PPDB online website. Furthermore, Ridwan Kamil facilitates parking machines or e-parking and a platform of a website which can also be accessed via smartphone for licensing. If linked by tweet @ridwankamil with confirmation of Diskominfo Bandung, it shows dissent that is M2M program realized by Ridwan Kamil not only 4 programs, but there are 10 programs that are partially still in the development stage and have not yet been informed to the public. The results of this study can be input to Ridwan Kamil to solve the problem that many netizens complained via twitter with M2M solutions.

Keywords: Smart City, Twitter, Machine-to-Machine, Problem