

Improving the Quality of Public Complaints Services in Realizing Good Governance in Bondowoso District Inspectorate

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Abstract

One of the objectives of regional autonomy is to bring services closer to the community, public service issues faced by the community must be immediately responded by the government. By inventorying and analyzing, it is necessary to improve the quality of services that are effective and efficient. This research was conducted to find out the improvement of the quality of public complaint services in realizing good governance in the Bondowoso District Inspectorate using descriptive qualitative research methods and analyzed an interactive model with a service quality theory and good governance approach so that it was known to improve the quality of public complaint services in realizing good governance in the Bondowoso District Inspectorate This is done through the use of an e-government named SIPEKA and steps are taken to continue developing the community complaints system through improving facilities and infrastructure, improving the quality of the human resources of the surveillance apparatus, improving the handling system for civil society complaints, and increasing the handling of follow-up to the results of the examination. Improving the quality of services and the use of e-government is part of realizing good governance, because

basically good governance becomes an impossible case without the participation of all people on the basis of shared commitment, upholding the nation-state principle with a clear distinction between private and public affairs.

Keywords: quality improvement, public services, good governance

1. Introduction

Generally, the purpose of government is creating a good good governance, clean, authoritative, professional and responsible governance, which is realized by an efficient and effective bureaucracy and can provide excellent service to all elements of society. In the context of the application of local government in accordance with the mandate of the 1945 Constitution, the central government gives authority to the regional government to manage and regulate government affairs by itself. To create the realization of community welfare, local governments improve the quality through services, empowerment, and society participation. One form of local government is to provide services to the community which are good and efficient.

The implementation of broad, real, and responsible regional autonomy at the beginning of the reform cannot be separated from the desire to create a democratic governmental order, a governance arrangement that gives more authority to the regions and the people to manage the quality of public services in each region and overcome problems its own area. Since the issuance of Law No. 22 of 1999 concerning Regional Government, which was later revised to Law No. 23 of 2014, the Regional Government continuously improves the quality of public services. In improving the quality of public services, local governments are given greater freedom to design and determine the types of services is needed by the community. Along with that the demands of the community to get quality services increases continuously from time to time.

The demand for quality public services is growing along with the awareness growing that the community has the right to be served and the obligations of local governments to be able to provide services. The challenges faced in public services are not only creating an efficient service, but also how the service can also be carried out without discriminating the status of the people served. One of the philosophies of regional autonomy is the closer services to the community, therefore in order to be able to provide good services to the community, it is necessary to know in advance the problems faced by the community. After community service problems are inventoried and analyzed, it is necessary to improve the quality of services which are effective and efficient.

The Bondowoso Inspectorate is an element within the Regency government which has the task of supervising the regional government leaded by the Inspector who in carrying out his duties is responsible to the Regent through the Regional Secretary. The district inspectorate has the task of assisting the regent in carrying out coaching and supervision in the implementation of government affairs and the task of assisting regional officials. One form of handling undertaken by the Inspectorate is to accommodate the public complaints in problems under the the inspectorate authority.

Society case complaint service system in Bondowoso district so far has not yet maximized the use of information technology tools. In the complaint service, it is still handled by the conventional model using a form which still requires a special handling process only for the complaint administration file. Ini belum dimasukkan dalam tindak lanjut untuk menangani pengaduan kasus, jadi untuk tahap selanjutnya inspektorat harus memasukkan data lagi kemudian membuat dokumen penugasan kepada tim investigasi, serta dalam membuat laporan audit yang disebut LHP. This certainly makes the inspectorate's performance slow, especially now, where fast handling is needed regarding services to the society.

The society who make complaints, do not get information related to the development of the complaint process, it's because the service is fixated on office space and office hours. So when they want to get information related to their complaints the society must go to the Inspectorate office. Likewise with the executive who concerned to the complaints information reported to the inspectorate, it's must wait for the final results of the investigation team which of course the report cannot be made quickly and in real time. That is, because the handling of complaints services is still done by prioritizing human resource, causing slow handling, ineffective and inefficient.

To that end, the Bondowoso District Inspectorate takes steps in providing optimal complaints services, it is necessary to improve the quality of society complaint services to realize good governance in the Bondowoso Regency Inspectorate that can facilitate the parties involved in the complaint, as well as those handling the complaint. Data collection is done through interviews, observation and documentation. Meanwhile, qualitative data analysis, there are three lines of activities following the steps of data condensation (Data Condensation), data presentation (Data Display), and drawing conclusions (Conclusion Drawing or Verification) to answer the research problem.

2. Research Method

This type of research is a descriptive research with a qualitative approach. Descriptive research is a method used to describe or analyze a research result but is not used to make broad conclusions (Miles, Huberman, & Saldana, 2014). The focus of this research is how to improve the service quality provided by the Bondowoso District Inspectorate, it is seen from dimensions of service application development, in e-government implementation, in realizing good government, this research carried out in Inspectorate of Bondowoso Regency. Data collection is done through interviews, observation and documentation. Meanwhile, qualitative data analysis, there are three activities flow following the steps of data condensation (Data Condensation), data presentation (Data Display), and drawing conclusions (Conclusion Drawing / Verification) to answer the research problem.

3. Results and Discussion

3.1 Complaints Service at Inspectorate

The public complaint service at the Bondowoso Regency Inspectorate is a work carried out integrally from the secretariat to the Inspector. The Secretariat carries out administrative services while the Irwilban is assisted by an auditor to conduct field inspections, the results of

which are administered by the secretariat. The material for public complaints can be in the form of complaints of abuse of authority by officials or civil servants within the authority of the Bondowoso Regency Government, obstacles in community service, Corruption, Collusion and Nepotism, and Violation of Employee discipline.

Whereas the public complaints service at the Inspectorate can be carried out with several channels, such as: (1) Direct complaints by complainants; (2) Complaints through letters; (3) Complaints via SMS or by telephone to be inputted in the complaint form available at the Bondowoso district inspectorate office. In addition, the society who wishes to make a complaint must include their personal identity and complete the requirements of the complaint so that it does not become an irresponsible anonymous letter or the complaint is deemed ineligible.

In this case the Public Complaints Service starts from, 1). Complaints Process; in the complaint process the complainant provides complaints related to cases that are in the realm of supervision of the inspectorate accompanied by evidence supporting the complaint. 2). Verification Process; the verification process is carried out by a special officer formed by the Inspectorate to do initial verification before the complaint is proceeded to the Inspector, this process is carried out to verify the truth of the data from the reporter and the reported party along with the report file, then after that it can be continued to the Inspector to make a decision whether the complaint is worthy of action continue or not. 3). Assignment Process; This process is the appointment of an investigative team that will be formed by the assistant inspector after receiving a disposition from the Inspector, the inspector assistant party appoints a team of assistant in charge, controller, chairpersons and members who will carry out the investigations, along with determining the team's schedule to carry out the investigation on the case complaint. 4). Investigation Process; the process carried out by the Investigation Team after getting an assignment from the assistant inspector, the investigation can be carried out according to the assignment letter issued by the assistant inspector, so the team can carry out its task formally, that is visiting the reported party to explore reported cases. 5). Inspection Results Report Process; the process is carried out after the investigation team has finished its task to explore the facts of the reported case, then the team can make a report related to the conducted investigation results which is then reported to the Inspector.

To make the society complaint service more effective in the Bondowoso inspectorate, a Public Complaints Team was formed which was tasked with conducting a substantive study of the material of the complaint before being followed up with an inspection. The society complaints team is supported by the society complaints secretariat team, which is tasked with administering society complaints. There are two categories of complaints that enter the society complaints team, First, Complaints Not Supervised. Usually complaints like this material only contain suggestions, constructive criticism, etc. that are useful for improving governance and services, for this category the inspectorate is only used as information or decision-making material. Second, Complaints with Oversight Level.

The complaints system implemented in the Bondowoso Regency Inspectorate using forms that must be filled in directly at the Inspectorate office shows that it is ineffective and

inefficient because the reporter must go to the Bondowoso Inspectorate office both for individual complaints or from non-governmental organizations or agencies by bringing evidence and reporter completeness, so that when there is something less related to the complaint, they must return to the inspectorate office to complete the shortcomings. On the other hand, the Bondowoso society found it difficult to access information related to the complaint requirements and their completeness. The implementation of society complaint services carried out needs to improve the quality of services so it is more effective and efficient, considering that reporting services still use the old and manual methods, by using letter and come directly to the Inspectorate office, that is the reason some people are reluctant to report a problem related to government. The society also still feels difficulties or does not understand the flow of complaints, information on complaints, and to whom to complain about this, given the difficulty of obtaining information on complaints.

3.2 Enhancement Service Quality Through e-Governance

Quality is conformity to the requirements of demands both the its use suitability, improvement and its perfection so it can have good effect (Tjiptono, 2006). Triguno defines quality as a standard that must be a group of organizations regarding the quality of work resources, the quality of work methods, processes and results of work or products in the form of goods and services (Triguno, 1997). Quality has a meaning satisfying to those served, both internal and external, in the sense of fulfillment optimally from the demands or customer requirements or society. So the dimension used as a guideline for measuring the quality of public services according to Zeithaml, and friends; First; Tangibles is the quality of service in the form of physical appearance. Second; Reliability is the ability and reliability to provide reliable and accurate services. Third; Responsiveness is the ability of employees to help and provide services quickly and precisely, and are responsive to the wishes of the society and not bound by time and space. Fourth, Assurance (guarantee) is the ability and friendliness and courtesy of employees in convincing consumers. Fifth; Empaty is a strict but caring attitude from employees towards the society (Pasalong, 2013).

To that end, the Bondowoso district Inspectorate made efforts in order to improve the service quality for society complaints carried out with various efforts. One of them is the use of Electronic Government (e-government), advances in information technology as part of globalization inseparable from modern society as it is today which has brought great demands for the society on the government as a service provider to be more open, more effective and efficient in implementing the task of governance, and also provide facilities for access to information, especially information about government. Thus encouraging the government to implement a good governance concept.

Utilization of e-Government is actually how to provide services through electronic (e-service), such as through the internet, cell phone and computer networks, and multimedia (Rust & Kannan, 2002). Through the development of e-Government, in line with that also carried out the structuring of information management systems and public service processes by optimizing the use of information and communication technology (Rusli, 2004). So there are at least three main characteristics of e-Government, namely: first, is a new mechanism of

interaction between the government and the society and other stakeholders. secondly, it involves the use of information technology (especially the internet and cellular networks). third, improve the quality of public services.

The Bondowoso Regency Inspectorate considers that it is necessary to utilize e-government in society complaints because the implementation of e-Government is expected to provide benefits for the society, the use of e-government by the Bondowoso inspectorate is called SIPEKA, (case complaint information system) so that individual complaints, from agencies, or Non-governmental organizations don't need to bother coming to the Bondowoso inspectorate to get a complaint service. The society simply needs to open the Bondowoso Inspectorate Web and open the SIPEKA application as shown in Figure 1 and fill out the form as shown below online anywhere and anytime.



Figure 1. Home View of SIPEKA

Formulir Pengaduan

Data Pelapor

<input type="text" value="Nama Pelapor"/>	<input type="text" value="Nomor KTP"/>
<input type="text" value="Alamat Pelapor"/>	
<input type="text" value="Organisasi Pelapor"/>	<input type="text" value="No. Telpn / HP"/>
<input type="button" value="Choose File"/> No file chosen	Lampirkan Scan KTP Pelapor (Wajib)

Data Terlapor

<input type="text" value="Nama Terlapor"/>	<input type="text" value="Nomor NIP/KTP Terlapor"/>
<input type="text" value="Alamat Terlapor"/>	
<input type="text" value="Organisasi Terlapor"/>	<input type="button" value="Choose Files"/> No file chosen
Lampirkan Berkas Pendukung Pengaduan (Wajib)	

15 + 13 =

Figure 2. Complaints Form

With the existence of this SIPEKA information system, the community and the government

will get several benefits: First, better service for complaints to the public and managers (inspectorate). Complaints, information, and services can be accessed 24 hours, 7 days a week, without having to wait until the office is open. Information can be searched everywhere, even at home, without having to come to the office physically. Second, the improvement of relations between the government, community organizations and the public, this is due to the openness (transparency) of complaints is received or rejected, so it is expected the relations between various parties will be better and eliminate mutual suspicion from all parties, considering the complaints can be accepted or not with the reason which could be accessed by the complainant. Third, community empowerment through information which is easily obtained, so that the community participates in overseeing the running of the government. With sufficient information, the public will learn to be able to make choices related to using an online system or come directly to the inspectorate's office. Fourth, the implementation of more effective and efficient governance, because both of complaints or inspectorates that respond to complaints begin at the stage of the Complaints Process, the Verification Process, the Assignment Process, the Investigation Process, and the Inspection Report Process can be carried out by SIPEKA so that this makes the community and government administratively it is easier to access and make complaints.

Fikram said in his research results the application of e-government in online services can be reviewed from 3 (three) indicators which then have sub indicators, namely: 1) service providers which include: a) reliability b) efficiency and c) Support. Next to the second indicator). Service users are: a) ease of use, b) communication and c) intensive. Then in the last indicator, 3. Service channels are: a) linked links, b) security and c) content. (Fikram & Ma'ruf, 2019). From those indicators, the Inspectorate of Bondowoso has also designed SIPEKA with several considerations related to the First, service providers; provide convenience with a variety of services can be received 24 hours 7 days and is supported by adequate apparatus and infrastructure to optimally support SIPEKA. Second, service users; people are given the choice to use services using SIPEKA anywhere, anytime and for people who are unable to come directly to the Inspectorate office and the Third, service channels: open links for people who already have a KTP (identity card) and guaranteed security related with the report.

Improving the quality of public complaint services conducted by the Inspectorate of Bondowoso through the SIPEKA application is also needed to improve matters relating to the use of the SIPEKA system including:

1. The improvement of Facilities and Infrastructure. Considering the importance of facilities and infrastructure in improving the quality of complaint services must strive to continue to improve adequate facilities and infrastructure because the use of information technology is constantly evolving so that quality improvement does not stop at the SIPEKA application system.
2. Improving the Quality of Supervision Human Resources. Civil Servants are demanded to have high skills, expertise, responsibility and discipline in carrying out their duties, bearing in mind that the complaint service system continues to develop and human

resources must understand and know it. Thus, the competencies of civil servants within the Inspectorate are expected to provide better service to public complaints.

3. Improving the SIPEKA Community Complaints Handling System. To improve the quality of the implementation of public complaints services in the Inspectorate in particular the handling of public complaints, the improvement of operational service standards that govern them is needed and harmonized based on the needs and aspirations of the community.
4. Improved Handling of Follow-Ups to Audit Results. Handling public complaints will lead to follow-up on the results of the examination, as a concrete step to resolve the problem that has been complained to the government. Therefore, the report on the results of the handling of public complaints must be followed up with act of treasury demands and claims for compensation; civil actions; criminal action complaints; and actions to improve the management of the institution concerned.

What the Bondowoso district Inspectorate did is in line with the results of research that discusses the influence of e-government quality on e-filing user satisfaction by the op taxpayers case in Surakarta Indonesia in 2019 showing that (1) the Government of Indonesia is working on improve the quality of service by promoting effectiveness, efficiency and transparency through E-Government, (2) the need for systems such as E-filing products as an E-Government system to improve effectiveness and efficiency, (3) System quality and service quality have a positive effect on satisfaction E-government users. So it becomes very important and improves the quality of services through the use of e-government products (G. S. Utomo & Wijayanti, 2019).

Besides of improving complaints services through e-government, it is also necessary to anticipate problems in the implementation of their use as well as the development of information technology which can cause suboptimal quality of services to the public. This is due to the limited ability of the usage of the information system by the apparatus, therefore it is necessary to increase the apparatus resources through SIPEKA training for its managers, socialize the usage to the public, and provide IT-based facilities and infrastructure, so that the administration of government in the Bondowoso Regency Inspectorate can run well, efficiently and effectively.

A research related to problems that become obstacles in the quality of public services in the field of population administration in the Pasirjambu sub-district, which is related to the First human resources / apparatus who are required to have knowledge, skills and innovative in carrying out their duties as public servants. Second, it's related to public awareness for joining together to contribute to the system which would be implemented. Third, facilities and infrastructure should be fulfilled in accordance with the needs and desires of the society and the government to ensure the implementation of the program to be run (Rukayat, 2017).

Improving the quality of services and e-government utilization (SIPEKA) conducted by the Bondowoso Regency Directorate is part of realizing good governance, because good governance basically becomes a impossible case without the participation of all the people

based on the same commitment, upholding the principle of the nation-state with strict differences between private affairs and public affairs. Therefore, to encourage community participation there needs a forum for public complaints about the existing biroration services so that people feel responsible for the creation of good governance (Ibad, 2018). Because good governance, there are 5 (five) main elements or indicators that must be fulfilled and demanded for the establishment of good governance, namely "Rule of law, accountability, transparency or openness, professionalism, and participation" (W. Utomo, 2012).

From those indicators above will be explained in detail, as follows: 1) Rule of law Means that there is guaranteed legal certainty and a sense of justice for the public and private parties in this case the complaint system must be impartial or indiscriminate. 2) Accountability means able to be responsible and accountable for all carried out activities. The SIPEKA system provides accountability for those who report and are accepted or not by the reason. 3) Transparent or openness Means that it does not only lead to a clear mechanism of formulation, implementation and evaluation of complaints to submit responses, proposals, or criticism. 4) Professionalism refers to the skills, abilities and competencies that must be possessed by all components of the responsibilities and tasks assigned to them. 5) Participation It has meaning, the formation of access for all components or layers to participate or be involved in decision making.

4. Conclusion

Improving the quality of public complaint services carried out by the Bondowoso District Inspectorate is through a process that aims to provide the type of service that takes care of things needed by the community both the fulfillment of civil rights and the fulfillment of the basic needs of the community. In the implementation of public services, absolutely there are many obstacles faced including the availability of facilities that are still lacking to support the implementation of an effective and efficient complaints system. For this reason, the Inspectorate of Bondowoso Regency has improved the quality of complaints services through the usage of e-government named SIPEKA. In other side, it is also carried out a step for improving the community complaint system through improving facilities and infrastructure, improving the quality of the surveillance apparatus human resource, improving the complaint handling system for the civil society, and increasing the handling of the follow up to the results of the examination. Improving the quality of services and the usage of e-government is a part of realizing good governance, because basically good governance is an impossible case without the participation of all people on the basis of a shared commitment, upholding the principle of the nation-state with a clear distinction between private and public affairs.

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Glossary

SIPEKA: Case Complaints Information System

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