



Quality of Complaint Services through the Lapor Website at Departement of Education the East Java Provincial

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Abstract

The development of an Electronic Based Government System is an embodiment of improving the quality of public services. The LAPOR website is a national electronic-based complaint management system that can be accessed by all Indonesian people. The existence of LAPOR mandates that the management of complaint services in every government agency in Indonesia must be integrated with LAPOR, At department of east java provincial education service. The LAPOR website is the most widely used media by the people of East Java in sending complaints to at Departement of Eduaction The East Java Provincial. However, in reality there are still some complaints from the public about the services provided through LAPOR website. The purpose of this research to determine the quality of complaint services through the LAPOR website at Departement of Education The East Java Provincial. This research uses a qualitative approach with data collection techniques through observation, interview, and documentation. The results showed that the quality of complaints service through the LAPOR Website using the four objectives of the Electronic Service Quality theory study was of high quality but not optimal, because there were still several complaints whose follow-up did not run optimally and there were several complaints that experienced delays in the follow-up of further complaints.

Introduction

In the era of rapid development of information and communication technology, it encourages the Indonesian government to build an Electronic-Based Government System (SPBE). The development of SPBE is to improve better governance in order to improve the quality of public services. As the government's efforts in realizing quality public services, one of them is by providing a means of complaints that can accommodate public complaints regarding their problems. Law Number 25 of 2009 concerning Public Services Articles 36 and 37 states that the government must provide a means of complaint by assigning officers who are competent in their fields in managing incoming complaints. However, the utilization and management of complaints facilities is still not optimal as stated by the Assistant Deputy for Public Service Information Systems of the Ministry of Administrative Reform and Bureaucratic Reform (PANRB Ministry) that there are many complaints media available, causing the public to be confused, which in turn does not maximize the management of complaints (Amalia, 2020; Wasistiono et al., 2019).

In this case, the government is encouraged to provide a one-stop service complaint management system that can be accessed by all Indonesian people. So the government issued an innovation through LAPOR (People's Online Aspiration and Complaint Service) (Nengsih et al., 2017). Based on information through (Humas MENPANRB, 2019), LAPOR began to be developed since 2012 and in 2016 the Ministry of PANRB signed an MoU with the Presidential Staff Office (KSP) and Ombudsman RI by jointly developing, managing and realizing LAPOR

as a national public service complaint. The LAPOR complaint channel is also designated as the National Public Service Complaint Management System (SP4N) (Yasintha & Suwardani, 2021). The designation is based on Presidential Regulation No. 76 of 2013 and Minister of PANRB Regulation No. 3 of 2015. The stipulation aims for all government agencies that organize electronic-based complaint services to be integrated with LAPOR (Ayu et al., 2023).

Based on information on the LAPOR website, LAPOR is currently a complaint service connected to 34 Ministries, 96 Institutions, and 493 Local Governments in Indonesia. LAPOR complaint channels include the LAPOR website (www.lapor.go.id), mobile applications (Android & iOS), Twitter @lapor1708, and SMS 1708 (Telkomsel, Indosat, Three). Based on information on the LAPOR website, the total number of reports received since 2012 is 1,389,891 reports with an average number of reports per day reaching 570 reports, while the total number of LAPOR users until now is 801,257 users. From the number of reports, throughout 2022 there were 10 Regional Governments with the most reports through the LAPOR website, namely:

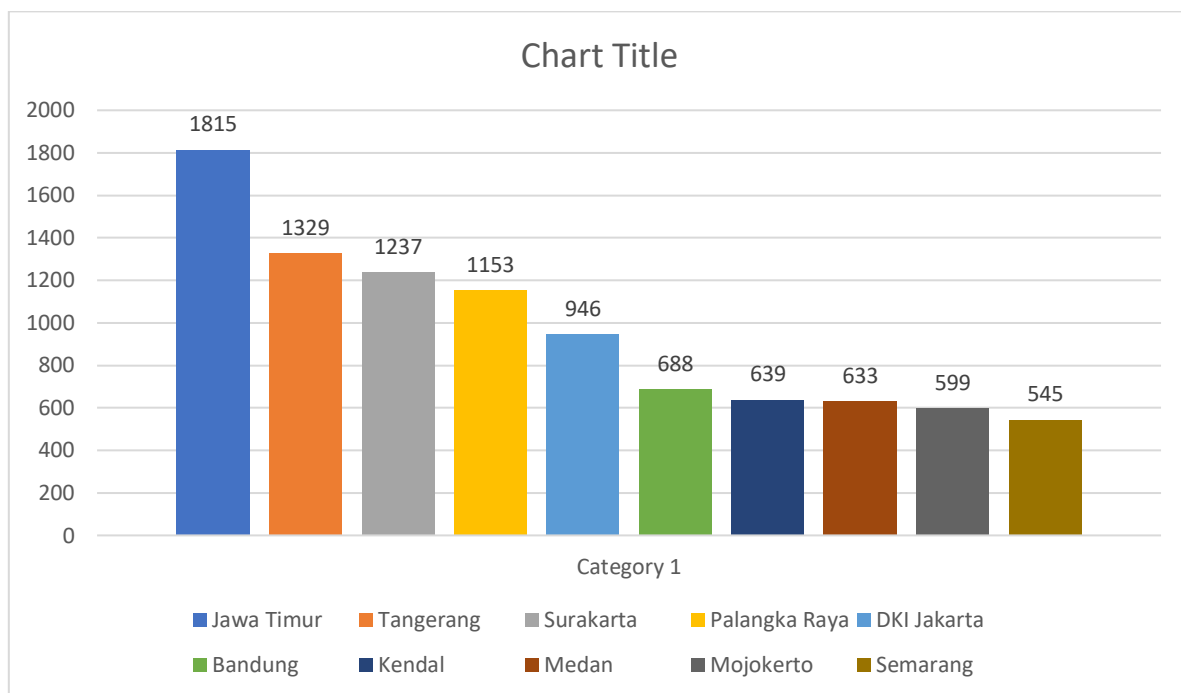


Figure 1. TOP 10 Local Governments with the Most Reports in 2022

Source: The LAPOR Website, 2023

The figure above shows that the East Java Provincial Government ranks first as the local government with the most reports through the LAPOR website with a total of 1815 reports. In addition, the PANRB Ministry through the LAPOR website also released data based on survey results regarding the most sources of reports used in all Regional Government Organizations (OPD) in East Java Province in 2022. The following are the results of data based on the most sources of reports used in all OPDs in East Java Province in 2022, namely:

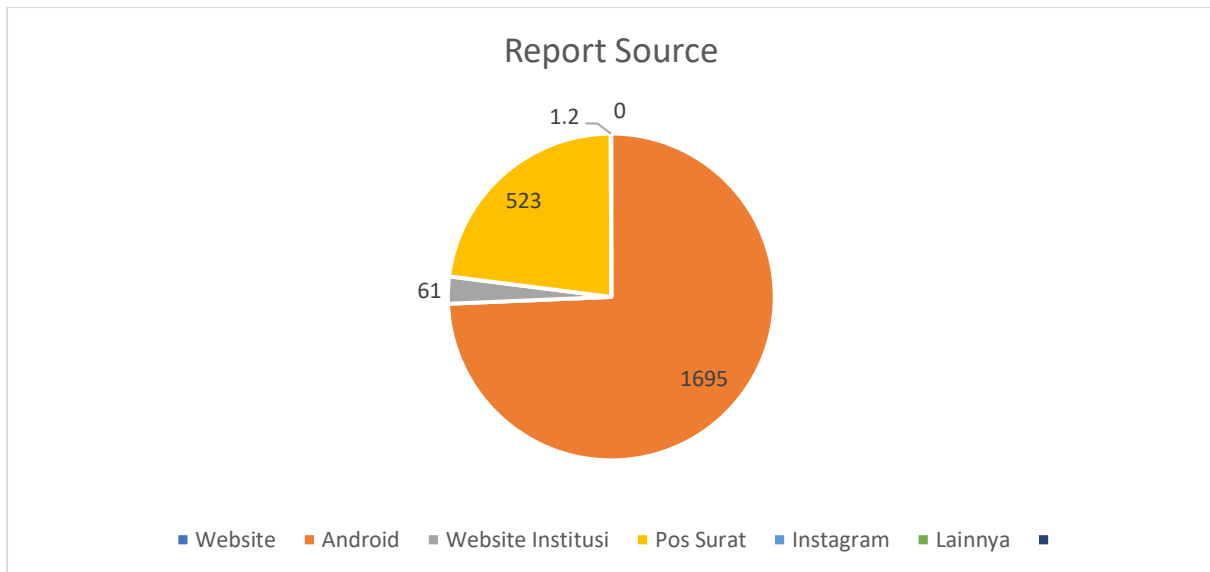


Figure 2. Source of Most Reports in all OPDs of East Java Province in 2022

Source: The LAPOR Website, 2023

The figure above shows that the most common source of reports used in all OPDs in East Java Province in 2022 was using the LAPOR website with a total of 1695 reports. In addition, the Ministry of PANRB through the LAPOR website also released statistics based on the most report categories in the East Java Provincial Government in 2022, namely:

Table 1. Most Report Categories in the Provincial Government East Java in 2022

Category (Level 1)	Category (Level 2)	Total Reports
Primary and Secondary Education	Others related to Primary and Secondary Education	28
Education and Culture	Primary and Secondary Education	25
Education and Culture	Others related to Education and Culture	21
Employment	Workers' rights	21
Public Works and Spatial Planning	Road infrastructure	9
Employment	Others related to labor	8
Primary and Secondary Education	School fees	5
Road Infrastructure	Others related to road infrastructure	5
Peace, Order, and Public Protection	Others related to peace, public order, and community protection	5

Source: The LAPOR Website, 2023

The figure above shows that based on the category of the most reports in the East Java Provincial Government in 2022 is about education. This is also in line with the research findings of (Nur et al., 2022), with the research title "Communication Strategy for Handling Complaints on the Sp4nLapor! East Java Communication and Informatics Office", that in 2022 the East Java Provincial Education Office became the agency that received the most complaints throughout East Java. From the findings of this research, the East Java Provincial Education Office is also the most favorite OPD on the LAPOR site within the East Java Provincial Government.

Given that education is the topic of most complaints in 2022 through the LAPOR site in East Java Province, the role of the East Java Provincial Education Office is important in improving the quality of complaint services. In implementing public services, the East Java Provincial

Education Office established an Information and Documentation Management Officer (PPID). The East Java Provincial Education Office through PPID also provides public services, one of which is a complaint service (Isbandono et al., 2019). PPID as a public official at the East Java Provincial Education Office organizes complaints services on all matters concerning the education sector, such as the implementation of new student admissions, the implementation of educational assistance, education programs, the rights of educators, and so on. The purpose of organizing the complaint service is as a means of regional communication media with the province, where the content of the communication is about complaints or complaints about problems that occur, both from high school schools and from educators.

Based on the results of report data on the LAPOR website that the most widely used source of reports on the East Java Provincial OPD in 2022 was the LAPOR website, the LAPOR website is also one of the complaint service media provided by the East Java Provincial Education Office. According to information from the complaints service officer at PPID, the East Java Provincial Education Office began aggressively implementing LAPOR as a complaint service media since 2020, where since then the community has begun to rarely make complaints directly by coming to the office. However, it cannot be denied that some people are still not satisfied with the service response provided. Public dissatisfaction with the services provided has an impact on giving bad ratings.

On the LAPOR website, there is an assessment feature that can be seen by the public so that the public can find out how good the assessment obtained by the agency is. In the assessment feature there are also several aspects of the assessment that need to be improved such as fulfillment of requirements, speed of follow-up, substance of follow-up, identity protection, evidence of follow-up, and use of language. The following is an assessment of the LAPOR website at the East Java Provincial Education Office:

The rating obtained is 2.17. In this rating, the aspect that needs to be improved is the speed of follow-up. From this rating, it shows that the community is less satisfied with the complaint service provided, especially in the aspect of the speed of follow-up provided by the LAPOR website complaint management officer at the East Java Provincial Department of Education.

On the LAPOR website there is a mechanism regarding the complaint management process starting from the verification process until the report is completed. Within 3 days the report will be verified and forwarded to the authorized agency. Within 5 days the agency will provide an initial response regarding the complaint received. Then the public can provide a response to the initial response which is given 10 days. The public can provide continuous responses until the problem finds a solution and can be resolved. In addition, PermenPANRB RI Number 62 of 2018 concerning Guidelines for the National Public Service Complaint System explains that if the complaint is not supervised, the maximum is resolved within 14 working days, while if the complaint is supervised, the maximum is resolved within 60 working days. Non-supervisory complaints such as providing suggestions and constructive criticism, while supervisory complaints include indications of abuse of authority that harm the community and the state.

Based on this management process mechanism, on the LAPOR website page of the East Java Provincial Department of Education, the author also found complaints that had passed the complaint follow-up period. Here is an example of such a complaint:

The complainant sent his complaint on June 09, 2023. In responding to the complaint, the officer still responded quickly. However, in the next follow-up when the complainant asked about the progress of the complaint, but until September 2023 the officer had not responded again, which had exceeded the maximum rules for follow-up handling of complaints.

Based on previous research by (Fakhriyah et al., 2022), in one of the applications of complaints services through LAPOR in South Sumatra Province, the obstacles experienced are related to the slow handling of follow-up and there are still many unresolved complaints. In other research by (Widodo et al., 2023), the quality of LAPOR-based public services at the Diskominfo of East Java Province also still has several obstacles such as, inaccuracy in the process of handling complaints in accordance with applicable procedures, there is still no supporting evidence related to follow-up complaints. The existence of supporting evidence as clarity regarding the results of complaints that have been followed up, as well as the extent to which the report has been handled.

From some of the problems above, it shows that similar problems also occur in several locations for the application of complaints through LAPOR, such as, lack of transparency of information provided, lack of speed in responding to complaints and the absence of clear information regarding the certainty of time in completing the handling of complaints to the applicant, as well as the inaccuracy of time in handling complaints in accordance with applicable procedures.

The quality of public services in e-government can be determined by several theoretical studies, one of which is the E-ServQual (Electronic Service Quality) theory developed by Zheitaml, Parasuraman, and Malhotra (Tjiptono & Chandra, 2019). This theory is an extension and adaptation of the ServQual (Service Quality) theory model to the context of online services. The targets of the theory study are efficiency, reliability, fulfillment, and privacy.

In E-ServQual theory, efficiency relates to the ease and speed of accessing the LAPOR website. In the reliability factor, the function and usefulness of the LAPOR website relates to the extent to which the website functions and is useful as it should, which includes the truth and accuracy of the information provided, especially in the follow-up column, the information described is detailed and comprehensive, and the extent to which the reporter can understand the information provided by the officer. Fulfillment of needs relates to the accuracy of the promise of service in accordance with applicable procedures. Privacy relates to the security and guarantee of the reporter's information.

This study aims to analyze how the quality of complaint services through the LAPOR website at the East Java Provincial Department of Education (Pottier, 2023). As e-government innovation is an option so that public service management becomes easier and more efficient, so the quality of public services needs to be considered. In analyzing the quality of complaint services through the LAPOR website, the author is interested in using the E-ServQual theory from Zheitaml, Parasuraman, and Malhotra (Tjiptono & Chandra, 2019). The target study of this theory is able to help analyze the problems that exist in the management of complaints through the LAPOR website at the East Java Provincial Department of Education. So that the results of this analysis will help answer the problem of how the quality of service of complaints through the LAPOR website at the Department of Education The East Java Provincial.

Methods

This research uses a descriptive type of research with a qualitative approach. Qualitative research uses in-depth analysis techniques in which a problem in the study is studied specifically because qualitative research believes that the nature of one problem is different from another (Abdussamad, 2021). The author uses observation, interview, and documentation techniques to obtain data by understanding and analyzing the point of view and events on the research subject. The data sources of this research are primary data and secondary data with the technique of determining informants based on purposive and snowball techniques. The data analysis technique used in this research is analysis using an interactive model developed by

(Matthew B. Miles et al., 2014). In analyzing the research data using the E-ServQual theory developed by Zheitaml, Parasuraman, and Malhotra (Tjiptono & Chandra, 2019).

Results and Discussion

This section discusses the description of the results of data findings on service quality through the LAPOR website at the East Java Provincial Department of Education. Researchers will describe and analyze based on the theory described in the research literature review chapter, so that from these results conclusions and constructive suggestions can be drawn. This study uses the E-ServQual theory according to Zheitaml, Parasuraman, and Malhotra (Tjiptono & Chandra, 2019), where in this theory there is a synergy between four factors, namely Efficiency, Reliability, Fullfilment, and privacy, following the description:

Efficiency

Efficiency according to Zheitaml, Parasuraman, and Malhotra in Tjiptono & Chandra (2019) is the ease of accessing a website, the speed of accessing the website and finding the information needed through the website. The success of the efficiency factor according to Zheitaml, Parasuraman, and Malhotra in Tjiptono & Chandra (2019) can be achieved by the ease and speed of accessing the website and the ease of officers in managing the website.

Based on the results of the interview, it was found that the LAPOR website management officer at the East Java Provincial Department of Education and the user community found it quite easy and fast to access the LAPOR website. In accessing the LAPOR website, it can be accessed through a browser on a smartphone, PC/Laptop. The public only needs to search by typing www.lapor.go.id in the browser. In addition to the ease and speed of accessing the LAPOR website, the display features that exist in supporting the use of the LAPOR website are also easy to understand in terms of the community if they want to make and send complaints.

Based on Complaint Form on the LAPOR Website, it explains the ease with which the public can make complaints to the intended agency, starting with creating an account on the LAPOR website by filling in personal data according to the instructions or logging in using a Google user account. After that, the community just needs to choose the classification of the complaint report and submit a complaint by typing the title, content of the report, date of the incident, location of the incident, destination agency, and category of the report submitted, and attaching proof of complaint if any. In addition, based on the results of interviews with officers and the public, when accessing the LAPOR website it is rare to find errors on the website.

In the aspect of the ease of officers in managing the LAPOR website, from the results of interviews and observations it was found that there are adequate resources so that optimizing the management of the LAPOR website at the East Java Provincial Department of Education runs well. The management is also included in terms of control, where officers always maximize resolving all complaints before the specified limit, so that when there is an annual recap report of complaints by the Ombudsman, officers can show the results that almost all complaints are resolved. This also affects the quality of services organized by the East Java Provincial Department of Education. This is supported by the Recapitulation of Complaint Service Reports through the LAPOR website to the Ombudsman from January 2023 to October 2023 as follows:

Table 2. Recapitulation of Society Reports in 2023

No	Month	Completed Report	Unfinished Report
1	January	7	-
2	February	3	-

3	March	8	-
4	April	2	-
5	May	8	-
6	June	20	1
7	July	31	-
8	August	17	1
9	September	12	2
10	October	17	-
11	November	9	-
12	December	7	-
Total		141 Reports	4 Reports
Grand Total		145 Reports	

Source: Processed by the author, 2023

Based on table 1.2 above, it can be seen that every month for one year the LAPOR website management officer of the East Java Provincial Department of Education makes a recapitulation of incoming reports on each LAPOR complaint media, one of which is through the LAPOR website. In 2023, from January to December there were 145 reports submitted through the LAPOR website, 141 reports have been followed up, and 4 reports have not been followed up.

Reliability

According to Zheitaml, Parasuraman, and Malhotra in Tjiptono & Chandra (2019), reliability is related to the functionality of the services on the website. The extent to which the website can meet the needs of its users. The success of the reliability factor according to Zheitaml, Parasuraman, and Malhotra in Tjiptono & Chandra (2019) can be achieved by the existence of Standard Operating Procedures as a reference in the implementation of services, the ability of officers to provide services precisely and accurately, the information conveyed is easy to understand, and the delivery of each series of services by officers in detail and thoroughly.

Based on the results of interviews and observations, it was found that the LAPOR website already has a Standard Operating Procedure that can be a reference for the community and officers. Standard Operating Procedures in service management, officers refer to Presidential Regulation No. 76 of 2013 Article 13 concerning Management of Public Service Complaints and Minister of PANRB Regulation No. 24 of 2014 concerning Guidelines for the Implementation of National Public Service Complaint Management. Even the PANRB Ministry itself as the Public Service Supervisor of LAPOR made a guidebook for organizing LAPOR which also contains regulations in the complaint service process.

In addition, the results of interviews with community users of the LAPOR website said that on the LAPOR website there are rules for submitting good and correct complaints and time limit rules for sending complaints. This is supported by the picture below:

Guidelines for making a Complaint on the LAPOR Website contains how to fill in several fields on the LAPOR website complaint form, starting from the title of the report to attachments as supporting evidence, with a maximum upload size of 2 MB. In addition, it also contains what things must be considered when making a complaint, such as not using hate speech, SARA and swearing, and complaints submitted are not from complaints that are still in the handling process.

However, based on the results of interviews and observations through the LAPOR website at the East Java Provincial Department of Education, there are several people who say that the

response given by the officer does not go directly to the core of the substance being asked, the officer instead gives directions for the complaint to be sent back through other media, so it does not seem to save time. In fact, the LAPOR website should have been designed so that complaints can be one-stop and save time and money. In addition, from the results of interviews and observations through the LAPOR website at the East Java Provincial Department of Education, the information conveyed to LAPOR website users is not easy to understand. The community considers that officers sometimes still use template sentences or formats which are not in accordance with the context and needs of the complainant. This is supported by one example of a complaint below:

The response given by the officer is different from the substance at issue. The complaint from Mr. Hanif contains complaints and aspirations regarding the East Java PPDB on the affirmation pathway. Mr. Hanif hopes that the selection process will be more transparent on the website and can add last year's statistics in stage 1 and the detailed ceiling of each PPDB pathway, but the response delivered by the officer contains information that the technical guidelines for PPDB in 2024 are still in process and please wait.

Fullfilment

According to Zheitaml, Parasuraman, and Malhotra in Tjiptono & Chandra (2019), Fullfilment is the accuracy of service time and services carried out not exceeding the time limit. The success of the fullfilment factor according to Zheitaml, Parasuraman, and Malhotra in Tjiptono & Chandra (2019) can be achieved by the existence of time procedures in each service flow, notification of information by officers regarding the certainty of service time, timeliness of service in accordance with the rules, the ability of officers to respond quickly.

Based on the results of interviews with officers and the user community, it is said that the LAPOR website already has a service time procedure as a specified period to complete each series of service processes. This is supported by the picture below:

There is a time procedure from the beginning of the verification process and forwarded to the authorized agency to the agency's follow-up and the reporter's response on the LAPOR website. The time procedure is on the initial page when the public wants to send a complaint.

In the aspect of providing information about the certainty of service time, in the results of interviews and observations, each complaint sent will automatically have a warning of the service follow-up time that must be obeyed by each agency and the reporting community. The warning is a time limit so that the service can run optimally so that both the agency and the reporter must comply with these rules.

However, from the results of interviews and observations through the LAPOR website, there are still several complaints whose follow-up exceeds the time limit rules. This is supported by the example of a complaint below:

In the next follow-up given by the officer exceeds the specified time limit, which should be responded to before 14 working days, but only responded to after more than one month. Complaints are also seen to be diverted through other media which tend to be slow and not timely in responding to these complaints.

Privacy

Privacy is the right of an individual to determine whether or not personal data will be disclosed to other parties. Privacy includes personal data on a person. From E-ServQual theory, privacy can be in the form of user security in using services and the protection of information on the

website. Based on the results of interviews and observations through the LAPOR website, it was found that user security on the LAPOR website is designed in the form of account registration before being able to access the website and account verification after logging in on the website. There are two ways to register an account on the LAPOR website, namely through social media and account registration by filling in personal data and creating a password. The public is also asked to verify their email and phone number for account protection. This verification is one of the account security plugins. Account registration is also a guarantee of the validity of the complaint submitted.

In the aspect of protecting personal information on the LAPOR website in the form of anonymous and confidential features. This is supported by the picture below:

When complaint is about to be sent, the public can choose to check one feature, both features, or none at all. The usefulness of the anonymous feature is to hide the identity of the reporter from the reported party and the public, while the confidential feature can hide the entire contents of the report so that it is not known by the public.

Conclusion

Based on the results of research and data findings in the field regarding the quality of complaints services through the LAPOR website at the Department of Education The East Java Provincial, it can be concluded that the Quality of Complaints Services through the People's Online Aspiration and Complaints Service Website at the Department of Education The East Java Provincial using (four) study objectives from Zheitaml, Parasuraman, and Malhotra in Tjiptono & Chandra (2019) is of high quality but not optimal, because there are still several complaints whose follow-up is not running optimally and there are several complaints that experience delays in the follow-up of subsequent complaints. Therefore, the suggestion from the results of the study is that officers are expected to provide detailed explanations and in accordance with the context of community needs in responding to incoming complaints. If there are complaints whose follow-up cannot be forwarded through the website, officers are expected to explain the reasons so that the public can understand and there is no confusion or negative perception. In addition, it is necessary to improve the quick response in responding to complaints by maximizing the predetermined time limit. If there are too many complaints, it is hoped that the agency can add Human Resources to manage the LAPOR website, so that follow-up of complaints can be completed quickly.

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