

# Responsive public complaint service innovation: The JAKI Application case in DKI Provincial Government

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## Abstract

JAKLAPOR is one of the features in the DKI Provincial Government's JAKI application, which serves as the official complaint channel for DKI residents. The public has lodged complaints after using the JAKI application. However, there are numerous flaws in the JAKI application that can impede public use of the JAKLAPOR feature. The purpose of this study is to ascertain the level of public satisfaction with the JAKLAPOR feature. This study employs a mixed methods approach with an explanatory sequential mixed methods design. The quantitative and qualitative methods are used sequentially in this design to produce a comprehensive study on community satisfaction with the JAKLAPOR feature. The study's findings indicate that the community is pleased with the JAKLAPOR feature as a channel for public complaints. In this case, the informant felt that the UPTD responded quickly enough to public complaints reported through JAKLAPOR. Rapid response accompanied by reasonably good completion quality. However, JAKPLAPOR service improvement must be continuous, including more intensive public outreach about the existence of the JAKLAPOR feature in the JAKI application.

**Keywords:** Community complaints, JAKI, JAKLAPOR, Smart city

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## 1. Introduction

A smart city is defined as a city where all networks are integrated and public services are made more efficient by using digital technology (European Commission, 2022). All of this is done

to benefit the residents or society as a whole, in order to encourage high mobility. A smart city makes use of digital technologies to maximize resources while emitting less pollution. Additionally, it entails a more engaged and responsive city management, comfortable public areas, and ad-

addressing all of its population's demands. The concept of "smart city" development serves as the foundation for decisions about how a city should be created in order for it to continue to grow and become a comfortable place to live for its citizens. A smart city is a novel concept aiming at modernizing and controlling a city (urban area) through the use of advanced technological devices (Mohanty, 2016).

Smart cities are designed with environmentally friendly concepts in mind, with the goal of achieving mutually agreed-upon outcomes. The creation of sophisticated or innovative technology, particularly computer technology, aimed at communicating development, smart city, or smart city agreements between the legislature and executive with the community (Syalianda & Kusumastuti, 2021). When considering the concept of "smart cities," urban management should base the construction of public services or amenities on digital technologies. Innovation and technology are two factors that promote "smart" management in both public and private enterprises, while it is obvious that policymakers in public organizations will also implement the concept of smart cities (Sikora-Fernandez & Stawasz, 2016).

The smart city concept is intended to provide convenience for the community to interact maximally by using information technology or digitalization in public services so that the community will receive appropriate, fast and maximum service from public services (Insani, 2017). Similarly, on 15 December 2014, the Jakarta Smart City program officially launched (Rudi, 2014). The use of technology and innovation in a "smart city" cannot be separated from the creation of applications for the many devices that have long served as a vital tool for assisting people in their everyday lives. According to the results of a survey conducted by the Central Statistics Agency (BPS) and published in March 2019, 84.32% of DKI Jakarta residents utilize mobile phones and laptops, while 73.46% have access to internet network services.

The DKI Provincial Government continues to innovate in order to achieve a city with a smart

city concept. One of the ways carried out by the DKI Provincial Government (PEMPROV) to make Jakarta a smart city is by continuing to develop the Jakarta Kini Application (JAKI) which is a superior application. This application is expected to provide an encouragement to the development of Jakarta Smart City by facilitating interaction between the Regional Technical Implementation Unit (UPTD) and the community. JAKI itself is an improvement of the previous applications, namely Qlue and Jakarta Up. With JAKI as a super app, it is expected that all services related to the needs of the people of Jakarta can be more easily accessed.

JAKI, as a Super-App, serves as DKI Pemprov official information and service center. JAKI integrates multiple service features made by the government and the community, such as applications made by start-up companies, so that Jakarta residents only need to install one application. The application, which was officially released on 27 September 2019, is intended to be able to adapt to the very dynamic situations and conditions in the capital. Residents can download the JAKI application through Playstore or Appstore, then install it on a smartphone. In one of its features, JAKI integrates community functions and services for situations that need to get services or solutions to overcome the problems reported, which is called JAKLAPOR.

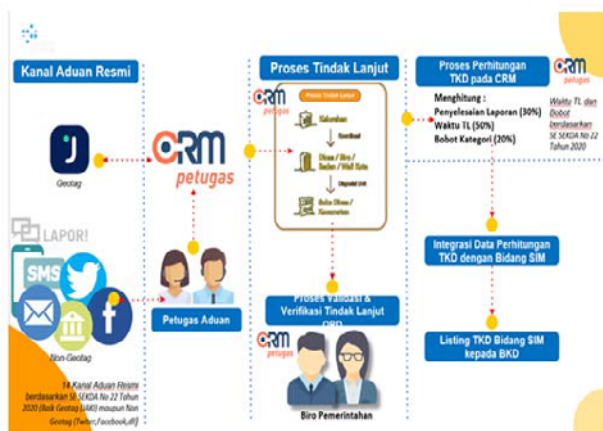
JAKLAPOR is also one of the features in JAKI, as well as an official complaint channel owned by the DKI PEMPROV. Through JAKLAPOR, the DKI Provincial Government seeks to provide the best solutions and services from citizen reports in order to realize the Rapid Community Response (CRM) program. The CRM program itself has been released by the Jakarta Provincial Government since 2017 with the enthusiasm of inclusive, easy, and transparent (IMT). Inclusive indicates that complaints can be made by anybody using a variety of complaint channels, including face-to-face and technology-based complaint channels. While Easy implies achieving an advanced and developing city, Jakarta continues to adapt to present an easy-to-use complaint channel based on technology such as social

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Deasy Ernawati, Raden Dwiarto, Yulia Nurul Aini, Asropi, Noviana Dwi Harsiwi

media or applications, and certainly transparency of all reports submitted by citizens can be monitored in real-time through the citizen *warga.go.id* website (Nugraha, 2020).

The following is a flow of handling procedures based on complaints released by the DKI Jakarta Provincial Government's Communication, Informatics, and Statistics Office as public information regarding follow-up processes for reports reported through the DKI Jakarta Provincial Government's official complaint media (Figure 1).



**Figure 1.** Complaint-based handling procedure  
Source: Data and Analytics Division, Jakarta Smart City, 2022

Referring to the Governor Regulation of the Special Capital Region of Jakarta Province Number 39 of 2019 concerning Amendments to Governor Regulation Number 128 of 2017 concerning Implementation, Handling Public Complaints through the Citizen Relationship Management Application. Then continued with the Decree of the Regional Secretary of the Special Capital Region of Jakarta Province Number 22 of 2020 concerning Updates Related to Complaint Handling Procedures. In the Decree, there are 14 complaint channels, which consist of JAKI (Jakarta Kini), Qlue, Twitter @DKIJakarta, Facebook Pemprov DKI Jakarta, Electronic Mail *dki@jakarta.go.id*, Governor's Social Media, SMS 08111272206, Web *jakarta.go.id*, Urban Village Office, Sub-district Office, Mayor's Office, City Hall, Inspectorate Office, and LAPOR 1708.

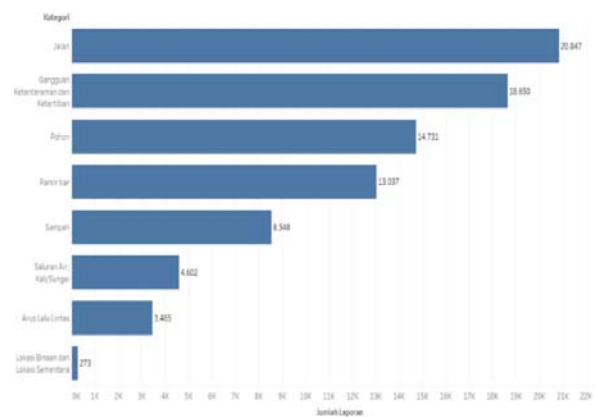
Based on Table 1, JAKI subscribers totaled 3,425,800 when data from the DKI Jakarta Informatics and Statistics Communication Office (Diskominfotik) was launched through August 2022. When compared to DKI Jakarta's entire population in 2021, which is 10,609,681 individuals, this shows that 32.3% of the population has used JAKI. There are 1,048,571 JAKI users who are active. The table below indicates how many people have downloaded and are active users of JAKI.

**Table 1.** Jaki Downloader, JAKI Active User, and JakLapor User

Description	Amount
JAKI Downloader	3,425,800
JAKI Active User	1,048,571
JAKLAPOR User	336,984

Source: Data and Analytics Division, Jakarta Smart City, 2022

The total number of public complaints submitted through JAKI/JAKLAPOR from January 2021 to August 2022 was 173,182. Roads scored top in public reports (damaged roads, flooded roads, congestion, and so on). The Table 2 shows the number of incoming reports by category in JAKLAPOR.



**Figure 2.** JAKLAPOR report categories from January 2021 to August 2022

Source: Data and Analytics Division, Jakarta Smart City, 2022

In using the JAKI application, especially JAKLAPOR, there are still many problems. One of the problems that arise is related to the iden-

tity of the reporter, as reported by detiknews.com in 2021. The leakage of the reporter's identity via the Jakarta Kini (JAKI) application has caught the attention of the Jakarta public. When an unnamed resident reported a violation of the health protocol via JAKI, the reporter's data was made public. The whistle-blower was bullied as a result of the identity leak.

Furthermore, in 2021, detik.com, kompas.com, and several social media (twitter) sources claimed that one of the Jakarta residents had difficulty re-registering for COVID-19 vaccination. This problem occurred at the vaccination site; the officer in concern was advised to contact call center 119 to report it, but the reporter did not receive a response. It was discovered that the registrant's Population Identification Number (NIK) had been used by other residents after it was traced. Furthermore, numerous individuals who registered to receive the COVID-19 vaccine and a booster discovered that the vaccine or booster was no longer accessible when they arrived at the location. This has been reported to JAKLAPOR, but no answer has been received. The community was unhappy when they submitted complaints about traffic jams and waste building up; the fix was quick, but the same thing happened the next day. Settlements that are not permanent result in the recurrence of the same problems. Another issue from the perspective of the regional apparatus that reacts to reports is that many incoming reports are in local languages that service officers or regional apparatus that handle complaints do not understand. The incompleteness of the complainant's address is also one of the issues preventing service officers from following up on a complaint (Abrizal, 2020).

Based on the preceding explanation of the use of JAKLAPOR and the difficulties that arise in the community, the researcher has undertaken in-depth research on the JAKLAPOR application as an innovation supplied by the DKI PEMPROV. JAKLAPOR, as a means for reporting public complaints, is expected to serve as a link for regional apparatus to quickly and properly follow up on complaints. The level of community satisfaction

with the DKI PEMPROV community complaint service deployed through the JAKLAPOR feature in the JAKI application is expected to be known as a result of this research.

## **2. Literature Review**

### **Public services and complaint handling procedures**

Public servants are an essential component of government organization. Public service is the act of assisting others in numerous ways that necessitate sensitivity and interpersonal interactions that result in satisfaction and successful outcomes (Bazarah et al., 2021).

Furthermore, the definition of public service according to Hardiyansyah (2018) is a service provided by the government or private parties to the public which is intended to meet needs and interests. According to Zeithaml et al. (2020) and Hardiyansyah (2018), indicators of a good service can be seen through several dimensions including: tangible, reliability, response, assurance and empathy.

Another theory related to public services states that the state apparatus has an obligation to be able to expand the boundaries of public participation. Where a political process is the process of forming an agreement to carry out a public service by the state apparatus. The government or state apparatus has a technical role to efficiently solve problems in society, by involving all elements of society. Community involvement is common in democratic countries, where public services are not a burden but a way to make people live comfortably (Said, 2022).

A conclusion concerning public services can be reached based on the information above. A public service is an activity that fulfils services, either in the form of products or services given by a government agency or apparatus. Every public service provider must have service standards, guidelines, or standard instructions. Standards are used to ensure that the service provider has fulfilled its duties and obligations in providing services that benefit the community as a whole.

In order for services to be carried out appropriately, it is necessary to measure the quality of services which, according to Sinambela (2019), can be seen from: transparency of services that are open and easily accessible, accountability in providing services and can be accounted for in accordance with laws and regulations. Furthermore, the service must be appropriate for the situation and circumstances, as well as the capabilities of the service provider and recipient. It is also mentioned that participatory services in arranging public services ensure community rights where anybody can receive services without discrimination. Public services must pay attention to the rights and obligations between service providers and recipients. According to Ratminto & Winarsih (2012), public service standards include at the very least service items, service procedures, service costs, completion time, service facilities and infrastructure, and officials who are competent in providing services.

In addition to studies or theories related to public services, this paper also discussed how to handle complaints because in handling complaints on the JAKLAPOR application, it is necessary to know the basis or how to handle complaints. Many studies discuss how to handle complaints against public servants, many complaints from the public against government performance (national, provincial and local) arise from dissatisfaction with services. This is unsurprising considering the complexities of a service that sometimes includes multiple institutions at the same time. Complaints can be filed formally or informally; efficient complaint management is likely to have a positive impact on society and result in improved measuring data for public institutions.

The goal of resolving a complaint or dispute is to create a framework of methods and procedures to accommodate and manage every complaint from all communities. So that it won't lead to disturbance or commotion that will impair the operation of a government (BAPPENAS, 2010). In both developed and developing countries, several systems are in place to respond to public complaints and provide remedy. Com-

plaints are normally addressed directly to the President or a minister at the highest level. Complaints and suggestions may be handled at the highest level by elected representatives through a list system or as part of their representative duties. Many governments around the world, such as the Ombudsman, have a specialized institution or people to address complaints, as well as an additional appeals process (Harijanti, 2020).

The quality of public services can be improved by processing complaints quickly from government officials, both at the central and regional levels. All forms of public complaints addressed to an institution become the basis for evaluating the services that have been provided. (ombudsman.go.id, 2021). Organizations in the public sector at all levels can take steps to increase citizen participation in public service planning, programming, budgeting, implementation, monitoring, and evaluation, as well as feedback and follow-up. By integrating the public in the design of complaint channels for the complaints they confront, this encourages public sector organizations to establish and manage effective systems (Bertucci, 2007). Many governments throughout the world have attempted to involve citizens while focusing on comprehensive and systemic changes in the process of resolving service-related conflicts that emerge between individuals and public bureaucrats in recent years. Simultaneously, the NPM paradigm's service development principles have focused more on customer satisfaction and empowerment through increasing possibilities to utilize choice (Harijanti, 2020).

### **E-Government**

E-Government is a government-owned information and communication technology service operated by government officials to improve services to the general public. Thus creating a harmonious relationship between society, the private sector and government (Yuhefizar et al., 2017). According to the World Bank, the definition of e-government is: E-Government ascribes to how to use information technology by a government

department (using extensive technology networks, internet networks, and widespread use of computers) that have the ability to change relations between citizens, businesses, and other government agencies, in running the government, so that the government can reach all levels of society. The World Bank defines e-government as the use of technology by government officials over an extended network that is linked to the internet. Discuss relevant literature from “primary” sources. Attempt to get 60% of your information from journals. Literature used as a reference that was published during the last ten (ten) years. With e-government, it is anticipated that government apparatus services will be faster, more precise, accurate, and efficient, improving the interaction between government and society as well as between government and the private sector. The purpose of e-government is to create a transparent, accountable, and democratic government. Improving citizen quality of life and city sustainability are central to the smart city agenda, which increasingly relies on the integration of new technology with open innovation methodologies. However, little is known about how open innovation influences both the actual implementation of the smart city concept and people’s experiences in smart cities (Nuutinen et al., 2022).

It is known that technology is not value-free, but its implementation is driven by perceived values. This is related to the understanding of e-government and the value expected to be achieved in public services. Although public and private organizations are both intended to serve people, the objectives are different. Private organizations serve people as customers to maximize profits, while government organizations serve people as constituents (i.e., as citizens or simply owners of the government) (Twizeyimana & Andersson, 2019). As a result, government organizations are not only looking for revenue but also for their sustainability. Government actions usually do not have a direct impact on specific citizens or nationals but do have a direct impact on stakeholder groups and their interests.

E-government refers to the government’s use of information technology to create public services. Despite not being implemented equally, e-government was created so that individuals may receive services quickly. The government’s challenges include a lack of uniform human resources as service operators, a lack of budget, and a lack of standardization of the service system employed. The absence of socialization of e-government is also significant (Az Zahro et al., 2022). Several regional apparatus organizations have provided services that include several aspects of e-government. It is planned that with the integration, one-stop services will be offered, providing convenience to the community (Mahendradi & Warsono, 2020). From the discussion of previous studies, it can be seen that the challenges faced in order to successfully implement e-government in developing countries are divided into five categories: technical challenges, organizational challenges, social issues, human issues, and financial challenges (Elgohary, 2017).

In terms of E-government, it can be defined as an innovative smart city by referring to the Governor Regulation of the Special Capital Region of Jakarta province number 306 issued in 2016 regarding the establishment, organization, and work procedures of the Jakarta Smart City management unit as part of the implementation of E-government and smart cities for DKI. Innovative implies using information and communication technology (ICT) in a sustainable way to assist the municipal community in managing current resources wisely and efficiently.

It is critical to deliver the proper information to people/institutions in order to continuously improve quality of life, efficiency, urban operations, services, and competitiveness. While ensuring that present and future generations’ demands are satisfied through participative and adaptable governance. As a result, the DKI Government established Rapid Response to Public Opinion, abbreviated as CROP, as a key indication for mapping complaints filed by the public via digital devices. Smart cities and e-government can be implemented simultaneously with the in-

tegration of data acquired by the DKI Government.

### **Social innovation**

There is a lot of literature on social innovation, and one definition of social innovation is the ability to develop counter-hegemonic alternative discourses and actions in the form of resistance and/or innovative transformations that play an important role in generating intermediary conditions for further democratic decision-making for urban and technological adoption processes in smart cities (Calzada, 2020). Social innovation is not the prerogative or privilege of any organizational form or legal structure. It is the process of finding and implementing effective solutions to demanding and systemic social and environmental problems in order to assist the social advancement of society. Solutions frequently necessitate the active participation of constituents from government, business, and the non-profit sectors (Soule, 2012).

Furthermore, in this study, social innovation is defined as the adoption, invention, or development of ideas, objects, and practices that are novel to the unit of adoption (Chen et al., 2019). As they propose solutions to complicated challenges, innovations differ in their characteristics (Korac et al., 2016). As a result, the type of innovation is crucial to developing a broad understanding of social innovation. Prabujaya & Santoso (2021) recent systematic review may serve as a useful reference point. They identified five types of innovation: New services, administrative processes, technological processes, conceptual and governance innovations. However, systemic innovation is to establish new ways of interaction between organizations as well as citizen networks (Windrum et al., 2008).

Service innovation is the first type and is closely related to service delivery to the user community. New services can be delivered to a group of existing users (Kombate et al., 2021). The provision of an existing service to a new group of users is also considered a new service innovation

(Osborne, 2012). There are two types of innovation. First, administrative process innovation refers to the development of new techniques, methods, and forms of carrying out responsibilities within an organization. These innovations are linked to the restructuring of operating procedures (Prabujaya & Santoso, 2021). Second, technological process innovation entails using technology to operational activities and service delivery mechanisms (Kombate et al., 2021), which can range from digital forms to automated decision-making by algorithms (Cinar et al., 2022). Furthermore, conceptual innovation is defined as 'the emergence of new worldviews that question the assumptions behind present service products, processes, and organizational structures' (Windrum et al., 2008). Other innovations in governance include new methods for citizen participation and innovative approaches to increasing openness and accountability in the public sector (Prabujaya & Santoso, 2021).

Many social applications are innovations, and in this context, some start-ups are born by combining ideas and resources to create products or services. Social innovation is the successful implementation of new ideas that meet one or more common goals and thus become an important source of competitive advantage for public or other social organizations (Magalhães et al., 2022). A shared motivation is also required for social innovation in order to create an ecosystem that is independent and capable of transformation. The ultimate purpose of innovation is to improve public services through innovation and technology (Asropi,dkk, 2022).

### **3. Research Method**

In this study, an explanatory sequential mixed methods design was used (Creswell, 2018). Thus, quantitative and qualitative methods were carried out sequentially to produce a comprehensive study related to the use of the JAKI application. The quantitative method was used to obtain data related to the user community's assessment of the JAKI application. Therefore, this

method then presents a numerical presentation which is an illustration of the summary of the research that has been carried out (Tashakkori & Teddlie, 2010). The qualitative method was intended to obtain data and information as a deepening of the information obtained previously through quantitative methods.

The research site was at the Jakarta Smart City Regional Public Service Agency (BLUD) in DKI Jakarta. Questionnaires, interviews, and literature reviews were utilized to collect data. In this case, the questionnaire was used to collect data for quantitative analysis. Data collecting began in mid-October 2022 with the distribution of questionnaires to people of Jakarta as well as and non-Jakarta citizens who have activities in Jakarta. The questionnaire was circulated to various digital communication medium using Google Form. From that period, 154 respondents were collected with an average age of 18 years to 68 years, 74.7% of whom were DKI KTP residents and residents who were not DKI KTP but worked or resided in the DKI area as many as 25.3% of respondents, 65.6% of respondents were female and 34.4% of respondents were male. In terms of work, the most respondents were private employees as much as 20.8%, followed by ASN as much as 20.1%, and 18.1% were students.

Interviews and a literature review were used to acquire qualitative data. Interviews were done by submitting a series of questions to be asked verbally to a selected group of responders. The data gathered from books, journals, and other research outcomes with similar discussions were incorporated in this study's literature review.

Following the collection of data for this study, the following phase was to process the data, analyze the data, discuss the findings, and draw conclusions. The central tendency method was used to evaluate quantitative data, while the Miles, Huberman, & Saldana (2014) interactive model was used to examine qualitative data, which included data condensation, data presentation, and conclusion drafting.

#### 4. Results and Discussion

The questionnaire collected 154 respondents. A total of 115 respondents (74.7%) were Jakarta residents, with the majority working as private employees and ASN (20.8% and 20.1%, respectively), while 9.7% were students and the rest were entrepreneurs, housewives, and others.

The JAKI application was known by 122 of the 154 respondents (79.2%). There were 74 respondents (60.7%) who have utilized the JAKI application out of the 122 total. Of the 74 respondents who have used JAKI, 47 (63.5%) were aware of the JAKLAPOR option in the JAKI application, and 18 have used JAKLAPOR. Thus, researchers received assessment results pertaining to response time, service satisfaction, service quality, and confidence in data security in the application from these 18 respondents.

According to the data gathered, 56% of respondents strongly agreed that the report was delivered fast, whereas 28% disagreed. Meanwhile, in terms of service quality, 50% of respondents felt that it was done well, while 22% disagreed. In terms of service satisfaction, 56% of respondents highly agreed, and 56% strongly agreed that their personal data was secure when they registered in the JAKI application. The results of the respondents' evaluations are shown in the Table 3, 4, 5, and 6.

**Table 3.** Assessment results of respondent responses to the JAKLAPOR Application

Description	Number of Respondents	Percentage
Strongly Disagree	0	0
Disagree	5	28
Agree	3	17
Strongly Agree	10	56
Total	18	100

**Table 4.** Results of respondents' assessment of the quality of JAKLAPOR follow-up

Description	Number of Respondents	Percentage
Strongly Disagree	0	0
Disagree	4	22
Agree	5	28
Strongly Agree	9	50
Total	18	100



## Responsive public complaint service innovation: The JAKI Application case in DKI Provincial Government

*Deasy Ernawati, Raden Dwiarto, Yulia Nurul Aini, Asropi, Noviana Dwi Harsiwi*

**Table 5.** Results of respondents' assessment of JAKLAPOR service satisfaction

Description	Number of Respondents	Percentage
Strongly Disagree	0	0
Disagree	4	22
Agree	4	22
Strongly Agree	10	50
Total	18	100

**Table 6.** Results of respondents' assessment of personal data security at JAKLAPOR

Description	Number of Respondents	Percentage
Strongly Disagree	0	0
Disagree	4	22
Agree	4	22
Strongly Agree	10	50
Total	18	100

According to the research data, 56% of the community felt that the UPTD was reasonably quick in responding to complaints presented with a fairly good quality of resolution and that the UPTD service was satisfactory. The researcher conducted further research on the 18 respondents who had utilized JAKLAPOR through detailed interviews in order to avoid bias in the results obtained.

The first informant is one of the respondents who works as a teacher in one of Jakarta's schools. He once utilized the JAKLAPOR app to report floods in the area due to a problem with the waterways. The Environmental Agency followed up on his report about an hour later, and the flooding was properly resolved. Several informants have provided information, including the need for collaboration with community parties such as RT or RW. At situations such as floods and fires, speed in responding to reports should be enhanced, as should a solid commitment among all parties engaged in reaching a decision. At situations such as floods and fires, speed in responding to reports should be enhanced, as should a solid commitment among all parties engaged in reaching a decision. So that reprimands or punishments can be issued quickly if there are

people who are less responsive or hinder the operation of associated units.

The second informant is a housewife from Jakarta. The informant stated that she utilizes the JAKI app to obtain vaccines and boosters. She also employs other applications, such as JAKLINGKO. JAKI can also be used to determine whether or not you have registered as a recipient of fund assistance. The informant said that the JAKI application has various advantages that can help them with their daily routines.

The third informant is one of the UPTD chiefs in the Jakarta area. According to the informant, the JAKI program, particularly the JAKLAPOR feature, made it simpler to monitor concerns or public complaints about services and infrastructure. The issue is that a lot of individuals continue to complain about insignificant things or are merely testing the JAKI program for fun. Furthermore, there are several problems that can be resolved by the local RT/RW but are reported through JAKLAPOR (for example, arguments with neighbours', complex garbage that is not properly handled, or the usage of roads for weddings).

In addition to interviewing informants who provided feedback on JAKI, particularly the JAKLAPOR feature, and the researcher also spoke with Jakarta locals who did not utilize the JAKI or JAKLAPOR applications. Because the majority of them are unaware of the JAKLAPOR function, they resort to other complaint channels such as Twitter and Facebook, or they go straight to City Hall to voice their concerns. They feel there is a direct reaction with direct complaints and may address the matter in greater detail than with the JAKLAPOR feature.

According to Ratminto & Winarsih (2012) idea of public services, public service is a type of service given by the government to the public in compliance with statutory regulations. In this example, the DKI Jakarta Government attempts to meet the aspirations of its citizens via the JAKLAPOR complaint channel. This application is a DKI Jakarta Provincial Government innova-

tion to facilitate complaints that may be made anywhere and are not tied to any circumstances, 24 hours a day, seven days a week.

JAKLAPOR is also an example of e-government, referring to e-government as defined by the World Bank as broad use of information technology and internet networks. Jakarta aspires to be a smart city in which all government services are interconnected to improve the quality of life for its residents (Nuutinen et al., 2022). In the process of using and reporting JAKLAPOR, the community is invited to engage in monitoring events in each neighborhood.

JAKLAPOR as a social innovation is an effective solution to solve social and environmental problems. Jakarta's heterogeneous communities from all ethnic groups in Indonesia need a reliable way to complain about the facilities they use. Although JAKLAPOR has received a positive response from the community, there are still many people who do not understand or do not know the features of this service. Therefore, it is unfortunate if a super application is not utilized optimally. DKI PEMPROV socialization needs to be intensified. All good things should continue to be implemented regardless of whoever the leader is.

The quality of public services provided by the DKI Jakarta Government, in this case JAKLAPOR, can be measured through 5 aspects according to Zeithaml et al. (1990) including tangible, reliability, responsiveness, assurance, and empathy. Based on the research that has been conducted, when viewed from the first aspect, namely tangible, the JAKI application has ease of access, simply by downloading via Playstore and Appstore the application is already installed on Android and iPhone. Through this JAKI application, the people of DKI Jakarta can easily make complaints through one of its features, JAKLAPOR. The community has the convenience of determining reports, which can be public and private. In JAKLAPOR there are several features that the community wants to report, for example regarding disturbances to peace and order.

The second aspect is reliability, which refers to the officer's ability to offer timely and satisfactory services to the community. In this scenario, the implementing officer follows up on JAKLAPOR-generated reports. There are standards or standard operating procedures (SOPs) for following up on public complaints, as stipulated in Governor Regulation Number 39 of 2019 concerning Handling Public Complaints through the Citizen Relationship Management application, then reduced to Regional Secretary Decree Number 22 of 2020 concerning Guidelines for Follow-up Handling Public Complaints. Officers can use this SOP to properly and systematically handle public concerns. Furthermore, in order for the implementing officers to be careful and precise in providing services, particularly regarding public reports, JAKLAPOR users are asked to complete the evidence of the violation they want to report, the category of violation that matches the features, and then tell the report in language that the officer can understand.

The third aspect is the responsiveness or response of officers in following up on public concerns. According to the research, the DKI Jakarta Government's reaction to public reports via JAKLAPOR demonstrates that the Government is making an effort to respond to public complaints. One of these is from Mr. Junaedi, who reported flooding, which was immediately addressed by the Environmental Service an hour later.

The fourth aspect is the guarantee given by the Government to the community in providing public services, namely by responding to reports from the community in a timely manner and not taking a long time. This is in accordance with what was revealed by one informant, where he reported flooding caused by drains. The report was immediately followed up by the Environmental Service.

The fifth aspect is empathy. In this instance, it is the government's responsibility to address the community's service needs. In this study, the government's empathy is shown in the preparation of personnel conducting JAKLAPOR follow-

up. Where the JAKLAPOR follow-up executors deliver courteous service with civility and without discrimination. This is evidenced by the findings of an interview with one of the JAKLAPOR follow-up executors, who always strives to carry out every public report in a polite and non-discriminatory manner.

## 5. Conclusion

Based on the findings of the research and discussion, it can be concluded that 56% of the community viewed the UPTD as reasonably quick in responding to complaints made with a fairly excellent quality of adjustment and was also satisfied with the UPTD service. The majority of people who strongly agree on the speed of this response represent a positive accomplishment for BLUD Jakarta Smart City as the primary actor in providing this service. Indeed, BLUD Jakarta Smart City must constantly implement advanced

innovations to ensure the sustainability of this service and the community's satisfaction of its benefits. The quality of countermeasures and the handling of follow-up on reports received from associated parties is also a factor in determining the quality of public services. This is a favorable preference, given that the majority of respondents strongly agreed on the high quality of follow-up to reported problems or damage. Superior follow-up quality cannot be achieved without the participation of associated units in the implementation of collaborative governance on a provincial scale, allowing it to become a pilot at a higher level. In order for JAKLAPOR to be used by the community, it is necessary to optimize socialization in introducing the services of the application. Certain moments can be utilized as an arena in promoting the JAKI application, such as Jakarta's birthday, the independence day of the Republic of Indonesia, or other national holidays.

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## Responsive public complaint service innovation: The JAKI Application case in DKI Provincial Government

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