

Objectives of the Lideta Sub-City Official Website

The Lideta Sub-City website is designed to strengthen communication, improve service accessibility, and create a more organized connection between the administration and the community it serves. The website provides two major functions:

- 1. A public-facing platform for residents and visitors**
 - 2. Administrative and supervisory tools** for authorized staff and leadership
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1. User-Facing Purpose (Residents, Visitors, and the General Public)

The public-facing side of the website aims to provide clear, reliable, and easily accessible information for all community members. It ensures that residents and visitors can understand sub-city services, stay informed, and communicate with the administration without unnecessary delays.

Key Public Functions:

A. General Information About the Sub-City Administration

The website presents the core foundation of the administration, including:

- Mission** – The central purpose and service commitment of the sub-city
- Vision** – The long-term direction and aspirations of the administration
- Goals** – Specific targets intended to improve public service delivery
- Additional Services** – News, announcements, upcoming events, and job vacancies

- **Commitments** – The administration's promise to uphold transparency, efficient service, and public-centered innovation

This ensures residents clearly understand the administration's values, direction, and public responsibilities.

B. Department Listings and Detailed Descriptions

The website will include a full list of departments within Lideta Sub-City, each with:

- A description of the department's function
- Services provided
- Location within the sub-city
- Contact information
- Main responsibilities and public-facing duties

This gives residents a clear understanding of where to go and whom to contact for specific services.

C. Vacancies and Job Applications

Residents will be able to:

- View all currently available job vacancies
- Read job descriptions, requirements, and deadlines
- Apply directly by submitting their information and attaching their CV
- Track which roles are open for application

This creates transparency and invites fair participation in sub-city employment opportunities.

D. Complaint Submission

The website provides a respectful and safe place for residents to:

- Submit complaints regarding services, delays, or staff behavior

- Explain concerns in detail
- Include evidence or attachments if needed

This process ensures issues are addressed more quickly, more consistently, and more transparently.

E. News and Announcements

Residents will be able to:

- View official news related to the sub-city
- Read announcements, policy updates, and community messages
- Follow important notices such as service changes, construction updates, or public alerts

This allows the community to stay aware of major developments.

F. Events and Activities

The website will display:

- Upcoming events
- Public meetings
- Community programs
- Local initiatives and campaigns

This promotes community engagement and keeps residents informed of opportunities to participate.

2. Admin-Facing Purpose (Authorized Staff and Office Administrators)

The administrative portal is designed to support internal operations and streamline how the sub-city manages information and public requests. It ensures that administrators can work more efficiently and respond to public needs in a more organized and timely manner.

Key Administrative Functions:

A. Complaint Management

Admins can:

- View all complaints submitted by residents
- Assign responsible staff to handle them
- Track progress and resolution status
- Respond or request additional information
- Archive resolved complaints for reporting

This strengthens accountability and helps improve service quality.

B. Event Management

Admins can:

- Create, update, or remove events
- Upload event details, dates, times, and locations
- Highlight major activities or government programs
- Publish events to the public-facing website

C. News and Announcement Management

Admins can:

- Publish new articles
- Update ongoing announcements
- Schedule or archive older posts
- Ensure accurate and timely communication

D. Vacancy Management

Admins can:

- Create new job postings

- Edit qualifications, roles, and salary information
- Review applications submitted by residents
- Manage open and closed vacancies

This supports fair hiring and reduces administrative workload.

2.1. Super Admin Functions (High-Level Oversight and Monitoring)

The **Super Admin** section is designed for senior leadership and authorized officials who require centralized oversight and data insights.

The Super Admin will have access to:

A. Website Statistics Overview

- Number of total visitors
- Most accessed pages
- Daily, weekly, and monthly traffic trends
- User activity patterns
- Complaint submission volume trends
- Vacancy application counts
- Event and news engagement metrics

This helps leadership monitor public interaction and identify areas requiring improvement.

B. Administrative Performance Insights

- Complaint resolution timeframes
- Workload distribution across departments
- Status summaries for events, news, and vacancies
- System usage by admins and staff

This supports better planning, reporting, and performance evaluation.

C. System Monitoring and Control

- Control over admin account permissions
- Ability to approve, suspend, or remove admin access
- Oversight of published content
- Website-wide settings and maintenance controls

This ensures the platform remains secure, consistent, and well-managed.