CHAPTER 1
INTRODUCTION

1.1. Research Object Overview

Public institutions have begun to adopt technological advances in supporting the implementation of public services long before the pandemic. Based on research by INDEF and PricewaterhouseCoopers (PwC) with Facebook Indonesia in 2019 on 410 government agencies in 15 cities in Indonesia, 75% of civil servants surveyed have used the Facebook application to provide information to the public about new policies (Muhammad, 2020).

A list of changes that have shaped the modern world that are changing old work patterns to be faster. This includes the digitization of jobs, the gig economy, and many others. Photo and video technology, eye tracking, sensor technology, are more accessible to organizations than ever before making it possible to collect and analyze data in new and different ways (Askarno, 2019). Digital has changed organizations, and this change brings new circumstances where conventional things can be replaced by something that has a higher level of effectiveness.

The main skills identified for the transformation of the delivery of people's aspirations are IoT (internet of things) and digitalization. Meanwhile, the skills needed by managers to manage an organization's digital transformation are innovation skills, leadership skills, and management skills.

Because this digital transformation is intended for the public, this research will focus on public services in the West Java region, namely the West Java Regional Representative Council (DPRD) and the West Java Regional Representatives Council Secretariat (DPRD).

1.1.1 West Java Regional House of Representative (DPRD Jawa Barat)

Figure 1.1 DPRD West Java Logo
Source: DPRD West Jawa Web Site

DPRD is a Regional People's Representative Institution that is domiciled as an element of regional government administration. As a representation of the people, the DPRD has the function of Formation of Regional Regulations, Budgets and Supervision.

The DPRD has the following rights and obligations:

1. Forming a Regional Regulation with the Governor.
2. Discussing and approving the Regional Regulation Draft (Raperda) regarding the Regional Expenditure Budget (APBD) proposed by the Governor.
3. Carry out supervision on the implementation of Regional Regulations and Regional Budgets.
4. Propose the appointment and/or dismissal of the Governor and/or Deputy Governor to the President through the Minister of Home Affairs to obtain approval for his appointment and/or dismissal.
5. Electing the Deputy Governor in the event of a vacancy in the position of the Deputy Governor.

6. Provide opinions and considerations to the Provincial Government on the plan for international agreements in the regions.

7. Approving the international cooperation plan carried out by the Provincial Government.

8. Requesting a report on the accountability of the Governor in the administration of regional government.

9. Giving approval to the cooperation plan with other regions or with third parties that burden the community and the region.

10. Strive for the implementation of regional obligations in accordance with the provisions of laws and regulations.

11. Carry out other duties and authorities based on the provisions of laws and regulations.

DPRD members has the right to interpel, express opinions, submit a regional regulation draft (*raperda*), ask questions, submit proposals, vote and be elected, defend themselves, immunity, financial and administrative rights and have a work space. Leaders and members of the DPRD obtain protocol positions in official events and receive respect in accordance with respect for government officials (Admin).

Table 1.1 Vision and Mission

	Vision	**Mission**
1.	The establishment of a primary and professional DPRD secretariat in 2023	Improving Professionalism, Through Mastery of Science and Technology
2.	To accomplish the mentioned vision, there are two missions.	Improving Services for Capacity Building for the Regional House of Representatives of West Java Province

Organizational Structure

Below is the organizational structure of the DPRD secretariat:

Figure 1.2 Organizational Structure of DPRD West Java Secretariat

Source: DPRD West Jawa Web Site

The Secretary of the Council or commonly abbreviated as Sekwan is chaired by Dr. Hj. Ida Wahida Hidayati S.E., S.H, M.Sc. Under her, there are four major sections, namely the Trial & Legislation Section, the Public Relations and Protocol Section. General and Administrative Section and Finance Section.

Under the Trial and Legislation Section, there is a sub-section of the Trial on Council Equipment and Experts, a sub-section of Minutes and Legal Documentation and a sub-section of Legal Products. Under the Public Relations and Protocol section, there is a Publication and Information subsection, Aspirations and Inter-Agency Relations subsection, and a Protocol and Leadership Affairs subsection. Under the General and Administration section there are Administration and Personnel subsections, Equipment and Maintenance subsections and Household subsections. Finally, under the Finance section there is
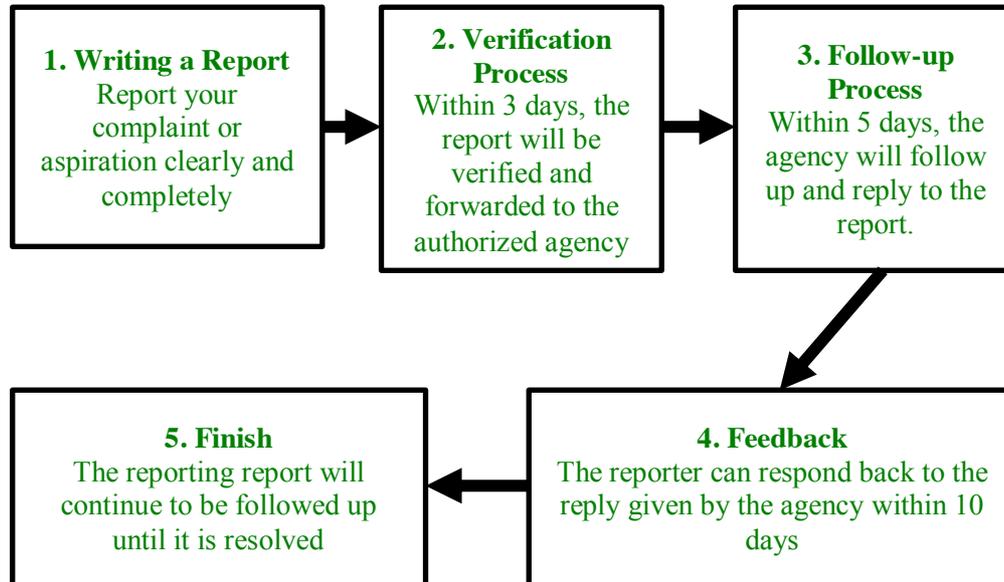
a Planning and Budget subsection, an Accounting and Reporting subsection and a Financial Administration subsection.

1.1.2 Menu Website online aspirations of West Java DPRD

The West Java DPRD Secretariat has provided access for the public to exercise their right to express their opinions and give aspirations to DPRD members through the West Java DPRD official Web page which can be accessed at https://dprd.jabarprov.go.id/ppid/sp4n-lapor. When accessing the web address, it will be connected directly to the LAPOR Application system, because this web address is integrated with the National LAPOR application. The public will find a menu to write a report and choose a category according to the type of report to be submitted. The categories are about Religion, Corona Virus, Economy and Finance, Health, Gender Equality and Inclusive Social, tranquility, public order and community protection, environment and forestry, public works and spatial planning, village development, underdeveloped areas, and transmigration. as well as other types of categories. The existence of this category is so that in following up the reports that so many can be grouped and directly submitted to the parties concerned. This website also provides various useful features in supporting the convenience of the public in reporting, including:

1. Anonymous: Features that can be chosen by the complainant which will make the identity of the reporter unknown to the reported party and the general public.

2. Confidentiality: The entire contents of the report cannot be seen by the public.

3. Tracking id: A unique number that is useful for reviewing the follow-up process for reports submitted by the community.

The process for submitting aspirations online must go through the following stages:

1. Writing a Report Report your complaint or aspiration clearly and completely	2. Verification Process Within 3 days, the report will be verified and forwarded to the authorized agency	3. Follow-up Process Within 5 days, the agency will follow up and reply to the report.
5. Finish The reporting report will continue to be followed up until it is resolved	4. Feedback The reporter can respond back to the reply given by the agency within 10 days	

1.2. Research Background

The government is formed, among other things, to promote the general welfare and educate the nation's life. This means that the state is obliged to meet the needs of every citizen through a government system that supports the creation of excellent public service delivery in order to fulfil the basic needs and civil rights of every citizen for public goods, public services, and administrative services. Expected by the community are affordable services, quality services and transparent services. Therefore, public services must be supported by superior human resources who are able to provide the best service to the community.

The challenges while facing public services today are getting tougher and more complex and coupled with the Covid-19 pandemic. There needs to be breakthrough and innovative policies in order to overcome problems while still being oriented to the best public services provided to the community. Decisions and policies taken especially related to digitalization must clearly, firmly and clearly have an impact in order to encourage the creation of people's welfare.

The government is required to be responsive to people's expectations and global challenges triggered by changes and advances, especially in the field of technology. The world has changed where activities are carried out by utilizing digital technology. People are getting smarter and more well informed so that people tend to "demand more" for public services.

In addition, nowadays changes are happening so fast and so insistently that

services that were once proud of may now be considered obsolete or outdated. Public complaints are important for the government to see how successful it is in carrying out activities. Public complaints are an important element for local agencies, because complaints are aimed at correcting the shortcomings of the activities that have been carried out (Mursalim, 2018).

On the public complaint site of course, there is management in every complaint that sent by the public. Management Complaints are an important

component of any decision-making framework and very relevant for institutions that have services oriented to the role of the public sector.

With increasing expectations from society, institutions need to respond to complaints in an effective way and on time. People who are dissatisfied with the service will complain about the service they receive. The complaint itself needs to be responded carefully by the organization, whether the complaint is constructive or just an expression of dissatisfaction that is not constructive for service improvement.

Quoted from the Complaint Management Analysis of Online Public Aspiration System article "People's Online Complaint Aspiration Service" (LAPOR) in Bandung City, there are several main components in complaint management, namely:

Table 1.2 Several Main Components In Complaint Management

Components	Description
Commitment	The management and all other members of the organization have a high commitment to listen to and resolve complaints in order to improve the quality of products and services (in the sense here is public service).
Visible	Management clearly and accurately informs customers and employees about how to submit complaints and who can be contacted.
Accessible	The institution guarantees that customers can freely, easily and cheaply submit complaints, for example by providing toll-free telephone lines or stamped envelopes.
Simplicity	The complaint procedure is simple and easy to understand by the customer (community).
Speed	Each complaint is handled as quickly as possible within a realistic time frame for informing the customer. In addition, every development or progress in handling complaints that are being resolved is always communicated to the concerned customer.

Fairness	Every complaint gets equal or fair treatment, without discriminating against customers.
Confidential	The customer's desire for privacy and confidentiality is respected and guarded.
Records	Data regarding complaints are arranged in such a way as to facilitate any continuous improvement efforts.
Resources	The Company allocates adequate resources, facilities and infrastructure for the development and improvement of the complaint handling system, including employee training.
Remedy	Appropriate resolution and resolution for each complaint is determined and implemented consequently.

Figure 1.3 Sum of Reports
Source: LAPOR Official Website

Quoted from the LAPOR website (Kantor Staf Presiden, 2019), the number of reporters as of January 2019 was 801,257 users. The total number of reports that have been submitted is 1,389,891. The sources of reports are through websites, followed by SMS, twitter and mobile applications. It can be seen from the picture above, that there are 876 reports that have been reported for the West Java area.

From the results of a brief interview with the head of Public Relations of the West Java DPRD Secretariat, it is known that no complaints or aspirations from the LAPOR website have reached the West Java DPRD. This could be because none of the 876 complaints, and more due to the probability of increasing numbers through years, were addressed to the West Java DPRD and indeed the complaints and aspirations did not reach the intended parties (Tricahyono, 2021).

He also said that until now the aspirations of the people can be conveyed through the social media platform Instagram. People who want to submit complaints or any message can easily send messages through the Direct Message feature. The message will be managed by the Public Relations division and will be followed up to the faction section which will later be reviewed by DPRD members.

Figure 1.4 East Java DPRD Instagram Platform

Source: Instagram

With the establishment of an online aspiration system, the public can view information about urban facilities and infrastructure provided by the West Java Regional House of Representatives and mobile-based communication forums so as to make it easier for people to access Government services that can be accessed from smartphones with internet access.

Quoting from one of the journals of Political Science and Communications, the low number of complaints which actually does not reflect public satisfaction with public services, on the contrary, is precisely because

people feel unsure of the results that will be obtained from filing complaints. In addition, the poor and less educated people also do not know how to make their complaints. Meanwhile, quality public services require a balance of bargaining power between providers of public service institutions and service recipients, namely the community. From this condition, the West Java DPRD felt the need to apply the concept of a customer complaint system (complaint handling system), which is online at http://dprd.jabarprov.go.id/. It is their availability and accessibility, which is one of the requirements of accountability.

Public complaints arise because of the gap between expectations and reality that occurs when people get public services. Complaints or complaints due to community dissatisfaction in obtaining the desired service, failure of the institution to fulfill the wishes of the people and lack of response from the officers of the citizen complaint agency. In the context of public service complaints not only as a negative assessment of the community with the services provided, but also as a trigger for the improvement of public services by the government as a service provider (Ineu Purwadewi Sundari, 2017).

Aspiration is the hope and goal of success in the future, aspiration to aspire and have a strong desire to achieve something, such as success in the goal of that desire. The General Guidelines for the Management of Public Aspirations and Complaints (Pedoman Umum Pengelolaan Aspirasi dan Pengaduan Masyarakat) of the House of Representatives of the Republic of Indonesia Year 2020 explains that aspirations are the strong wishes of the people submitted to the DPR RI in the form of statements of attitudes, opinions, hopes, criticisms, inputs, and suggestions related to the duties, functions, and authorities of the DPR RI. While absorbing aspirations is a board activity carried out by listening, paying attention, receiving, studying, and reviewing aspirations, both those that develop in the community and those that are reported to the DPR RI.

The process of absorbing aspirations that should not be ignored is determining the segmentation of society. This determination is not to discriminate against one community, but rather to find out and ensure what methods will be

used to absorb aspirations. In order not to be too difficult, it is divided into two groups, namely segmentation of modern constituents and traditional constituents.

Modern constituents are people who have a modern lifestyle living in urban areas, so that the way to capture their aspirations is through ways that are in accordance with their lifestyle. While traditional constituents are people who have a lifestyle that is not related to technological tools or the absence of facilities such as in rural and mountainous areas. Law Number 23 of 2014 concerning Regional Government, Law Number 17 of 2014 concerning MPR, DPR, DPD, and the DPRD and the DPRD Rules of Procedure do not further regulate the forms of aspirations, only mentioning that the DPRD's obligation is to absorb, accommodate, collect, and follow up on people's aspirations.

However, in daily activities or seen from the various aspirations that enter the DPRD, there are several forms of aspirations, namely:

Table 1.3 Several Forms of Aspirations

	Aspiration form	**Description**
1.	Written	Aspirations that are stated in a note that is shown to the chairman and members of the DPRD
2.	Oral	Aspirations that are conveyed directly and openly in front of the chairman and members of the DPRD
3.	Individual	Individual aspirations in the form of a written statement addressed to the chairman or members of the DPRD
4.	Demonstration	Expressed in large groups or masses
5.	Working visit	Conveyed by the community to members of the council when members of DPRD make a working visit to the electoral district.

One of the obligations of DPRD members is to absorb, collect, accommodate and follow up on people's aspirations. Furthermore, the obligations of DPRD members, both Regency/Municipal, include:

(1) Being able to absorb and also collect every aspiration from constituents' aspirations by carrying out regular working visits. What is meant by regular working visits is the obligation of members of the Regency/Municipal DPRD to meet with their constituents regularly at each recess, the results of the meeting with the constituents being reported in writing to political parties through their factions in the Regency/Municipal DPRD. The provision of moral and political accountability is conveyed at every recess to voters in their constituencies.

(2) DPRD members can accommodate and follow up on aspirations and complaints submitted by the community and

(3) DPRD members can also be responsible for every task, both moral and political, to their constituents, especially in their constituencies. DPRD members can accommodate and follow up on each of these aspirations and complaints submitted by the community. DPRD members carry out moral and political responsibility for every aspiration of the community that is conveyed to their constituents in their constituency (Rusfiana, 2021).

Therefore, all DPRD members are required to accommodate the aspirations of the community. It can be seen from Figure 1.2, that the submission of aspirations is processed by the Secretary of the Council for Public Relations.

DPRD members are given the task of carry out regular work visits during recess. Ideally, a recess is means of political communication between the legislature with constituents through working visits periodically which is an obligation DPRD members to meet with constituents regularly at any time recess. This recess activity is not only in the form of absorption of aspirations, receiving complaints and ideas and developing ideas, but also serve as a delivery forum accountability of DPRD members concerned. DPRD members will explain what has been done and how is the continuation of the recess activities previously as

well as strategic plans or agenda what will be done in the future (Apriliansyah, 2019).

So far, it is known from interviews with public relations employees of the Secretary of the Council, that digitization has been carried out by holding a zoom meeting which was attended by members of the council and the public. This event was held due to the Covid-19 pandemic, now the event is no longer held. Board members again held recess as described above.

By prioritizing the Online aspiration Platform, it is hoped that the aspirations of the community can be more responded to and the solutions to public complaints can be assisted to be resolved with objective decisions for the common interest. Therefore, the researcher chose the title **"Analysis of the Affectiveness of A Website as a Tool for Gathering Public Aspirations at the West Java Regional Representative Council Office"**.

1.3. Problem Statement

It can be seen from the data provided by the LAPOR website in Figure 1.3 above, that there are many complaints and aspirations from the Indonesian people who are critical and care about the progress of their nation. In West Java itself, the public's concern and participation in the government system can be seen from the frequent demonstrations carried out by the community.

Teddy said, these demonstrations themselves are usually intended for urgent and ongoing complaints, for example such as PPKM which aims to minimize the spread of COVID-19. Demonstrations cost money and effort that must be paid by both parties. The website is expected to mediate and make the situation more effective and efficient.

To manage the aspirations of a large-scale community such as West Java, of course, a separate management is needed that is devoted to managing the aspirations and complaints of the community. In this case, Information System Management is needed.
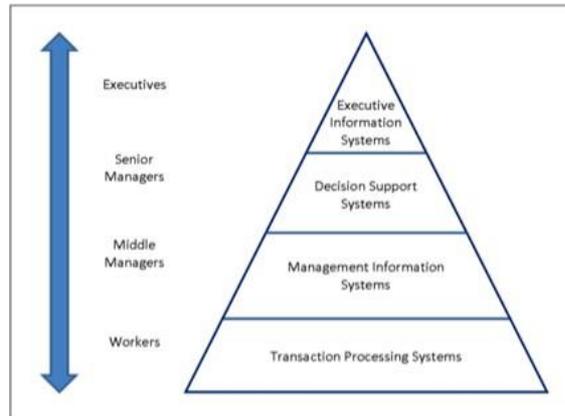
Figure 1.5 Information System Types

Source: Pengantar Manajemen Sistem Informasi

An information system is a well-organized combination of people, hardware, software, communication networks, data sources, procedures and policies that can store, retrieve, store, and disseminate information within an organization. The Management Information System is a management level system used by middle managers to help ensure the smooth running of the organization in the short to medium term. This system allows managers to evaluate organizational performance (Janner Simarmata, 2020).

Information system management can be done by recruiting competent employees in the field of MIS or by training existing human resources. So, it is necessary to evaluate and find out the factors needed for the procurement of a Management Information System at the West Java Regional House of Representatives office.

Based on the real phenomenon and literature reviews, the author formulates three main problem to be examined. Therefore, determined research questions are as follow:

1. Does the submission of aspirations system through the West Java DPRD website meet the criteria taken from the theoretical guidelines listed in table 2.3?

2. What are the obstacles faced by West Java DPRD Secretariat in managing the submission of aspirations online so that at this time the program is temporarily deactivated?

3. Why are there not many people complain or submit aspirations

through the website that has been provided?

4.   What efforts can be made by the West Java DPRD Secretariat to improve the online aspiration submission system through the website?

1.4. Research Purposes

Referring to the formulation of existing problems, the purposes of this study are:

1. To find out whether the submission of aspirations system through the West Java DPRD website meet the criteria taken from the theoretical guidelines listed in table 2.3

2. To find out what obstacles are faced by West Java DPRD Secretariat in managing the submission of aspirations online so that at this time the program is temporarily deactivated.

3. To find out the reasons behind not many people complain or submit aspirations through the website that has been provided.

4. To know and understand the efforts made by the West Java DPRD Secretariat to be able to carry out online aspiration submission platform.

1.5. Aims of Research

It is hoped that this research can provide uses including:

1.5.1 Theoretical Aspects

This research can be useful for government system actors to be able to fix problems that arise from implementing online aspiration submission platform. If the government actors know what the problems are, then they can improve the system and serve the community better and more efficiently.

1.5.2 Practical Aspects

The big picture solutions that exist in this research can be put into practice by government system doers so that they can provide better website for aspirations submissions.

1.6. Writing Systematic

In order to make it easier for readers to understand the contents contained in this thesis, the writing of the thesis is arranged as follows:

CHAPTER I INTRODUCTION

This chapter contains an overview of research objects, research background, problem statement, research questions, research objectives, aims of research, and systematic writing.

CHAPTER II LITERATURE REVIEW

In this chapter contains the theoretical basis relating to the subject matter of the selected problem. The foundation of the existing theory will then be used as the basis for writing this thesis. These theories are quoted from many literatures such as journals, theses, theses, and textbooks.

CHAPTER III RESEARCH METHOD

The contents of this chapter include research variables and operational definitions, types and sources of data, data collection methods, and research methods used.

CHAPTER IV RESEARCH RESULTS AND DISCUSSION

This chapter contains a detailed explanation of the results of observations and research. Namely the data that has been collected and processed, after that the data is analyzed for the creation of solutions to problems that exist.

CHAPTER V CONCLUSIONS AND SUGGESTIONS

In the last chapter, the final results and conclusions of the discussion are also included and suggestions can be used by readers in the future. Both by students, future researchers and also for companies that are the object of research.