

Electronic Complaint Management Based on Report Application on Infrastructure Management in Cirebon City

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ABSTRACT

The SP4N LAPOR application is designed to manage public complaints and enhance service quality. However, its implementation in Cirebon City faces challenges, including low responsiveness, lack of transparency, and limited public awareness. This study evaluates the effectiveness of the LAPOR application in handling infrastructure-related complaints by examining commitment, accessibility, responsiveness, transparency, accountability, privacy, and confidentiality. This research employs a descriptive qualitative approach, utilizing interviews, observations, and document analysis. Data were collected from purposively selected informants from the Communication and Informatics Agency (DKIS) and the Public Works and Spatial Planning Agency (DPUTR). Findings indicate that despite governmental support, challenges persist in training, technical assistance, and complaint resolution consistency. While accessibility is adequate, public engagement remains low. Responsiveness is hindered by delays and limited transparency. Accountability requires clearer information on complaint handling and responsible authorities. To optimize the LAPOR application's effectiveness, this study recommends improving complaint management mechanisms, strengthening technological infrastructure, and enhancing public outreach.

1. INTRODUCTION

In the era of digital transformation, the government is trying to improve the quality of public services by adopting an electronic-based complaint management system, as regulated in Presidential Regulation Number 95 of 2018 concerning the Electronic-Based Government System (Tasyah et al. 2021). This system aims to create a clean, effective, transparent and responsible government and improve the quality of public services (Wicaksono 2015). Public service is the main indicator of government performance because it reflects the effectiveness and efficiency of the bureaucracy and has a direct impact on society (Listiani 2013). Public complaints can be seen as an important source of information regarding the quality of public services provided by the government or state institutions. Through complaints, the government can identify weaknesses in the service system, such as complicated procedures, lack of transparency, or low responsiveness of the apparatus (Mittal 2023).

One of the concrete implementations of digital transformation in public services is the National Public Service Complaint Management System (SP4N) – Online Public Aspiration and Complaint Services (Ullah et al. 2023). This system allows the public to convey their aspirations, complaints and requests for information regarding public services online (Mursalim 2018). However, the effectiveness of the implementation of this system still faces challenges, especially related to uneven technological infrastructure and low community participation in its utilization. In Cirebon City, the LAPOR application has been implemented since 2019 and has become the main instrument in managing public complaints, especially those related to infrastructure. As an important node in the distribution of goods and public mobility on the Pantura route, Cirebon City faces complex challenges in public services, especially in infrastructure management. Therefore, a responsive and integrated complaint system is needed to ensure the effectiveness of handling public complaints (Falasyfa and Avianto 2024) (Rokhmawati, Evantio, and Saputra 2019).

Since its implementation in 2019, the number of complaints through the LAPOR application in Cirebon City has fluctuated every year. Based on data from the Cirebon City Communication, Informatics, and Statistics Service (DKIS), the number of complaints received and their resolution status can be seen in Table 1 below.

Table 1. Recapitulation of Complaints Throug the LAPOR Application in Cirebon City (2019–2024)

Year	2019	2020	2021	2022	2023	2024
Not Verified	3	0	0	0	0	1
Not Followed Up	0	0	0	0	0	1
Process	0	0	0	0	22	27
Completed	90	133	71	70	252	159
Delayed	0	0	0	0	0	1
Archive	11	18	13	40	50	39
Total	101	151	84	110	324	228

Source: DKIS Cirebon City, 2025

The data in Table 1 shows a significant increase in the number of reports in 2023 before experiencing a slight decline in 2024. Although the number of reports followed up reached its highest point in 2023, in 2024 there was an increase in reports that were still in process and the emergence of reports that had not been verified and had not been followed up.

The main obstacles in managing complaints through LAPOR in Cirebon City include delays in reporting responses, lack of optimization of feedback features, and limited human resources in handling reports quickly. In addition, the lack of digital literacy among the community and technical disruptions also hamper the effectiveness of this system. In the complaint resolution process, DKIS acts as an intermediary that channels reports to related agencies, such as the Public Works and Spatial Planning Agency (DPUTR) for infrastructure complaints.

Various studies have highlighted the importance of effective complaint management in improving the quality of public services. Research by Atnan and Imran (2018) shows that the use of LAPOR in Bandung City has increased effectiveness after being integrated with the local government information system. Another study conducted by Putri, Nurnawati, and Karina (2024) regarding the “SIPADEK” application at the PUPR Office of Jambi City, it was found that this application can facilitate archiving, searching, and distributing letters electronically, thereby reducing dependence on manual systems. However, this study also identified obstacles, such as limited application user capabilities, limited data networks, and limited file upload capacity. The results of this study are in line with previous studies which stated that the readiness of technological infrastructure and human resource capacity greatly influence the success of the implementation of the electronic complaint system (Rokhmawati, Evantio, and Saputra 2019). Therefore, this study refers to the findings of previous studies to analyze the implementation of the electronic complaint system in Cirebon City and identify challenges and opportunities for improvement.

This study aims to analyze the effectiveness of infrastructure complaint management through the LAPOR application in Cirebon City, identify the main obstacles in its implementation, and evaluate the role of DKIS in resolving complaints. Through this analysis, it is expected that this study can provide recommendations to improve the effectiveness of complaint management through electronic systems to support more responsive, transparent, and accountable public services in Cirebon City.

RESEARCH METHODS

This study analyzes electronic-based complaint management through the LAPOR application in infrastructure management in Cirebon City with a descriptive qualitative approach (Creswell 2017). The analysis of the effectiveness of this system refers to the theory of complaint management Gorton et al. (2005), which includes seven main principles: Quality Improvement, Open Disclosure, Commitment, Accessibility, Responsiveness, Transparency & Accountability, and Privacy & Confidentiality.

Data collection was conducted through interviews with six informants selected by purposive sampling, direct observation of application usage and responses from related agencies, and document analysis including RPJMD, LAKIP, and complaint reports. Data validity testing was conducted through source triangulation by comparing the results of interviews, observations, and document analysis to increase the credibility and validity of the findings. In addition, member checking was conducted by clarifying the results of interviews with informants to ensure that the data interpretation remained in accordance with its intent. Data analysis was conducted using a thematic approach to determine the pattern of effectiveness and challenges in implementing the electronic complaint system in Cirebon City.

2. RESULTS & DISCUSSION

Based on the RPJPD document, infrastructure is one of the main focuses in the development of Cirebon City. City infrastructure is ranked 15th out of 17 sustainable development goals (SDGs), with 12 indicators. Of these indicators, four have reached their targets, two have not been achieved, and six others do not yet have data. The achievement rate of only 16.7% indicates significant challenges in providing infrastructure that supports urban mobility and tourism, in accordance with SDG goal number 11 on sustainable urban development and settlements. These various problems reflect broader challenges, as identified in the Cirebon City development planning document. The main problems faced include limited land carrying capacity, scarcity of raw water sources, lack of utilization of space, limited quality and capacity of ports, high unemployment rates, and low quality of human resources. All of these problems directly or indirectly affect the management and development of infrastructure in Cirebon City. Based on data from the Central Statistics Agency (BPS) of Cirebon City in 2022, the total length of roads in this city reached 159,172 km. Of the total, 2,149 km are in a state of minor damage and 8,564 km are in a state of severe damage. The remaining 148,459 km are in good or very good condition. This condition indicates the need for more attention in terms of routine maintenance and repairs on damaged road sections. In 2022, the Cirebon City drainage system is divided into two main categories, namely open system drainage and closed system drainage. Open system drainage is mostly in good condition with a length of 561,205 meters, while a small part is in moderate and poor condition with a length of 3,798 meters and 884 meters respectively. On the other hand, closed system drainage has a total length of 475,853 meters, which is in good condition, while the remaining length is in moderate and poor condition with a length of 6,053 meters and 1,639 meters respectively.

Complaint management through the LAPOR application is an important means of communication for the community in Cirebon City to report problems related to public services, infrastructure, or other problems (Ullah et al. 2023). This application allows reports to be received and managed quickly by the Communication and Informatics Agency (DKIS) which is tasked with ensuring appropriate responses and providing feedback to the public. Periodic evaluations are also carried out to monitor the effectiveness of complaint handling and evaluate policies implemented to improve the quality of public services. The SP4N LAPOR (National Public Service Complaint Management System) application is an electronic platform developed

by the Indonesian government to manage public complaints. This application is integrated with various ministries, institutions, local governments, and state-owned and regional enterprises. Through this application, the public can report problems, monitor the status of complaints, and provide feedback, which aims to improve government transparency and accountability (Yusriadi and Misnawati 2017).

The complaint process begins with the public submitting a report through the application containing a description of the problem, location of the incident, and supporting documents. The report is then received and validated by DKIS which ensures the completeness of the data and complaint category. If necessary, DKIS will contact the reporter to complete the information. Once validated, the report is forwarded to the relevant technical agency, such as DPUTR for infrastructure issues or the Environmental Service for cleanliness issues. Each forwarding process is recorded to ensure accountability. The technical agency then handles the reported problem, with the possibility of a field survey or direct repair. The complaint status can be monitored by the public through the application. Once completed, the final report is uploaded, and DKIS verifies the resolution status before closing the complaint. If the problem cannot be resolved, a clear reason is given to the public. Finally, the public can provide input that is used for evaluation and improvement of service quality. The SP4N LAPOR application has a significant role in increasing transparency, accountability, and public involvement in monitoring public services in the City of Cirebon. To maximize this system, an analysis can be carried out based on the seven principles of complaint management put forward by Gorton et al. (2005), which provides a framework for improving the effectiveness of complaints management.

Quality Improvement. Improving the quality of public services through the LAPOR application is reflected in systematic efforts to improve the efficiency, effectiveness, and responsiveness of public services in the City of Cirebon. This application allows the public to submit complaints directly, thereby accelerating problem solving and encouraging continuous service improvement. The Communication, Informatics, and Statistics Agency (DKIS) has a key role in supporting the operation of the application, including budget allocation policies and the provision of the required technological infrastructure. The principle of quality improvement is reflected in the routine reporting carried out by DKIS every month to related officials. This reporting become a monitoring and evaluation tool that allows the government to assess the performance of the application and plan improvement measures. For example, proposing a larger budget for the following year serves as a response to budget constraints that affect the optimization of the LAPOR application.

However, budget constraints are still a challenge in implementing this application. These limitations affect the speed of response to complaints, especially for urgent problems such as infrastructure damage. This shows the importance of root cause analysis and better budget planning to ensure that the LAPOR application can operate optimally. In addition, operational

funds are a strategic step to handle urgent complaints. Other obstacles, such as natural disasters (force majeure), also require operational readiness and maintenance of adequate facilities and infrastructure to handle emergencies.

The application of this quality improvement principle is also in line with the provisions of Law Number 25 of 2009 concerning Public Services which emphasizes the importance of adequate budget allocation to improve the quality of public services. By ensuring sufficient budget allocation and maintaining the necessary infrastructure, the LAPOR application can continue to provide transparent and responsive services as in Table 2.

Table 2. Supporting Facilities for Using the SP4N LAPOR Application

No	Supporting Facilities
DPUTR	
1.	Computers
2.	Internet networks
3.	Communication devices such as Android
DKIS	
1.	Computers
2.	Internet networks
3.	Communication devices such as Android

Source: Research Data (processed), 2025

Overall, although the LAPOR application has a positive impact in increasing transparency and accountability, there are still several challenges such as budget limitations and speed of complaint response. The development of a more sophisticated analysis system and the provision of adequate resources will strengthen the application's ability to respond to complaints more effectively and efficiently. Cross-sector support and commitment to quality improvement will ensure that the LAPOR application continues to function optimally in improving the quality of public services in the City of Cirebon.

Open Disclosure. This principle is one of the main elements in managing public complaints, where transparency of information and accountability are priorities. In the context of managing public complaints through the SP4N LAPOR application in Cirebon City, this principle is applied to ensure that reporters have direct access to the status of their complaints and know the steps taken to resolve the problem. Effective implementation of Information Transparency can increase public trust in the complaint system and ensure that every decision taken can be accounted for.

However, although the LAPOR application shows a commitment to transparency in the early stages, there are still shortcomings in providing more detailed information updates after the first response is given. Based on interviews with application managers and reporters, although reports have been received and confirmed with a report number, further information regarding developments, estimated completion time, or obstacles faced is often not provided. This creates

uncertainty among reporters, which can reduce trust in the complaint system. One of the key findings of this analysis is that while the principle of transparency is applied by providing an initial response and ensuring that the complaint is received, there are no regular updates explaining the next steps in resolving the issue, as in Figure 1. Complainants feel disrespected and uninvolved in the ongoing process, potentially reducing the effectiveness of the complaints system. As expressed by informants, while the application provides basic information, more detailed information touching on the resolution process and time estimates is often not available.



Figure 1. Screenshot of the Number of Complaints at DPUPTR based on Report Status

Source: SP4N LAPOR DPUPTR Kota Cirebon, 2024

To improve this, LAPOR application managers are advised to create a mechanism for regular complaint updates. These updates can include the current complaint status, such as "in process", "awaiting verification", or "completed", as well as providing information on obstacles or barriers found in the resolution. Providing such information will not only clarify the progress of the resolution, but also provide a sense of security and certainty to the reporter that their complaint is being taken seriously. In addition, strengthening coordination between the Communication, Informatics, and Statistics Agency (DKIS) and the Public Works and Spatial Planning Agency (DPUPTR) is also needed to ensure a smoother and more comprehensive flow of information. Integration of information systems between agencies can help improve public satisfaction, ensuring that reporters receive not only administrative information, but also a deeper understanding of the ongoing process (Afify and Kadry 2019).

Overall, the implementation of Information Transparency in complaint management through the LAPOR application has the potential to strengthen transparency and accountability of public services (Risky and Handayani 2023). However, to achieve a higher level of transparency, the system needs to be improved by providing more detailed information and more regular updates,

which in turn can improve the relationship between the government and the public and increase trust in the existing complaints system.

Commitment. Commitment in managing public complaints through the LAPOR SP4N application refers to the seriousness and responsibility of the government and related agencies in responding to and resolving public complaints. The LAPOR application functions as a communication channel between citizens and the government, and government commitment is very important to ensure that every complaint is handled quickly, accurately, and according to procedure. Although there is evidence of commitment shown by the manager, such as the allocation of a special budget for the LAPOR application in 2025, significant challenges in operational aspects and technical training for related Regional Apparatus Organizations (OPD) still need to be overcome.

One of the main challenges in ensuring effective commitment is the lack of formal training and adequate technical support for related OPDs. Although socialization and technical guidance (bimtek) have been carried out, complaint managers do not yet fully have the skills needed to optimally utilize the LAPOR application. Without more targeted training, both at the central and regional levels, complaint managers are at risk of having difficulty managing reports efficiently and responsively. Routine evaluations conducted by the Communication, Informatics, and Statistics Agency (DKIS) and the Public Works and Spatial Planning Agency (DPUTR) show that there are efforts to overcome this challenge, but more in-depth evaluations and further training are needed to ensure sustainability and effectiveness.

Although there have been efforts to increase transparency through the LAPOR application, clear and consistent commitments in responding to complaints are still limited. Some residents reported that their complaints were only processed administratively without further clarity regarding follow-up or resolution time. For example, reports about potholes are often only forwarded to the relevant division without information on when repairs will be carried out, causing public dissatisfaction. This phenomenon shows that although there has been a formal commitment to handle reports, its implementation has not been fully effective. To ensure a stronger and more consistent commitment, strategic steps are needed, such as budget planning that is more focused on the LAPOR application and increasing technical training for complaint managers (Nufus and Fitri 2023). Careful planning, including budget allocation for training and infrastructure, will enable the LAPOR application to function better as a means of connecting the community with the government. In addition, a more in-depth evaluation of the LAPOR application's operations in each agency can help identify specific problems and formulate more targeted solutions.



Figure 2. Monitoring and Evaluation Activities of Public Services of Cirebon City Regional Apparatus

Source: SP4N REPORT DPUTR Cirebon City, 2024

Overall, although there is a commitment to complaint management through the LAPOR application, challenges in terms of training, technical support, and consistency in responding to complaints need to be addressed so that this application can be more effective in increasing transparency, accountability, and the quality of public services, as in Figure 2 (Sihite, Maliki, and Gunawan 2022). To achieve this, further collaboration between central and local governments is needed, as well as an emphasis on ongoing training and in-depth operational evaluation.

Accessibility. The accessibility of the LAPOR application is one of the key factors to ensure active participation of the community in the process of monitoring and improving the quality of public services. This application is designed with a user-friendly display and supports various devices, such as smartphones, tablets, and computers, as shown in Figure 3 which shows the LAPOR SP4N Application on Gadgets. This allows accessibility for people from various backgrounds, including those with physical and technological limitations. With good accessibility, LAPOR has the potential to reach more people and allow them to report problems in real-time, which can ultimately support faster and more efficient service improvements.

However, even though this application has a fairly accessible design, there are still some obstacles. One of them is for the elderly or those who are less familiar with technology. Several informants said that although this application is quite easy to use for some people, there are still obstacles for those who are not familiar with technological devices. This shows that the LAPOR

application, although user friendly, is not yet fully accessible to all levels of society, especially groups that are less adaptive to technological developments.



Figure 3. SP4N LAPOR Application Display on Gadget

Source: Screenshot, 2025

In addition, another factor that hinders the accessibility of the LAPOR application is the lack of socialization of the use of this application. Most people admit that they are not familiar with this application. This shows that socialization and education on the use of the LAPOR application need to be improved. Without adequate understanding, this application is difficult to optimize, even though it has great potential to improve the quality of public services. Another obstacle found was the lack of transparency in monitoring the status of the reports submitted. Several informants expressed dissatisfaction because the application did not provide clear notifications regarding the progress of the report, thus creating uncertainty for users. This shows the need to improve the functionality of the application, including clearer features to monitor the status of reports in real time. Overall, although the LAPOR application has good accessibility with a user-friendly design, there are still significant challenges that need to be overcome, especially in terms of socialization and improving functionality. Further efforts are

needed so that this application can be accessed by all levels of society, without being limited by technological limitations or understanding.

Responsiveness. Responsiveness in the context of the LAPOR application refers to how quickly and timely the government or related agencies respond to reports submitted by the public. The LAPOR application allows citizens to convey various problems related to public services, and good responsiveness means that each report is responded to quickly and followed up efficiently. The speed in verifying reports, providing feedback to reporters, and resolving reported problems are key aspects of good responsiveness. In this case, the government or related agencies are expected to be proactive in handling incoming reports. High responsiveness not only improves the quality of public services but also strengthens the relationship between the government and the community, and increases public trust in the performance of existing services (Setyani, Widjanarko, and Agushybana 2019).

However, even though the relevant parties have attempted to provide a quick response, the problem related to the slow response time is still the main complaint of the community. The community often feels that reports submitted through the LAPOR application are not responded to immediately, and sometimes there is no clarity regarding the follow-up process for their reports. Complaints about unclear report stages often arise, with several informants stating that they often wait without knowing the status of their reports.

Although complaint management through the LAPOR application has involved coordination between related agencies, such as DKIS as the application manager and DPUTR as the technical agency, in reality, the response given is still considered slow by the majority of the community, which can be seen directly in Figure 4. Informants from DPUTR stated that they had attempted to prioritize complaints according to urgency, but implementation in the field often did not meet community expectations..

Tanggal	Induk Instansi	Instansi Penegur	ID Laporan	Alasan	Catatan	Status	Tindak lanjut
24/07/2024 09:20 WIB	Pemerintah Provinsi Jawa Barat	Pemerintah Provinsi Jawa Barat	#6371767	Pelapor Menunggu Terlalu Lama	Yth. Admin Pengelola SP4N-LAPOR Dinas Pekerjaan Umum dan Tata Ruang Kota Cirebon, disampaikan bahwa laporan tersebut masih belum ditindaklanjuti sesuai dengan ketentuan yang berlaku. Laporan dengan klasifikasi (Permintaan Informasi/Pengaduan Tanpa Kadar Pengawas/Pengaduan Berkadar pengawasan) perlu ditindak lanjut sebelum (5/14/60) Hari Kerja. Terima kasih.	Ditindaklanjuti	<input checked="" type="checkbox"/>
23/07/2024 15:01 WIB	Pemerintah Provinsi Jawa Barat	Pemerintah Provinsi Jawa Barat	#6434371	Pelapor Menunggu Terlalu Lama	Yth. Admin Pengelola SP4N-LAPOR Dinas Pekerjaan Umum dan Tata Ruang Kota Cirebon, disampaikan bahwa laporan tersebut masih belum ditindaklanjuti sesuai dengan ketentuan yang berlaku. Laporan dengan klasifikasi (Permintaan Informasi/Pengaduan Tanpa Kadar Pengawas/Pengaduan Berkadar pengawasan) perlu ditindak lanjut sebelum (5/14/60) Hari Kerja. Terima kasih.	Ditindaklanjuti	<input checked="" type="checkbox"/>
22/07/2024 14:13 WIB	Pemerintah Provinsi Jawa Barat	Pemerintah Provinsi Jawa Barat	#6530895	Pelapor Menunggu Terlalu Lama	Yth. Admin Pengelola SP4N-LAPOR Dinas Pekerjaan Umum dan Tata Ruang Kota Cirebon, disampaikan bahwa laporan tersebut masih belum ditindaklanjuti sesuai dengan ketentuan yang berlaku. Laporan dengan klasifikasi (Permintaan Informasi/Pengaduan Tanpa Kadar Pengawas/Pengaduan Berkadar pengawasan) perlu ditindak lanjut sebelum (5/14/60) Hari Kerja. Terima kasih.	Ditindaklanjuti	<input checked="" type="checkbox"/>
16/07/2024 14:29 WIB	Pemerintah Provinsi Jawa Barat	Pemerintah Provinsi Jawa Barat	#6475225	Pelapor Menunggu Terlalu Lama	Yth. Admin Pengelola SP4N-LAPOR Dinas Pekerjaan Umum dan Tata Ruang Kota Cirebon, disampaikan bahwa laporan tersebut masih belum ditindaklanjuti sesuai dengan ketentuan yang berlaku. Laporan dengan klasifikasi (Permintaan Informasi/Pengaduan Tanpa Kadar Pengawas/Pengaduan Berkadar pengawasan) perlu ditindak lanjut sebelum (5/14/60) Hari Kerja. Terima kasih.	Ditindaklanjuti	<input checked="" type="checkbox"/>
16/07/2024 14:27 WIB	Pemerintah Provinsi Jawa Barat	Pemerintah Provinsi Jawa Barat	#6472228	Pelapor Menunggu Terlalu Lama	Yth. Admin Pengelola SP4N-LAPOR Dinas Pekerjaan Umum dan Tata Ruang Kota Cirebon, disampaikan bahwa laporan tersebut masih belum ditindaklanjuti sesuai dengan ketentuan yang berlaku. Laporan dengan klasifikasi (Permintaan Informasi/Pengaduan Tanpa Kadar Pengawas/Pengaduan Berkadar pengawasan) perlu ditindak lanjut sebelum (5/14/60) Hari Kerja. Terima kasih.	Ditindaklanjuti	<input checked="" type="checkbox"/>
15/07/2024 13:43 WIB	Pemerintah Provinsi Jawa Barat	Pemerintah Provinsi Jawa Barat	#7552185	Pelapor Menunggu Terlalu Lama	Yth. Admin Pengelola SP4N-LAPOR Dinas Pekerjaan Umum dan Tata Ruang Kota Cirebon, disampaikan bahwa laporan tersebut masih belum ditindaklanjuti sesuai dengan ketentuan yang berlaku. Laporan dengan klasifikasi (Permintaan Informasi/Pengaduan Tanpa Kadar Pengawas/Pengaduan Berkadar pengawasan) perlu ditindak lanjut sebelum (5/14/60) Hari Kerja. Terima kasih.	Ditindaklanjuti	<input checked="" type="checkbox"/>
15/07/2024 13:38 WIB	Pemerintah Provinsi Jawa Barat	Pemerintah Provinsi Jawa Barat	#7914430	Pelapor Menunggu Terlalu Lama	Yth. Admin Pengelola SP4N-LAPOR Dinas Pekerjaan Umum dan Tata Ruang Kota Cirebon, disampaikan bahwa laporan tersebut masih belum ditindaklanjuti sesuai dengan ketentuan yang berlaku. Laporan dengan klasifikasi (Permintaan Informasi/Pengaduan Tanpa Kadar Pengawas/Pengaduan Berkadar pengawasan) perlu ditindak lanjut sebelum (5/14/60) Hari Kerja. Terima kasih.	Ditindaklanjuti	<input checked="" type="checkbox"/>
10/07/2024 13:56 WIB	Pemerintah Provinsi Jawa Barat	Pemerintah Provinsi Jawa Barat	#6930177	Pelapor Menunggu Terlalu Lama	Yth. Admin Pengelola SP4N-LAPOR Dinas Pekerjaan Umum dan Tata Ruang Kota Cirebon, disampaikan bahwa laporan tersebut masih belum ditindaklanjuti sesuai dengan ketentuan yang berlaku. Laporan dengan klasifikasi (Permintaan Informasi/Pengaduan Tanpa Kadar Pengawas/Pengaduan Berkadar pengawasan) perlu ditindak lanjut sebelum (5/14/60) Hari Kerja. Terima kasih.	Pending	<input type="checkbox"/>
09/07/2024 14:40 WIB	Pemerintah Provinsi Jawa Barat	Pemerintah Provinsi Jawa Barat	#6607229	Pelapor Menunggu Terlalu Lama	Yth. Admin Pengelola SP4N-LAPOR Dinas Pekerjaan Umum dan Tata Ruang Kota Cirebon, disampaikan bahwa laporan tersebut masih belum ditindaklanjuti sesuai dengan ketentuan yang berlaku. Laporan dengan klasifikasi (Permintaan Informasi/Pengaduan Tanpa Kadar Pengawas/Pengaduan Berkadar pengawasan) perlu ditindak lanjut sebelum (5/14/60) Hari Kerja. Terima kasih.	Pending	<input type="checkbox"/>
04/07/2024 16:29 WIB	Pemerintah Provinsi Jawa Barat	Pemerintah Provinsi Jawa Barat	#6606949	Pelapor Menunggu Terlalu Lama	Yth. Admin Pengelola SP4N-LAPOR Dinas Pekerjaan Umum dan Tata Ruang Kota Cirebon, disampaikan bahwa laporan tersebut masih belum ditindaklanjuti sesuai dengan ketentuan yang berlaku. Laporan dengan klasifikasi (Permintaan Informasi/Pengaduan Tanpa Kadar Pengawas/Pengaduan Berkadar pengawasan) perlu ditindak lanjut sebelum (5/14/60) Hari Kerja. Terima kasih.	Pending	<input type="checkbox"/>

Figure 4. Example of Complaints taking a long time to be handled

Source: SP4N LAPOR DPUPR Application, Cirebon City, 2024

Increasing transparency regarding the status of reports and improving response times are essential to meeting public expectations. Clear and timely information regarding the progress of reports can increase public participation in monitoring public services and improve relations between the public and the government.

Transparency & Accountability. Transparency and accountability are two important principles in managing public complaints through the LAPOR application. Transparency refers to the openness of information regarding the status and progress of complaint resolution that can be monitored directly by the public (Ullah et al. 2023). The public is expected to be able to know the steps taken in handling complaints and the results of the follow-up actions taken. Meanwhile, accountability means that the party responsible for handling complaints must provide a clear and accountable explanation to the public. The LAPOR application aims to make it easier for the public to submit complaints, while encouraging the government to act honestly and openly. This can improve the quality of public services and strengthen public trust in government performance. However, based on the results of interviews with the public and related parties, the implementation of transparency and accountability in the LAPOR application still encounters several obstacles.

Although DPUPR has attempted to increase transparency by providing a feature to monitor the status of reports, many people feel that the information provided is very limited and does not clearly describe the progress of their report resolution. For example, although there is a status check feature, the information provided is considered minimal and does not provide a clear picture of the steps for resolution. In addition, the absence of routine reports from related

agencies also makes the level of accountability feel low. People feel that there is no clear mechanism to get the latest information on the follow-up to their reports.

Although the application provides a report status that shows whether the report has been received or forwarded to the relevant agency, there is no clarity about who is responsible or when the work will be completed. This shows that transparency and accountability in managing complaints through the LAPOR application are still limited, so improvements need to be made so that people can have more confidence in the process. Having clearer information about the stages of resolution and who is responsible for each report can increase public trust in this system..

Privacy & Confidentially. Privacy and confidentiality in the use of the LAPOR application emphasizes the protection of personal data of users who submit complaints or reports. This application is designed to maintain the confidentiality of information submitted by the public, ensuring that the reporter's personal data is only used for legitimate interests in handling complaints. Privacy ensures that the reporter's identity is not disseminated or used for other purposes without permission, while confidentiality ensures that the information can only be accessed by authorized parties (Ullah et al. 2023). By maintaining privacy and confidentiality, the LAPOR application seeks to provide a sense of security for the public to report problems without worrying about their identities being leaked or misused. This is important to build trust between the public and the government, while also encouraging active participation in improving the quality of public services. One of the LAPOR application's efforts to protect privacy is by providing an anonymous reporting feature, which allows reporters to hide their identities. This feature increases public trust in the application because it provides a sense of security when reporting problems.

Figure 5. Privacy Features for the Community

Source: Screenshot, 2024

However, even though anonymous features are available as in Figure 5, some people still feel less confident about the security of data stored in the application. Therefore, privacy protection needs to be strengthened through the implementation of additional procedures, such as data encryption and stricter access restrictions. The sustainability of personal data protection also requires regular system updates to avoid potential data leaks. The main responsibility in this case lies with the technical manager of the application, DKIS, to ensure that privacy and confidentiality remain the main priority in managing electronic complaints.

3. CONCLUSION & SUGGESTION

The SP4N LAPOR application in Cirebon City has proven to be an effective technological solution in improving public services and managing public complaints. Compared to traditional methods, this application makes it easier for the public to submit complaints and reflects progress towards a responsive and modern government. However, there are still challenges, especially in terms of transparency of complaint status after resolution, response to urgent complaints, and lack of socialization. Other obstacles are budget constraints in handling complex complaints and slow responses, which can reduce public trust in the government.

This study contributes to the theory and practice of electronic-based complaint management by enriching the understanding of transparency and accountability of public services. In practice, the results of the study can be used as evaluation material for local governments in improving the effectiveness of SP4N LAPOR, especially in terms of transparency, response, and socialization. However, this study is limited to Cirebon City and focuses more on the user perspective without exploring the technical aspects of system management. Therefore, further research is needed with a wider scope and a comprehensive approach to obtain a more comprehensive picture of the effectiveness of electronic-based complaints in Indonesia.

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