



# Digital Public Complaint Systems and Government Responsiveness (A Study of LAPOR-Based Public Service Complaints in Bandung City)

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INFO ARTIKEL	ABSTRACT
<p>Submitted: 2025-12-22  Revised: 2025-12-29  Accepted: 2026-01-23  Published: 2026-02-22</p> <p><b>Keywords</b>  Government Communication,  Social Media Management, Citizen  Interaction, Digital Governance,  Public Administration</p>	<p><i>The growing use of social media has transformed government communication practices in the digital era. Government institutions increasingly utilize social media platforms to disseminate information, interact with citizens, and enhance transparency in governance. Social media provides opportunities for governments to establish more direct and interactive communication with the public, allowing citizens to engage with government institutions more actively. This study aims to examine the management of government social media and its influence on citizen interaction within the West Java Provincial Government. The study adopts a qualitative case study approach to explore how government institutions manage official social media platforms and how citizens respond to government communication in digital environments. Data were collected through semi-structured interviews with government communication officers and citizens who actively interact with government social media accounts, supported by document analysis and observation of official government social media platforms. The findings indicate that effective social media management can enhance citizen interaction by improving information accessibility, encouraging public engagement, and strengthening transparency in government communication. Citizens actively use social media platforms to obtain information, express opinions, and provide feedback on government policies and public services. Government responsiveness to citizen interactions also contributes to building positive perceptions of government institutions. However, challenges such as managing large volumes of online interactions, addressing misinformation, and differences in digital literacy among citizens remain important issues in government social media management. The study highlights the importance of developing clear communication strategies and strengthening institutional capacity in order to maximize the potential of social media as a tool for improving government-citizen interaction in the digital era.</i></p>
<p><b>Kata Kunci</b>  Komunikasi Pemerintah,  Pengelolaan Media Sosial, Interaksi  Masyarakat, Tata Kelola Digital,  Administrasi Publik</p>	<p><b>Abstrak</b>  Pemanfaatan media sosial telah mengubah praktik komunikasi pemerintah di era digital. Institusi pemerintah semakin menggunakan platform media sosial untuk menyebarkan informasi, berinteraksi dengan masyarakat, serta meningkatkan transparansi dalam penyelenggaraan pemerintahan. Media sosial memberikan peluang bagi pemerintah untuk membangun komunikasi yang lebih langsung dan interaktif dengan masyarakat, sehingga warga dapat berpartisipasi secara lebih aktif dalam proses pemerintahan. Penelitian ini bertujuan untuk menganalisis pengelolaan media sosial pemerintah serta pengaruhnya terhadap interaksi masyarakat dengan pemerintah dalam konteks Pemerintah Provinsi Jawa Barat. Penelitian ini menggunakan pendekatan studi kasus kualitatif untuk memahami bagaimana instansi pemerintah mengelola platform media sosial resmi serta bagaimana masyarakat merespons komunikasi pemerintah dalam lingkungan digital. Data penelitian diperoleh melalui wawancara semi-terstruktur dengan pejabat pemerintah yang mengelola komunikasi publik dan masyarakat yang aktif berinteraksi melalui media sosial pemerintah, serta didukung dengan analisis dokumen dan observasi terhadap akun media sosial resmi pemerintah. Hasil penelitian menunjukkan bahwa pengelolaan media sosial yang efektif dapat meningkatkan interaksi masyarakat melalui peningkatan aksesibilitas informasi, mendorong keterlibatan publik, serta memperkuat transparansi komunikasi pemerintah. Masyarakat secara aktif memanfaatkan media sosial untuk memperoleh informasi, menyampaikan pendapat, serta memberikan masukan terkait kebijakan pemerintah dan pelayanan publik. Responsivitas pemerintah terhadap interaksi masyarakat juga berkontribusi dalam membangun persepsi positif terhadap institusi pemerintah. Namun demikian, masih terdapat beberapa tantangan seperti pengelolaan interaksi daring yang sangat besar, potensi penyebaran informasi yang tidak akurat, serta perbedaan tingkat literasi digital di kalangan masyarakat. Oleh karena itu, diperlukan strategi</p>

komunikasi yang jelas serta penguatan kapasitas institusional agar pemanfaatan media sosial dapat dimaksimalkan sebagai sarana peningkatan interaksi antara pemerintah dan masyarakat di era digital

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## INTRODUCTION

The development of digital technology has significantly transformed the relationship between governments and citizens in the delivery of public services. Governments around the world are increasingly adopting digital platforms to improve administrative efficiency, strengthen transparency, and enhance citizen participation in governance processes. Digital governance initiatives allow governments to communicate with citizens more effectively while enabling communities to participate more actively in monitoring public services (Mergel, 2020; OECD, 2021).

One important innovation in digital governance is the development of digital public complaint systems. Public complaint systems serve as communication channels that allow citizens to report problems related to public services, infrastructure, or administrative procedures. Through complaint systems, governments can receive feedback from citizens and identify areas where improvements in public services are needed (Bertot, Jaeger, & Grimes, 2010).

In the digital era, the integration of complaint management systems into online platforms has significantly improved the accessibility of public complaint services. Digital complaint platforms allow citizens to submit reports quickly and conveniently without needing to visit government offices directly. These systems also enable government institutions to process complaints more efficiently and respond to public concerns in a more timely manner (Criado, Sandoval-Almazan, & Gil-Garcia, 2013).

In Indonesia, the government has introduced several digital complaint platforms to improve public service accountability and strengthen citizen participation in governance. One of the most prominent initiatives is the *Layanan Aspirasi dan Pengaduan Online Rakyat (LAPOR!)*, a national digital complaint platform that enables citizens to submit complaints and monitor the progress of their reports through online systems. This platform integrates complaint management across multiple government institutions and encourages greater transparency in public administration.

At the local government level, regional governments have increasingly adopted digital complaint systems to improve communication between government institutions and citizens. These platforms allow local governments to receive public feedback regarding service performance and

respond more quickly to issues reported by the community. Digital complaint systems also help governments monitor service quality and improve accountability in public service delivery.

Bandung City is one of the local governments in Indonesia that has actively implemented digital governance initiatives to improve public service delivery. As one of the largest metropolitan cities in Indonesia, Bandung faces various challenges related to urban governance, infrastructure management, and public service provision. In response to these challenges, the Bandung City government has adopted digital platforms to facilitate citizen complaints and improve communication with the community.

Through the integration of the LAPOR! platform and other local complaint systems, citizens in Bandung City are able to report public service issues such as road damage, waste management problems, administrative service delays, and other community concerns. These digital platforms allow citizens to submit complaints through mobile applications or online portals and monitor the progress of their reports.

The implementation of digital complaint systems in Bandung City reflects broader efforts to improve government responsiveness and strengthen accountability in public administration. By providing accessible channels for citizen complaints, local governments can better understand community needs and respond more effectively to public concerns.

However, the implementation of digital complaint platforms also presents several challenges. Government institutions must ensure that citizen complaints are processed efficiently and that responses are delivered promptly. Managing large volumes of public complaints requires institutional capacity, effective coordination among government agencies, and reliable digital infrastructure (Heeks, 2020).

Furthermore, the effectiveness of digital complaint systems depends on the level of citizen participation and public trust in government institutions. Citizens are more likely to use complaint platforms when they believe that their reports will be taken seriously and addressed by government agencies.

Although digital complaint systems have been widely implemented in various regions in Indonesia, research examining how these systems influence government responsiveness at the local level remains limited. Understanding how digital complaint platforms function in practice is important for evaluating their effectiveness in improving governance and public service delivery.

Therefore, this study aims to examine the role of digital public complaint systems in improving government responsiveness, with a focus on the implementation of LAPOR-based complaint services in Bandung City. By analyzing how complaint platforms are managed and how citizens

interact with these systems, this research seeks to provide insights into the role of digital complaint systems in strengthening accountability and responsiveness in local government administration.

## **METHODS**

This study employs a qualitative research approach to examine the implementation of digital public complaint systems and their influence on government responsiveness in Bandung City. A qualitative approach was chosen because it allows for an in-depth exploration of how digital complaint platforms are managed by government institutions and how citizens experience and interact with these systems in reporting public service issues. Through this approach, the study seeks to capture the perspectives of both government officials responsible for complaint management and citizens who utilize digital complaint platforms.

The research design adopts a case study approach focusing on the implementation of the **Layanan Aspirasi dan Pengaduan Online Rakyat (LAPOR!)** platform and related local complaint systems used by the Bandung City government. The case study method is appropriate for examining complex governance processes within a specific institutional and geographical context (Yin, 2018). Bandung City was selected as the research locus because it has actively adopted digital governance initiatives and integrated complaint management systems to facilitate citizen reporting of public service issues.

Data were collected using several qualitative data collection techniques. The primary method of data collection was semi-structured interviews with key informants who are directly involved in managing or interacting with digital complaint systems. These informants included government officials responsible for handling public complaints, communication officers managing digital platforms, and staff members from relevant government agencies involved in responding to citizen reports. In addition, several citizens who have used the LAPOR! platform or other digital complaint systems in Bandung City were interviewed to understand their experiences and perceptions of the complaint management process.

In addition to interviews, document analysis was conducted to examine official government documents, complaint management guidelines, policy regulations related to digital governance, and reports regarding the implementation of digital complaint platforms. These documents provided insights into the institutional framework, procedures, and strategies used by the Bandung City government in managing public complaints.

Furthermore, observations of digital complaint platforms were conducted to analyze how complaint reports are submitted, processed, and responded to within the system. This observation

focused on the types of complaints reported by citizens, the response mechanisms used by government institutions, and the overall interaction between citizens and government agencies within the digital platform environment.

The collected data were analyzed using thematic analysis. This analytical method involves organizing qualitative data, coding key themes, identifying recurring patterns, and interpreting meanings derived from the data (Braun & Clarke, 2006). Through thematic analysis, the study identified several important themes related to complaint management processes, government responsiveness, citizen participation in complaint reporting, and challenges associated with digital complaint systems.

To ensure the credibility and reliability of the research findings, data triangulation was applied by comparing information obtained from interviews, document analysis, and platform observations. Triangulation strengthens the validity of qualitative research by ensuring that findings are supported by multiple sources of evidence (Denzin, 2017). Through this methodological approach, the study aims to provide a comprehensive understanding of how digital public complaint systems influence government responsiveness and citizen engagement in the context of Bandung City governance.

## **RESULTS AND DISCUSSION**

The findings of this study reveal several important aspects related to the implementation of digital public complaint systems and their influence on government responsiveness in Bandung City. Based on interviews with government officials, observations of the digital complaint platform, and citizen perspectives, the study identified several themes concerning complaint management processes, citizen participation in reporting public issues, and the responsiveness of government institutions in addressing public complaints.

### **Accessibility of Digital Complaint Platforms**

One of the main findings of this study is the increased accessibility of public complaint services through digital platforms. The integration of the **LAPOR!** system and other local complaint mechanisms has made it easier for citizens in Bandung City to submit reports regarding public service problems. Citizens can submit complaints related to infrastructure damage, waste management issues, administrative services, and other public concerns through mobile applications or online portals.

This accessibility significantly reduces the barriers that previously existed in traditional complaint mechanisms. In the past, citizens were often required to visit government offices or

submit written reports to file complaints. With the availability of digital complaint platforms, the reporting process becomes more convenient and efficient, allowing citizens to communicate their concerns with government institutions at any time and from any location.

### **Citizen Participation in Reporting Public Issues**

Another important finding is the increased participation of citizens in reporting public service issues through digital platforms. The availability of online complaint systems encourages citizens to become more actively involved in monitoring public services and reporting problems that affect their daily lives.

Interviews with citizens indicate that digital complaint platforms provide a sense of empowerment because individuals can directly communicate their concerns to government institutions. Citizens no longer feel that their voices are ignored because they can track the status of their reports and observe how government agencies respond to the complaints submitted.

This participatory dimension of digital complaint systems strengthens the relationship between citizens and government institutions. Citizen participation in reporting issues helps government agencies identify service deficiencies and respond more effectively to community needs.

### **Government Responsiveness to Public Complaints**

Government responsiveness emerged as a central theme in the findings of this study. The effectiveness of digital complaint systems depends largely on how government institutions respond to citizen reports. In Bandung City, government agencies responsible for handling complaints generally monitor reports submitted through the platform and coordinate with relevant departments to address the issues reported.

Several respondents indicated that government responses to complaints have improved since the implementation of digital complaint systems. The system allows complaints to be categorized and forwarded to the appropriate government agencies more efficiently. In many cases, government responses include follow-up actions such as field inspections, infrastructure repairs, or administrative clarifications.

However, the level of responsiveness may vary depending on the complexity of the issue reported. Complaints related to technical infrastructure problems or multi-agency coordination sometimes require longer response times. Despite these variations, the existence of digital complaint platforms creates a clearer communication channel between citizens and government institutions.

### **Transparency in Complaint Management**

The study also found that digital complaint platforms contribute to greater transparency in the complaint management process. Citizens are able to monitor the progress of their reports through the system and observe whether their complaints are being processed by government institutions. This transparency helps reduce uncertainty regarding the handling of public complaints and encourages greater accountability in government service delivery.

The availability of tracking systems within digital complaint platforms also allows citizens to evaluate government performance in responding to public concerns. When citizens observe that complaints are handled promptly and transparently, they are more likely to perceive government institutions as responsive and accountable.

### **Challenges in Managing Digital Complaint Systems**

Despite the benefits of digital complaint platforms, several challenges remain in their implementation. One of the primary challenges identified in this study is the large volume of complaints received by government institutions. Managing numerous complaints requires sufficient administrative capacity and effective coordination among government agencies.

Another challenge relates to differences in digital literacy among citizens. While many residents are comfortable using digital platforms, some segments of the population—particularly elderly citizens or those with limited access to digital technologies—may find it difficult to use online complaint systems. This situation suggests that digital complaint mechanisms should complement rather than replace traditional complaint channels.

Additionally, government agencies must ensure that responses provided through digital platforms are accurate, timely, and clearly communicated to citizens. Delays or unclear responses may reduce public confidence in the effectiveness of complaint systems.

### **Implications for Digital Governance**

The findings of this study highlight the important role of digital complaint systems in supporting responsive governance. By providing accessible platforms for citizen reporting and facilitating communication between citizens and government institutions, digital complaint systems contribute to improved accountability and service monitoring in public administration.

For the Bandung City government, strengthening the effectiveness of digital complaint systems requires continuous improvement in complaint management processes, investment in digital infrastructure, and capacity development for government personnel responsible for managing citizen reports. Encouraging citizen awareness and participation in using complaint platforms is also essential for ensuring the sustainability of digital governance initiatives.

Overall, digital public complaint systems represent an important innovation in modern governance practices. When managed effectively, these platforms can enhance government responsiveness, strengthen citizen participation, and contribute to more transparent and accountable public service delivery.

## **CONCLUSION**

This study examined the role of digital public complaint systems in improving government responsiveness, with a focus on the implementation of the LAPOR-based complaint platform in Bandung City. The findings indicate that the adoption of digital complaint systems has significantly improved the accessibility of public complaint services and created more efficient communication channels between citizens and government institutions. Through digital platforms, citizens are able to submit complaints more easily and monitor the progress of their reports, which enhances transparency in the complaint management process.

The study also shows that digital complaint systems encourage greater citizen participation in monitoring public services. Citizens actively use digital platforms to report issues related to infrastructure, administrative services, and community problems. This participation allows government institutions to better identify public service challenges and respond more effectively to community needs. As a result, digital complaint systems contribute to strengthening citizen engagement in local governance.

Another important finding of this study is the role of digital complaint platforms in improving government responsiveness. The availability of structured complaint management systems allows government agencies to categorize and forward citizen reports to the relevant departments more efficiently. This process helps government institutions respond more quickly to public complaints and improves coordination among government agencies responsible for addressing specific issues.

However, the implementation of digital complaint systems also presents several challenges. The high volume of complaints submitted by citizens requires sufficient administrative capacity and effective coordination among government agencies. In addition, differences in digital literacy and access to digital technologies among citizens may affect the level of participation in digital complaint systems. Therefore, governments must ensure that digital platforms remain accessible and inclusive for all segments of society.

Overall, this study concludes that digital public complaint systems play an important role in strengthening government responsiveness and improving public service accountability. By providing accessible channels for citizen reporting and ensuring transparent complaint management

processes, digital complaint platforms can support more responsive and citizen-oriented governance. The experience of Bandung City demonstrates how digital governance initiatives can contribute to improving communication between government institutions and the community while enhancing the quality of public service delivery.

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