

Innovation Patterns of Local Government in Handling Community Complaints Based on Information Systems

(Comparative study in Kota Surabaya and Kabupaten Banyuwangi)

Nurjati Widodo

Public Administration Department

Faculty of Administrative Science, Universitas Brawijaya

Malang, Indonesia

nurjati_fia@ub.ac.id

Abstract—The development of information and communication technology has brought about a change in mindset and public perception related to the implementation of public services carried out by government officials. This can be seen from the emergence of various types of services carried out by the government to be able to provide a new innovation in the provision of public services so as not to provide difficult access for service users. On the other hand, various complaints problems in the field of public services exist in several types of services, including civil administration and civil service administration, licensing services, the death of street lights, flood problems, garbage problems, development problems and other problems that still occur around the government area. The community often has difficulty in conveying complaints or aspirations, in the form of criticism, suggestions, and input to the relevant government agencies in providing services. The system of public complaints that is less efficient, causes further effects that cannot be avoided, such as increasing pollution, inefficient time, high costs, and still using manual systems. These problems caused a communication gap between the government and the community.

Keywords—*innovation; local government; community complaint*

I. INTRODUCTION

The development of information and communication technology has brought about a change in mindset and public perception related to the implementation of public services carried out by government officials. This can be seen from the emergence of various types of services carried out by the government to be able to provide a new innovation in the provision of public services so as not to provide difficult access for service users. This is as expressed by Fedotova “In the last decade, the developments in information and communication technologies (ICTs) have significantly affected all aspects of human’s life. In this context, the way people interact, participate and collaborate in modern society is drastically modified” [1]. In the past decade, developments in information and communication technology (ICT) have significantly affected almost all aspects of human life. The context means

that the way to interact and participate between one community and another has drastically changed.

According to Law Number 25 of 2009 concerning Public Services, it is explained that:

“Public service is a series of activities in order to fulfill service needs in accordance with the laws and regulations for every citizen and resident for goods, services and administrative services provided by public service providers based on legislation” [2].

The purpose of maximizing public services is realized through the concept of good governance. According to Effendi in Akadun to build regional governments that are better able to carry out good governance, a network of cooperation is needed to be based on participatory, transparent and responsive relationships between the pillars of good governance [3]. This is as expressed by Lourenco in Fedotova “Since 1960s public participation has been the main instrument to democratize, it legitimates and enhances the quality of the policymaking. Since 1960 community participation has become an important instrument of democratization which has the legitimacy to improving the quality of policymaking” [1]. In addition, to support the realization of good governance it is also necessary to use technology because it is absolutely necessary to create efficiency, speed of achieving information, global reach and transparency in more comfortable forms [3].

Practices in the field often show that there is still a low quality of service from the government to the community. The services provided by the bureaucratic apparatus are sometimes too convoluted, which ultimately slows down the process of completion of services, the cost of levies, and a long time so that the services provided tend to be inefficient and ineffective. This is as expressed in the following official website of Transparency International Indonesia in January 2016:

“The low quality of public services is one of the highlights directed at the government bureaucracy in providing services to the public. According to the Executive Director of the Institute of Democracy and Education (IDE) Gugun

Gumilar, assessing that there is still a long bureaucratic process, overlapping tasks and authorities has led to long public service delivery and through a complicated process, so that the high-cost economy is likely to occur, abuse of authority, corruption, collusion and nepotism, discriminatory treatment, etc." [4].

If this often happens, then we as a society have been disadvantaged and will create a form of dissatisfaction with the services provided by the government, in the form of complaints, suggestions, and input that have been felt by the community. Community dissatisfaction in the form of complaints, suggestions, and inputs can be an important input for the government in terms of providing public services to all communities. So that the government can make complaints, suggestions, and input from the public that enter the government as an evaluation material for improving the performance of government services in carrying out their duties as providers of public services.

The Instruction of the President of the Republic of Indonesia Number 3 of 2003 concerning National Policy and Strategy for E-Government Development explains that the purpose of e-government development is an effort to develop electronic-based governance in order to improve the quality of public services effectively and efficiently [5]. An e-government development process can be done through structuring management systems and work processes within the government by optimizing the use of information technology. The emergence of e-government innovations can be optimized to improve the quality of public services carried out by the central and regional governments by utilizing the advancement of information and communication technology to make it easy for central and regional governments to provide and provide public services to the public maximally and facilitate interaction between the governments with the community.

According to Zweers and Planque provides a definition of e-government, namely "e-government relates to providers of information, services or products prepared electronically, with and by the government, not limited to time and place, offering more value for participation in all circles" [6]. According to Atkinson and Reffat in Kurfali explain the benefits of e-government as follows:

"Citizens have access to e-government services 24 days a day compared to nothing more than an active internet connection. "E-government services, e-government services, and other citizen-government engagement, cost reduction, increase in service quality and speed" [7].

The statement can be concluded that with the implementation of e-government, citizens have access to a service 24 hours a day demanding no more than an active internet connection. In addition to extended service hours, e-government also provides other benefits that traditional methods cannot offer such as transparency, closer citizen and government involvement, reduced costs, improved service quality, and speed. Another opinion also said according to Patel in Kurfali "The use of ICT is to enhance the efficiency of public services constitutes the concept of e-government" [7]. That the use of information and communication technology is

to improve the efficiency of public services and is a concept in the implementation of e-government.

According to the Presidential Regulation of the Republic of Indonesia Number 76 of 2013 concerning Management of Public Service Complaints, Article 2 reads that claimants have the right to submit complaints to implementing services that are not in accordance with service standards or neglect of obligations and/or violations of prohibitions by the organizer [8]. The implementation of complaints on public services requires innovation by using electronic-based systems (e-government), namely to facilitate the public, in expressing aspirations such as criticism, suggestions or questions. The use of e-government in complaints of public services is seen as a means or medium to support the effectiveness, productivity, efficiency, transparency and accountability of government administrators. Kota Surabaya as a metropolitan city is inseparable from various problems in the field of public services. There is no exception to Kabupaten Banyuwangi. As is the case in many other local governments, various complaints problems in the field of public services exist in several types of services, namely civil registration and civil service administration, licensing services, the death of street lighting lights, flood problems, garbage problems, development problems and problems -Other problems that still occur around the government area.

The emergence of various conditions, often people find it difficult in terms of conveying complaints or aspirations in the form of criticism, suggestions, and input to the relevant government agencies in providing services. The system of public complaints that is less efficient, causes further effects that cannot be avoided, such as increasing pollution, inefficient time, high costs, and still using manual systems. These problems caused a communication gap between the government and the community. As a result, the people's aspirations were not conveyed optimally so that the response given by the government was also not optimal.

Based on the background of the research above, the objectives in this study are: (1) Knowing, describing and analyzing the pattern of innovation of the Regional Government of Surabaya City and Banyuwangi Regency in handling information complaints based on information systems in order to improve the quality of public services; (2) Identifying, describing, and analyzing factors that hinder the innovation of the Surabaya City Government and Banyuwangi Regency in handling information complaints based on information systems in order to improve the quality of public services.

II. RESEARCH METHODS

The type of research used in this research is descriptive comparative research. The research approach used is a qualitative approach.

The first research location was Surabaya City, which is one of the cities that has implemented smart government in providing services to the community through E-government programs and one of them is by providing electronic (electronic government) based services in the field of public complaints through Media Center in Surabaya City. The

second research location is Banyuwangi Regency, which is one of the regional governments with the characteristics of a district (rural) which is considered successful in organizing information system-based governance in many fields.

Regarding this comparative descriptive study, the most suitable qualitative data analysis model is the constant comparative method proposed by Glaser and Strauss. In analyzing the data, this method constantly compares one function with another, and then constantly compares the categories with other categories [9].

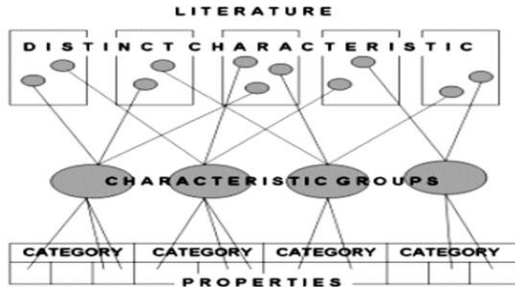


Fig. 1. Constant comparative model data analysis by Glaser and Strauss [10].

III. RESULTS AND DISCUSSION

A. The Pattern of Innovation of the Regional Government in Handling Information Complaints based on Information Systems

In the era of technological and information development, access and circulation of information flows are running faster. Community needs and the flow of information that is very dynamically developing in the community indirectly demands faster and more appropriate Government performance.

Broadly speaking, there are several demands for changes that can be taken in Presidential Instruction No. 3 of 2003 concerning National E-Government Development Policy and Strategy [5]. The first is that Indonesia has led to a democratic, transparent governance system and the rule of law. The changes that have taken place provide an opportunity for various aspects of the life of the nation and state, where people's interests can be replaced in a central position. The government must strive for smooth communication to all communities and encourage broader community participation to be more open to the swift flow of expressions of people's aspirations and able to respond quickly and effectively. Second, the rapid advancements in information technology and the potential for widespread use have opened up opportunities for accessing, managing and utilizing information in large volumes quickly and accurately.

Efforts made by the Surabaya Communication and Informatics Office as one of the services that have the task of carrying out regional authority in the field of information and communication technology management have provided an innovative public service with electronic (electronic government) based services to the people of Surabaya. The services provided by the Surabaya Communication and Information Office are in the area of public complaints, namely by establishing Media Center as a program to accommodate all

the aspirations of the people of Surabaya City in the form of complaints, criticisms, suggestions, and questions. The implementation of Media Center in the field of public complaints is to provide a public service by utilizing information technology advances such as the use of computers, mobile phones, and internet networks as a means of communication to the Surabaya City Government. With the use of information technology such as computers, mobile phones and internet networks in Media Center services, the implementation of the public who wants to make complaints, suggestions, criticisms and questions has provided some access to communication media in submitting complaints / information such as Facebook, twitter, website <http://www.surabaya.go.id>, fax, toll free, e-mail, telephone, mobile phone e-wadul application and short message service (SMS). The implementation of Media Center by implementing electronic-based services (electronic government) to the public has been guided by Presidential Instruction Number 3 of 2003 concerning National Policy and Strategy for E-government Development so that all work processes in services are provided electronically in order to realize effective and efficient services [5]. The application of electronic government services in the field of public complaints through Media Center is a type of relationship in electronic government, namely Government to Citizens according to Indrajit which explains that the main purpose of developing G-to-C electronic government applications is to bring the government closer to its people through a variety of access channels so that people can easily reach their governments to fulfill various daily service needs [11]. Meanwhile, the efforts made by the Banyuwangi District Government were to create an internet and SMS based public complaints information system. The Banyuwangi community can submit all information in the form of complaints or suggestions to the Government through the website <http://pengaduan.banyuwangikab.go.id> and via SMS with number 082131545555. The access provided by the Banyuwangi Regency Government makes it easier for the Government to control and supervise performance and service in all areas of Banyuwangi Regency. The community can also play an active role in every development in the region. Management of complaints on public services in the Banyuwangi Regency Government is intended to provide information services as well as a media receiving complaints from the public.

Law number 25 of 2009 states that public service providers must include the address where they complain and the means to accommodate public complaints that are easily accessible, including telephone, short message service (SMS), websites, e-mail, and complaint boxes [2]. The ease of access means that adequate places and service facilities are easily accessible to the public and can utilize telecommunications and information technology. It is also appropriate as stated by Islamy, that the benchmark of the quality of public services can be seen from the principle of accessibility, where each type of service must be easily accessible by each service user (e.g.: relating to place, distance and service procedure) [12].

Based on the results of interviews and observations in the field, that the implementation of the Media Center in the City of Surabaya which has used electronic-based systems in the

field of complaints of the community has embodied the principle of ease of access. It is also appropriate as stated by Islamy, that the measurement of the quality of public services can be seen from the principle of accessibility, where each type of service must be easily accessible by each service user (eg, place, distance and procedure problems) [12]. Service, it can be proven that all the people of Surabaya City who want to communicate with the Surabaya City Government in terms of delivering criticism, suggestions, complaints or questions regarding information about public services can be easily accessed by the public through the communication media provided by Media Center such as social media (Facebook, twitter), fax, telephone, SMS, toll free, mobile phone e-wadul application, website www.surabaya.go.id, and e-mail, while before Media Center, Surabaya City community in submitting complaints/ information must come directly to the City Communication and Information Office Surabaya which of course provides a difficulty because the distance from the house to the location of the complaint is far enough so that the people of Surabaya City feel lazy to come to the location in submitting a complaint. Meanwhile, according to the results of interviews with the people of Surabaya City as users of Media Center services in the field of public complaints, it can be concluded that the services provided by the Media Center to the community have provided convenience, one of which is ease of access to complaints/information through various types of access services communication media that has been provided for service users. The emergence of these conditions can be concluded that after the existence of Media Center in the field of public complaints the services provided by the Surabaya City Government have increased compared to before the existence of Media Center, this can be seen from the procedures provided by the Media Center regarding access to complaints.

According to Indrajit, the benefits of implementing electronic government in the government sector are to improve the quality of government services to its stakeholders (community, business, and industry) especially in terms of performance, effectiveness, and efficiency in various fields of state life [11]. The efforts made by the Surabaya Communication and Information Office as one of the Regional Work Units (SKPD) in the Surabaya City Government that has the task of carrying out regional authority in the field of information and communication technology management have provided an innovative public service with the electronic government to Surabaya City community. The services provided by the Surabaya Communication and Information Office are in the area of public complaints, namely by establishing Media Center as a program to accommodate all the aspirations of the people of Surabaya City in the form of complaints, criticisms, suggestions, and questions. The application of electronic-based services (electronic government) on the implementation of public services is one of the efforts of the Surabaya City Government in providing quality services to the community rather than the services that were previously available.

According to Presidential Instruction No. 3 of 2003 concerning National Policy and Strategy for the Development of E-government that the development of electronic

government is aimed at achieving one of them, namely the formation of information networks and public service transactions that have quality and scope to satisfy the wider community and be affordable throughout the territory of Indonesia at any time, is not limited by time boundaries and at a cost affordable to the public [5]. The implementation of services provided by Media Center in the field of electronic-based public complaints has provided services that pay attention to time efficiency to the public in terms of submitting complaints/information in the form of criticism, complaints, suggestions, and questions about public services in the Government of Surabaya City. It is the same as said by Islamy that one of the measures of quality of public services can be seen from the principle of accessibility, where each type of service must be easily accessible by each service user (eg, place, distance and service procedures) [12].

According to Anwar explained the purpose, purpose, and benefits of implementing electronic government are to provide direction, guidance and legal basis in the framework of the development, implementation, and development of management information systems within the local government and all of its staff [13]. The purpose of implementing electronic government according to Anwar is the creation of electronic relations between the government and its people so that they can access various information and services from the government [13]. The efforts made by the Dinas Komunikasi dan Informasi Surabaya City as one of the "Regional Work Unit (SKPD) in the Surabaya City Government that has the task of carrying out regional authority in the field of information and communication technology management have provided an innovative public service with electronic basis (electronic government) to the people of Surabaya City. The services provided by the Surabaya Communication and Information Office are in the area of public complaints, namely by establishing Media Center as a program to accommodate all the aspirations of the people of Surabaya City in the form of complaints, criticisms, suggestions, and questions. With the existence of electronic government services in the field of public complaints through Media Center, the implementation has created an electronic relationship between the government and its people in terms of accommodating and answering all the aspirations of the people of Surabaya in the form of criticism, complaints, suggestions, and questions about public services in the Surabaya City Government through electronic government services.

The application of electronic government, especially in the government sector, has begun to be applied with various types of service models as the efforts of local governments to improve the quality of public services to the public. According to Indrajit, the application of electronic government has various benefits and conveniences provided in its application, one of which is to significantly reduce the total administrative costs, relations, and interactions that are issued by the government and stakeholders for the purposes of daily activities [11]. The efforts made by the Surabaya Communication and Information Office as one of the Regional Work Units (SKPD) in the Surabaya City Government that has the task of carrying out regional authority in the field of information and communication technology management have provided an

innovative public service with the electronic government to Surabaya City community. The service provided by the Surabaya Communication and Information Office in the field of public complaints is by establishing Media Center as a program to accommodate all the aspirations of the Surabaya City community in the form of complaints, criticisms, suggestions, and questions. In the implementation of electronic-based services in the field of public complaints through the Media Center of Surabaya City which has been running up to now in accordance with the benefits of the implementation of electronic government according to Indrajit, because of its implementation based on electronics (electronic government) submitting complaints / information to the Media Center can provide low costs for the people of Surabaya City and by service providers [11]. It is also in accordance to Islamy that the benchmark of the quality of public services can be seen from one of the principles of profitability, namely that each service process must be carried out effectively and efficiently and provide economic and social benefits both for the government and for the wider community [12].

The application of electronic-based public services by the government cannot be separated from the use of advances in information technology as a supporting factor in its implementation. This is as said by Anwar that the background of the implementation of electronic government is one of which is the progress of information technology that is increasingly advanced and able to encourage the activities of

Management Information Systems [13]. According to Presidential Instruction No. 3 of 2003 concerning National Policy and Strategy for E-Government Development, it is explained that with the development of E-government, one of the governments must be able to utilize information technology advances to improve the ability to process, manage, distribute and distribute information and public services [5]. The use of information technology advances can be in the form of the use of digital systems to simplify the process of implementing services such as the use of computers, internet networks, applications, websites and supported by an integrated system.

According to Jones, the term might explain how to communicate well, namely by mediating by the internet from all social life [14]. The development of internet technology requires people to use computers as information media. Multimedia society or cyber society is a term of the rapid development of communication technology in the field of information, where one of them is the internet, all of these activities do not require direct physical contact and appear to be carried out only through computer devices. With the existence of electronic government services in the field of public complaints through Media Center that has utilized the advances in information and communication technologies such as the use of computers, internet networks, websites, and applications, the implementation will lead to an interaction between someone and someone else through the world just virtual or without having to meet directly (face to face).

TABLE I. SERVICE DEVELOPMENT PATTERN IN TERMS OF PUBLIC COMPLAINTS BEFORE AND AFTER USING INFORMATION SYSTEMS

No	Dimension	Before using the Information System	After using the Information System
1	Access	The community must come directly to the service location by showing an identity card and filling in the form provided at the location of the complaint. The result is less effective.	The community does not need to come directly to the location of the complaint, just use a computer or handphone that is supported by the internet network. Such service procedures certainly provide easy access to the community.
2	Service Model	Communities coming directly to service locations can cause increased air pollution because it is caused by a build-up of vehicles, both motorcycles, and cars, giving the impression that services are not environmentally friendly.	Communities simply use computers or cellphones that are supported by internet networks. This reduces air pollution. The existence of environmentally friendly services in the field of public complaints has benefited the community.
3	Time	The community needs a considerable amount of time, and there is no clear time limit in providing answers to complaints.	The community no longer needs to come to the location of complaints so that it saves more time, and the community in getting answers to their complaints is given a time limit that is in accordance with the maximum SOP of 1x24 hours.
4	Cost	Communities need high costs such as buying vehicle fuel, riding public transport if they do not have their own vehicles and costs for other needs. As a result, service is less efficient and economical.	The community in submitting complaints/information is not burdened with high costs in its implementation because it is enough to use a computer or mobile phone that is supported by the internet network. This will provide a low cost because it uses a more economical and efficient online-based system. For the organizers, it also provides a low cost because in responding to public complaints, an integrated system is based online.
5	Service System	The community still uses a manual system in the form of paper and everything has not been supported by the progress of information and communication technology, as well as in distributing complaints that come to SKPD related to the service providers who still use the manual system. As a result, the public perception of the services provided by the Government seems slow, ineffective and considered convoluted.	The implementation of Media Center in the field of public complaints has been supported or supported by the advancement of information and communication technologies such as the use of computers, internet networks, and the use of websites, social media, and applications. With the existence of a digital system in distributing complaints to the relevant SKPD has made it easier because it is supported by the existence of a system that is integrated with the TPKPM Team that is in all Government SKPDs. This provides benefits for the community because the services received are faster, easier and more effective, and there is ease in distributing and coordinating complaints/information coming from the community.
6	Communication	Communities must meet face to face directly with service personnel.	Communities simply use computers or cellphones that are supported by the internet network without having to meet (face to face) with service personnel at the location of the complaint. This has a positive impact because the community is easier, more comfortable and faster in communicating with the Government.

Based on the results of interviews and observations in the field, that in making complaints in the form of criticism, suggestions, complaints or questions about the public services that exist in the Surabaya City Government, the people of Surabaya City can access it only through cyberspace or commonly called online, because in the implementation The Media Center has been supported by the use of websites, social media, and mobile phone applications that are supported by the internet network to communicate with the Surabaya City Government through Media Center and access them using only computers or mobile phones so that people do not need to come directly to the relevant offices to make complaints . Whereas based on the results of interviews with the people of Surabaya City as users of Media Center services in the field of public complaints, they have provided convoluted comfort and service in submitting complaints / information because the people of Surabaya City use computers / mobile phones that are supported by internet access through communication media which has been provided by Media Center, so that the people of Surabaya City in submitting complaints/information do not need to meet directly (face to face) with the service officer at the location of the complaint but enough through an online system.

In the complaint, banyuwangikab.go.id has a working mechanism and a management team, which is regulated in the Regents Regulations. The people who submit their complaints are required to give their identity and to whom they complain. Complaints that have been entered will be forwarded to the relevant SKPD. There are several teams working in the management system mechanism, including Public Service Complaint Management Secretariat based in the Regional Secretariat of Banyuwangi Regency. In addition to the Organizational Section, there is also personnel who are in charge and responsible to be managers determined by the Regent's Decree. These personnel have positions in each SKPD in the Banyuwangi Regency Government Environment.

B. Obstacle Factors of Local Government Innovation in Handling Information Systems based on Public Complaints

1) *Technical network constraints:* According to the Decree of the Minister of Administrative Reform Number 63 of 2003 concerning General Guidelines for the Implementation of Public Services, it is stated that service delivery must fulfill several principles, one of which is the completeness of facilities and infrastructure. The complete facilities and infrastructures in question are the availability of work facilities and infrastructure, work equipment and other supporting facilities, including the provision of telecommunications and information technology facilities (telematics). In the application of electronic-based services (electronic government) in the field of public complaints, of course in its implementation requires supporting facilities in order to create excellent service to the community.

Supporting facilities used in the application of electronic-based services, namely by utilizing digital systems and supported by the existence of internet networks With the existence of an internet network that is connected to a system

that is used in the implementation of electronic government services in the field of public complaints through Media Center, it has made it easy to distribute community complaints to related agencies and also to respond to public complaints through communication media such as websites , social media, and mobile phone applications. With the use of the internet network in supporting the implementation of electronic-based services in the field of public complaints, of course, it does not always provide benefits, but it can also be an obstacle in its implementation. These obstacles are in the form of a disruption of the internet network connection that is used because it is caused by bad weather such as rain, lightning, and others so that the implementation provides difficulties in distributing incoming complaints to related agencies and responding to complaints from the public.

Based on the results of interviews and observations in the field, to overcome the obstacles in the form of disruption of internet network connections due to bad weather in the implementation of electronic government services in the field of public complaints through Media Center, the solution used to overcome them is in distributing community complaints entering the relevant Regional Work Unit (SKPD) is done by communicating with the TPKPM Team through telephone and SMS (short message service) media.

2) *Lack of socialization:* According to Presidential Instruction No. 3 of 2003 concerning the National Policy and Strategy for E-government Development, the 6th strategy explains that the content of the strategy is to carry out systematic development through realistic and measurable stages, one of which is at the level of 1 (one) preparation information site for both internal and public [5]. Related to the dissemination of electronic government services in the field of public complaints, according to several informants who have been interviewed, it can be seen that the socialization of the complaints media has indeed been carried out by the relevant Office as the authorities such as meetings in the kelurahan and kecamatan, brochures, tv local, etc. However, if seen in the reality found in the field, the socialization is still not accepted by the Surabaya City community evenly. So that there can still be found some people who do not know the service, that in making complaints in the form of criticism, suggestions, complaints or questions about public services can be through electronic media / online. With the above statement, it can be concluded that the form of socialization carried out by the Office is still said to be not good, this can be seen from the lack of communication that has been carried out especially which lies in socialization for the public regarding electronic government services in the field of public complaints. Whereas the results of interviews with the community as users of services in the field of public complaints indicate that there are still many people who have not received the maximum information about the variety of complaints services. It can be said that the Office in communicating socialization, especially to the public regarding the service of electronic-based community integration in the field of public complaints as a

forum for delivering criticism, suggestions, input or questions is not evenly distributed and sustainable.

IV. CONCLUSION

There are 6 (six) advantages in the application of information systems-based complaint services. First, ease of access in the delivery of complaints/information, namely the community does not need to come directly to the location of the complaint but it is enough through the communication media provided such as social media (Facebook, twitter), fax, telephone, short message service (SMS), toll free, mobile applications phone (eg. e-wadul), website, and e-mail. Second, time efficiency in delivering complaints/information, namely the community does not need to need a lot of time to make complaints, because the complaints media have used the online system and in accepting the answers do not require protracted time which is a maximum of 1x24 hours. Third, environmentally friendly in the delivery of complaints / information, namely the community in making complaints does not need to come to the location of complaints using motorized vehicles, but it is enough through computers / mobile phones that are supported by internet networks with access to communication media provided so as to create environmentally friendly services. Fourth, low cost in submitting complaints/information, namely the community in making complaints to the location does not need to need a lot of costs such as buying vehicle fuel and others, but enough to use computers / mobile phones supported by internet networks with access to communication media provided in order to create low-cost services, while for service providers it is not necessary to require high costs in distributing complaints to SKPD and to answer public complaints is not necessary through newspapers because there is already an integrated online system. Fifth, digital systems in the delivery of complaints/information, namely the community in using services in the field of public complaints through the website, social media, mobile phone applications that have been provided supported by the internet network and for service providers with digital systems. easy because there has been a system that has been integrated with SKPD in the local government. Sixth, cyber society communication in the submission of complaints / information, namely the public in making enough complaints through cyberspace (online) by using computers / mobile phones supported by the internet network and can be accessed through the media provided so there is no need to come directly to the complaint location and meet (face to face) with service personnel.

Inhibiting factors in the application of Electronic Government in the field of public complaints, namely: First,

the technical constraints of the network, namely the disruption of internet network connections in the implementation of activities caused by poor weather at that time such as rain, lightning, storms and others that can hamper distribution complaints to the relevant SKPD and to provide feedback to the community due to the declining power of the internet network connection. Secondly, the lack of socialization is that the socialization that has been carried out by the service regarding complaints media is still not maximal and uneven if seen from communication carried out through socialization to the community, it is also experienced directly by researchers when they go directly to the field so there are still many people who do not know and utilize services in the field of public complaints.

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