



Public Service Complaints Through Electronic Communication Media in The Era Of Digital Democracy in South Sumatera Province: Political and Public Policy Analysis

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Abstract. *The development of communication and information technology currently has a major impact on the pattern of public complaints about public services which in the era of digital democracy are inseparable from the dynamics of regional government. The presence of regulations regarding public services through Law Number 25 of 2009 and various derivative regulations in the implementation of regional government is an important part of moving towards a more democratic life. This study aims to discuss the policy of the South Sumatera Provincial Government in handling public service complaints through electronic communication media in the era of digital democracy from a political and public policy perspective. The study uses a combination of normative legal methods and secondary data analysis. The study concludes that politically, handling public complaints about regional government services is a positive thing. In the context of digital democracy and the quality of public services, the response of the regional government to public complaints is a measure of good governance. The issuance of Regional Regulation Number 3 of 2013, Governor Regulation Number 26 of 2016, and Governor Regulation Number 9 of 2022 are concrete manifestations of public policy. As a product of the political process, this is substantively related to public services and public complaints in the digital era. The existence of an electronic complaint channel regarding public services opens up space for increasing public awareness of their rights. Political life will be more democratic when communication between the government and the people runs functionally. There are several regional policy substances that need to be improved.*

Keywords: *Digital democracy, Public policy, Communication, Public services, Politics.*

1. INTRODUCTION

The history of politics and government records that there have been fundamental changes in the governance system, including regional government along with the resignation of President Soeharto from the leadership of the country. The agenda of political and constitutional reform that has been rolling since 1998 as a new episode in communication between the government and the people, has changed many things in the pattern of managing state power. The people's demands for their rights are increasingly gaining ground along with the issuance of various regulations in the form of laws that are able to push towards democratization in various aspects of national life. Some of which are worth mentioning are Law Number 39 of 1999 concerning Human Rights, Law Number 25 of 2009 concerning Public Services, Law Number 37 of 2008 concerning the Ombudsman of the Republic of Indonesia, and Law Number 14 of 2008 concerning Public Information Disclosure. One aspect of human life that is related to several of these state regulations and concerns the public interest is the right to receive services from the government.

In line with the status as a democratic country and a country of law as stated in Article 1 Paragraph (2) and Paragraph (3) of the country's constitution, it is clear that the people as sovereign owners have the right to receive the best service from the government that has been given the mandate to run the government, including from the regional government. The people also have the right to demand and submit complaints when they do not receive adequate service regarding their interests. The birth of the Ombudsman of the Republic of Indonesia based on Law Number 37 of 2008 has further encouraged opportunities for the people to obtain their rights. Through the supervisory role inherent in its institution, the Ombudsman can be an effective channel to ensure that people's complaints have received a positive response. This is increasingly prominent when electronic and digital media have become an integral part of the implementation of regional government duties, and have an impact on the nature of communication between regional governments and the people.

The ramification of the explosive development of communication and information technology today shows that human activity is very closely related to information. Alvin and Heidi Toffler put forward aspects that have a great influence on the Third Wave economy in the form of knowledge or science, which is broadly defined as data, information, images, symbols, culture, ideology and values. The value of a company's success in this era lies in its capacity to acquire, produce, distribute, and apply knowledge strategically and operationally (2002:36-37). The management of regional government, including in building its relationship format with the community, of course cannot be separated from the development of this organizational environment.

Technology in modern society gives birth to extraordinary productivity, the most obvious of which is information productivity. Every second that passes, hundreds or even millions of pieces of information are produced by humans (Priatna, 2018:94). The ability of regional government organizations to adapt to this development is a necessity. According to Prianto, information technology is advancing rapidly along with the development of communication processes in the information society. In a short time, people who communicate can enrich their information insights, so they can change their perspectives quickly, because of the influence of information in social, economic and political interactions (2012:26). This has an impact on the relationship between local governments and the people in the context of democratization. Complaints and complaints from the people regarding the performance of government services are greatly influenced by their knowledge based on the information they have at all times.

In the regional government in South Sumatera Province, the existence of regulations as regional policies in the form of Regional Regulations and Governor Regulations concerning the mechanism for public complaints regarding services provided by the regional government is very politically meaningful. The regional policies are Regional Regulation Number 3 of 2013 concerning Public Services, Governor Regulation Number 26 of 2016 concerning Guidelines for the Implementation of Public Service Standards within the South Sumatera Provincial Government, and Governor Regulation Number 9 of 2022 concerning Guidelines for Managing Public Complaints Through Electronic Communication Media. This study aims to discuss the policies of the South Sumatera Provincial Government in handling service complaints through electronic communication media in the era of digital democracy from a political and public policy perspective.

2. METHODS

This study uses normative legal methods and literature review. The focus of the normative legal method is on all regulations of the South Sumatera Provincial Government as public policies that are directly or indirectly related to citizens' rights to government services. The regional government regulations that are the focus of the study are Regional Regulation Number 3 of 2013, Governor Regulation Number 26 of 2016, and Governor Regulation Number 9 of 2022. In addition, several state policies in the form of Law Number 25 of 2009, several other related laws, and several other government regulations that are relevant to the focus of the study.

The researcher conducted a literature review through the procedure of collecting, classifying, and reviewing various documents, in the form of books, journals, reports, papers, website news and other sources of information that are relevant to the research objectives, which then draw a conclusion. In this regard, the analysis was carried out with a political and public policy perspective.

3. FINDINGS AND DISCUSSION

Profile, Hierarchy and Policy Context

Regional Regulation Number 3 of 2013, which was stipulated on March 19, 2013, consists of 52 articles and is an elaboration of several state and government policies. Some of them are Law Number 14 of 2008, Law Number 25 of 2009, Government Regulation Number 65 of 2005, and Government Regulation Number 96 of 2012. The existence of several state and government regulations shows the hierarchical structure of state policies in the form of

laws and regulations as stipulated in Law Number 12 of 2011. The context of regional policies in the form of regional regulations is to improve the quality of public services and protect citizens from abuse of authority in the provision of public services.

Governor Regulation Number 26 of 2016 consists of 9 articles, stipulated on September 13, 2016, which refers to several state and government regulations related to public services. Some of them are Law Number 25 of 2009, Government Regulation Number 96 of 2012, Regulation of the Minister of Administrative and Bureaucratic Reform Number 15 of 2014, and Regional Regulation Number 3 of 2013. This shows the existence of a hierarchical arrangement of public policies in the field of government services to the community, as desired by Law Number 12 of 2011. The context of this policy is the need for public service standards in order to improve the quality of public services provided by the South Sumatera Provincial Government.

Governor Regulation Number 9 of 2022 was stipulated on May 24, 2022, consisting of 18 articles and is an elaboration of several state and government policies regarding public services and digital government. Specifically, this policy is a mandate of Article 23 Paragraph (4) letter e of Law Number 25 of 2009, Presidential Regulation Number 76 of 2013 concerning Management of Public Service Complaints, Article 67 Paragraph (1) of Presidential Regulation Number 95 of 2018 concerning Electronic-Based Government Systems, Article 4 Paragraph (2) of Permenpan RB Number 46 of 2020, Permendagri Number 52 of 2011 concerning Standard Operating Procedures in the Provincial and Regency/City Government Environments. This is a logical consequence of the hierarchical policy order as mandated by Law Number 12 of 2011. The context of this policy is the need for management and implementation of electronic-based public service complaints.

Thus, cumulatively, this shows the existence of a policy hierarchy as stated by Bromley (1989:32- 33). This is because Law Number 25 of 2009 can be placed at the policy level, Government Regulation Number 96 of 2012, Presidential Regulation Number 76 of 2013, Presidential Regulation Number 95 of 2018 and Permenpan RB Number 46 of 2020, and Permendagri Number 52 of 2011 are at the organizational level. In addition, there are Regional Regulation Number 3 of 2013, Governor Regulation Number 26 of 2016, and Governor Regulation Number 9 of 2022 at the operational level. .

Policy Substance

As is common with public policies that have clear objectives, Regional Regulation

Number 3 of 2013 also has objectives stated in Article 3, namely to realize legal certainty in fulfilling the rights of the community to obtain quality, integrated and sustainable public services; to realize quality, integrated and sustainable public services; and to organize accountable public services both legally and publicly. The existence of regulations regarding these objectives has strategic value because it will guide all policy actors in contributing to achieving the established policy objectives.

Regulations on organizational and institutional aspects of public service provision are regulated in Articles 10, 11, and 12, and this is very significant in terms of ensuring effective achievement of objectives. This not only regulates tasks but also the obligations and responsibilities of each element of the organization. The obligation to conduct periodic and continuous evaluations as regulated in Articles 14 and 15 is an important part of this policy. With these stages, the governor as the supervisor of public service provision can ensure the level of success and achievement of the established policy objectives.

This regulation also regulates various aspects of public complaints regarding services provided by local government institutions and apparatus, as stated in Article 42, Article 43, and Article 44. This is important, because from a public policy perspective by adapting Dunn's opinion on the Public Policy System, then between policy actors and institutions as Policy Stakeholders with the policy environment in the form of public hopes and aspirations as the Policy Environment (1981:46). This is also described in Article 46 which regulates the role of the community from the preparation of public service standards to evaluation and awarding.

Utilization of information technology in the 21st century is something that cannot be avoided by all government institutions, including the local government of South Sumatera Province. Therefore, the regulation regarding the utilization of information technology as stated in Article 45 shows the sensitivity of local governments to the technological environment. However, the provisions of Article 45 Paragraph (1) should be more imperative, not just a secondary policy. This is important to emphasize, because the use of information technology in public services today, as well as the mechanism for managing public complaints is something that is urgent and primary.

Governor Regulation Number 26 of 2016 as stated in Article 2 Paragraph (2) aims to improve the ability to prepare service standards; improve the quality of public services; and provide practical references for evaluating public services. This is important for achieving policy objectives, because this regulation also comprehensively regulates the purpose of public service standards and their benefits for organizers, implementers, decision makers or those responsible for public services. From a public policy perspective, it is also important to regulate

the evaluation stage of public service performance, as regulated in Articles 4 to 8, including methods that can be used, namely document analysis, surveys, interviews, and/or observations.

As a form of public policy, Governor Regulation Number 9 of 2022 also has the objectives as stated in Article 3, namely to ensure the implementation of effective and efficient public complaint services that can be accounted for. This is important, because as stated by Anderson, public policy is an action that is goal-oriented (1978:3). In addition, more operationally, the objectives of this policy are realized as targets for managing public complaints as stated in Article 4.

The regulation of the types of electronic communication media used as stated in Article 7 Paragraph (1) consists of online-based media and non-internet-based media. Online-based media include the www.sumselprov.go.id application, via an Android-based mobile phone application and Instagram media with the account name of the South Sumatera Provincial Government. Non-internet-based media include the Lapor-Sumsel SMS media via number 1708, and the front desk media at the SP4N-LAPOR Management Team secretariat at the Provincial Communication and Information Service. From a public policy perspective, this is in line with what Edwards III put forward regarding policy implementation factors, including facilities (1982:10).

The regulation regarding the material of public complaints as stated in Article 8 Paragraph (1) is basically related to the condition of public services by government officials or institutions, which are not in accordance with laws and regulations. The public complaint material is classified into two, namely infrastructure and non-infrastructure, which according to Anderson is a substantive policy (1978:11). The smooth achievement of policy objectives will also be determined by the readiness of organizational units that must technically carry out tasks in accordance with established policies. Therefore, the existence of a Public Service Complaint Management Team consisting of provincial public service complaint management and unit public service complaint management, as stated in Article 9, is very important and strategic.

In this regard, Jones stated that the organizational aspect is one of the stages in implementing a policy or program (1984:166). Likewise, the tasks inherent in the two levels of the Public Service Complaint Management Team as stated in Article 10 Paragraph (2) and Article 11 Paragraph (2) are important aspects for the effective implementation of the policy. This is because the tasks inherent in each organizational unit as stated by Henry Fayol (Robbins, 1990:36), will be attached to authority and responsibility, and in the context of public policy, this authority as written by Edwards III is one type of resource for the effective

implementation of public policy (1982:10). The existence of the South Sumatera Provincial Communication and Information Service regulated by Governor Regulation Number 82 of 2016, which has been amended by Governor Regulation Number 7 of 2017, also strengthens the structural aspect of this policy.

The existence of regulations regarding monitoring, evaluation and reporting as stated in the title of Chapter VI is also strategic for the effective implementation of the policy. This is because, as stated by public policy experts, this policy evaluation is the final stage that must be carried out to ensure the achievement of policy objectives (Jones, 1984:196, Anderson, 1981:151, Dye, 1987:349). Likewise, it is important and significant to have regulations regarding financing for the implementation of this gubernatorial regulation, which among other things comes from the Regional Revenue and Expenditure Budget (APBD) as stated in Article 16. This is because adequate budget support is one of the resource elements as a factor that supports the achievement of policy objectives, as stated by Edwards III (1982:10).

Chapter II of Governor Regulation Number 9 of 2022 is entitled about types of public information, but its substance is inconsistent. This is because as stated in Articles 6 and 7, it does not regulate public information, but regulates six principles for managing public complaints and two types of electronic communication media. This inconsistency in policy implementation will be an obstacle, because as stated by Edwards III that in the communication variable as something that must be considered in policy implementation, clarity and consistency of the message conveyed are very important (1982:10). The same thing is also seen in the title of Chapter IV, namely the National Public Service Complaint Management Team. The term "national" in the title of the chapter is inconsistent, because the substance regulated as stated in Article 9, Article 10, and Article 11 is about the management of provincial and unit public service complaints.

Political Dimension of Public Service

Quality public service shows the extractive capability of an adequate political system, because the government is able to process various inputs from the environment into outputs in the form of programs, services and policies in various forms. Management and service of every public complaint using electronic communication media, carried out by the provincial level and each regional work unit, will contribute positively to the government's reputation in the eyes of the public. On the other hand, this also shows the responsiveness of the South Sumatera Regional Government to the inevitable consequences of the emergence of an information society as something that is inseparable from the state's attention in the implementation of

government. Politically, this is seen as stated in the considerations "Considering" letter d of Law Number 14 of 2008 concerning Openness of Public Information, that one of the considerations is that the management of public information is one of the efforts to develop an information society. The implementation of government functions, including in services and development, cannot be separated from the existence of information as something that is needed by every citizen. This service includes managing public complaints when they receive less than optimal services as mandated in Article 12 of Governor Regulation Number 9 of 2022.

The existence of regulations in the Governor Regulation Number 9 of 2022 concerning public complaint media as referred to in Article 7 and the public complaint management mechanism as stated in Article 12 shows the government's sensitivity to the development of public insight as a direct impact of regulations on public information which is the right of the community. In order to realize effective communication between the government and the community, public information is very significant for the effectiveness of government. This is in line with the definition of public information as referred to in Article 1 number 2 as information produced, stored, managed, sent, and/or received by a public body related to the organizer and administration of the state and/or the organizer and administration of other public bodies in accordance with this law and other information related to the public interest. In this regard, one type of people's needs and interests is the provision of public information services that must be provided by all public bodies, as well as channels and mechanisms for submitting complaints and grievances they experience. Information management and public complaint management in South Sumatera are in line with the provisions of Article 12 Paragraph (2) of Regional Regulation Number 3 of 2013.

In the relationship between the regional government and the people, it is clear that the current fact in daily human activities has placed information as something that greatly determines the direction of their lives. With the use of various media and information and communication technology devices, to a certain extent an information society has been built. According to Ratna et al., this information is marked by the reality of human life that is always attached to computers and telecommunications. Information becomes something important, becomes a product that is offered and is a raw material that will be processed into new, more useful information (2004:74). The South Sumatera regional government responded to this by issuing Regional Regulation Number 3 of 2013, which among other things regulates that information technology can be utilized to improve the effectiveness and efficiency of public service delivery as stated in Article 45.

According to Habibah and Irwansyah, social interaction takes place very quickly and the characteristics of an information society are the need for information, the use of information technology in various activities, and the ability of humans to exchange data digitally quickly and remotely (2021:361). The commitment of the regional government to provide access to documents and information is also described in Article 47 of Regional Regulation Number 3 of 2013, so that politically it can meet democratic criteria in the implementation of regional government. Globalization has an impact on changes in all aspects of people's lives, including the field of information technology. The endless flow of information technology, from internet networks to wireless to digital landline telephone systems, continues to change the way of communicating from traditional to modern (Farida, 209:40).

The development of an information society as expected in the consideration of "Considering" Letter D of Law Number 14 of 2008, will be faster and stronger when the management of public complaints about public services has become an integral part of the daily tasks of all regional government institutions in South Sumatera. The perception and understanding of the people of South Sumatra regarding information and its use to achieve their life goals, including when conveying their complaints and aspirations to the regional government, has influenced the quality of their lives as citizens of a very competitive information society. In the concept of information, according to Purwaningtyas, increasing the meaning of information refers to knowledge, whoever masters knowledge will rule the world. Knowledge that contains information becomes an extraordinary power because it is a valuable resource and has value (2022:8).

Currently, some of the people of South Sumatera are familiar with various information and communication technology devices which are major contributors to the formation of an information society as well as a digital society. In this regard, Damanik stated that there are several factors that drive the formation of an information society, including the dynamics of information and communication, the development of computer technology, and the development of communication technology (2012:79). In the development of today's society, this will continue to grow along with the community's need for information and the need to use various accompanying digital devices. The community will certainly and must utilize various available media in submitting their complaints, as regulated in Article 7 of Governor Regulation Number 9 of 2022 when receiving unsatisfactory service. Wahyuni explained that contemporary society is facing much more complex issues than previously. Information and communication technology, the main motors of information society, have contributed to this increased complexity (2019:10).

As an integral part of Indonesia as a democratic state and a rule of law, the South Sumatera Provincial Government is required to continue to encourage a more democratic, open and accountable government through effective communication with the people, including by fostering participation. Politically, the provisions of Article 6 of the Governor's Regulation Number 9 of 2022, which outlines the importance of apparatus and institutions complying with the six principles of public complaint management, basically require the presence of a government built on the basis of transparency, participation and accountability in an effort to build an increasingly democratic government. In the current era of the industrial revolution 4.0, humans have been spoiled with a variety of very sophisticated information media, thus creating a global village. In this context, social control and public participation have transformed into something that can be very fast, cheap and effective. In the context of participation, Klymchuk et al., state that determining elements of citizen participation using information and communication technologies are posting information about government activities on government websites (e-information); interactive discussion by citizens on the websites of government agencies of the problems of society development (e-consultations); government response to e-petitions of citizens (e-decision making) (2021:5).

Public Service in Digital Democracy

In political science literature, it is understood that democracy as a type of political system that takes place in a country, among others, requires openness, participation, public control and accountability. Democratic life found its momentum to start developing since 1998 along with the spirit of reform, which among others was marked by the issuance of laws on human rights, public services, openness of public information and broadcasting. The challenge is that the political system that is based on *demos* and *cratos* appears with a new face, including in the implementation of government in South Sumatra in the form of the political environment that surrounds it, in the form of increasingly diverse information and communication technology devices used by the community. This sociological reality then gave birth to a new terminology called digital democracy, which has had an impact on the obligation to adapt that binds all regional government institutions. Democracy today does not only require the right of every citizen to receive information as stated by Dahl (1985:18) about several institutions that must exist in a democratic regime. This has broader implications, in the form of the capability and adaptability of all government organizational units in South Sumatra to be democratic by carrying out government functions digitally.

The society and government in South Sumatera are inseparable from the fact that as

part of the global society, they have been, are being and will be affected by developments in various parts of the world. This is manifested in all physical technological products created by humans as homo sapiens and homo faber which have greatly facilitated and accelerated the achievement of various life goals, including in the field of regional government. In the daily lives of the community, it is almost imperceptible that in the last 15 years, the term digital democracy or electronic democracy (e- democracy) has emerged as a new way of carrying out political and government activities. The current era of digital democracy will be a gamble for all regional government institutions in South Sumatra in providing services that include public goods services, public service services and administrative services as regulated in Article 6 of Regional Regulation Number 3 of 2013. In this context, Mendez characterizes e-democracy as a process which first involves the explicit introduction of ICT's into the democratic realm and, secondly, provides techniques (or strategies) geared towards particular normative goals. These goals can include transparency of the political process, citizens' involvement and participation, and opinion formation via new spaces of information and deliberation (Kotsiopoulos, 2009:A-7).

Digital democracy provides space for criticism, complaints, grievances and expressions of public dissatisfaction with the services provided by local government organizations. This is especially true with the ease and speed with which citizens can now convey their complaints, criticisms and hopes to local government institutions. This is especially related to the management of educational documents, health services, business permits and population document services. There is a demand that local government agencies are required to respond immediately and openly, because if this is not done, the lack of concern and lack of responsiveness of the local government will soon go viral in cyberspace. In this regard, all regional apparatuses entrusted with the tasks listed in Article 11 Paragraph (1) of Governor Regulation Number 9 of 2022, especially the Communication and Informatics Service apparatus, play an important role as the most prominent policy actors in providing services to the public.

There is optimism for the development of a more democratic government in South Sumatera, along with the new paradigm in terms of democracy. This is also a challenge to all local government organizations so that the two-way communication flow as required by democratic governance can be realized in all stages of development and service to the community. This is because in fact the current growth of democracy will be predominantly demonstrated by the active role of internet citizens in providing criticism and expectations to the government. A. Brack and P. Noble describe e-democracy as the use of the internet by

government, political parties, and advocacy groups to provide information, communicate, deliver services, or boost participation to generate a more robust debate among citizens (Kardan, and Ayooob Sadeghiani, 2011:467).

Political communication between institutions in the political infrastructure and political superstructure with citizens in handling complaints about public services will be predominantly carried out using digital technology devices. Digital democracy according to van Dijk as the pursuit and practice of democracy in whatever view using digital media in online and offline political communication (Hennen et al., 2020:16). All government institutions in South Sumatera, especially those related to communication, information and public information disclosure are required to continue to improve their service roles for the welfare of the community, including in handling complaints. The enthusiasm of the community in this digital era will continue to grow with the hope that they will continue to uphold ethics in digital media. Therefore, the hopes contained in the considerations of "Considering" in the three regional policies in South Sumatera which basically expect increasingly quality public services, openness and accountability as one of the important characteristics of a democratic country, including in the implementation of regional government in South Sumatera, will be fulfilled.

Regarding the benefits of information technology for democracy, T. Gross stated that technology should facilitate democracy and increase participation criteria in three main fields: public access to information, participation in open discussion, and electronic voting (Kardan and Ayooob Sadeghiani, 2011:468). Therefore, Article 45 Paragraph (1) of Regional Regulation Number 3 of 2013 which states the use of information technology in the provision of public services is the right thing to do. The information society in South Sumatera is characterized by, among other things, the increasing criticality of citizens in responding to various policies made by the local government. On the other hand, this social reality is an indicator of the success of regulations on government services within the framework of openness of public information in the form of increasing awareness of citizens of their rights to obtain service rights and the right to complain about dissatisfaction.

In this regard, regarding information services, Muhaimin stated that the initiative of citizens in each region is very important, which is influenced by their understanding of their rights to public information, and their knowledge of the mechanisms for complaints, demands and disputes (2018:224). In the framework of political development, the ultimate goal of which is the growth of a democratic political system, the current development of digitalization greatly

contributes to the increasing quality of democracy. In relation to the support of information technology for this democratic process, Liden and

Avdic stated that there are seven areas, including support for communication, support for human networks, support for efficiency, support for political decisions, support for authority decisions, support for community service, and support for public insight (Kardan, and Ayoob Sadeghiani, 2011:468).

As part of public servants, who must be alert to every complaint from the people, all regional government apparatuses in South Sumatera must be responsive in utilizing the new phenomenon in the form of sophisticated information technology today, to accelerate the realization of good governance. Watat and Gideon Mekonnen Jonathan stated that as public organizations embrace digital transformation to improve service delivery to their citizens, many have also recognized an added benefit of information technology enabling civic participation. A recent phenomenon, E-democracy, has attracted researchers and practitioners' attention, given its potential in democratizing political communications and processes (2021:1). The measure of the success of South Sumatera regional government institutions in the field of communication, especially in handling public complaints about regional government services, should not be trapped in routine and quantitative matters. What is more fundamental is the challenge that must be answered with organizational performance in the form of a stronger comprehensive understanding of the community regarding their rights to the government's response to handling public service complaints. With this, political democratization will continue to develop because there is constructive two-way communication between all South Sumatera regional government organizations and the community.

The existence of a new form of social interaction based on this digital platform has a major impact on the interaction between citizens and the government in political life, including in building democracy in the South Sumatera region. These sociological and cultural facts must of course always be a serious concern for all levels of local government in implementing all the provisions contained in these three regional policies and their technical regulations. In this regard, the analysis of 15 case studies conducted by Grazian and Hendrik Nahra, among others, concluded that citizen-driven e-democracy tools do work and that they help provide a new way for people to participate in a collecting governance exercise and by doing so, improve democratic processes (2020:46). To realize good governance that among others relies on openness and participation, the diversity of digital formats in local government communication with the public in terms of complaints about this service must continue to be utilized appropriately in order to support better quality democratization. In this regard, Freeman and

Sharna Quirke stated that using information and communication technology to facilitate democratic practices does, however, offer opportunities to take the next step in broader democratic reform to shape the future of democracy. For this reason, e-democracy and the implications that stem from the observations presented in this article are important for governments to understand in order to advance current practices (2013:150).

This also affects the format of regional government services in responding to public aspirations regarding the need for government responsiveness to every public complaint. All provincial government apparatuses have become very strategic policy actors and an integral part of the democratization flow that has been taking place since 1998. All regional government institutions in South Sumatera, including several independent institutions in the region, such as the KPU, Information Commission, and Broadcasting Commission, are required to always be responsive and adapt to complaints and grievances from the people as holders of sovereignty in the country. Rahmadany and Mansyur Ahmad stated that the adoption of electronic governance in the public sector has created a revolution in the government's administration and contributed to the improvement of accountability, efficiency, and transparency (2021:22). The existence of increasingly effective communication regarding the mechanism for resolving complaints about services between the regional government of South Sumatera Province and the public, as regulated in Article 12 of Governor Regulation Number 9 of 2022, is necessary for the spirit of openness of information. This will have an impact on the increasing reputation and accountability of the regional government as the recipient of the people's mandate in a democratic country.

As a subsystem of national political life, an increasingly democratic governance and political order in the regions will certainly contribute positively to the dynamics of democracy nationally. In South Sumatera Province, which is geographically the largest in Sumatera, with a population of 8.3 million and with 13 districts and 4 cities currently as a province with very multi-complex problems, efforts to create a more democratic political life order that is compatible with the technological environment must certainly be carried out seriously. Alwajih mentions that there are three main points of tension in principle, in the application of e-democracy in Indonesia. First, e-democracy only facilities or means to achieve the objectives of state administration through information and communication technology. Second, the difficulty of distinguishing goals and means impacts the uncertainty of the foothold of implementation e-democracy in Indonesia. Third, although it is still in transition, the increasing number of internet users and the emergence of various forums in cyberspace evoke optimism for electronic democracy (Aziz and Sofia Hasna, 2020:472). Of course, the establishment of

an information society and digital democracy, which is marked by the increasing use of social media with electronic devices, must be responded to by political and administrative decision makers in South Sumatera. In a political context, especially regarding public complaints, this is to further encourage efforts to realize a more democratic regional government system.

Several experts who have conducted research in several countries have confirmed that information and communication technology has had a very big impact on human interaction and relations between local governments and the people. Esselimani's study in the Maghreb countries concluded that explicitly indicate that e-government is indeed positively associated with participatory democracy. Therefore, the performance of governments in the Maghreb countries plays a crucial role in stimulating citizen's participation. Statistical analysis confirms the relationship between e-government adoption and participatory democracy in the Maghreb (2021:6). Therefore, the issuance of Regional Regulation Number 3 of 2013 which was then followed by the stipulation of Governor Regulation Number 26 of 2016 and Governor Regulation Number 9 of 2022 can be seen as a real response of the political system in South Sumatera to the development of the technological environment. In the context of democracy and government in Iran, the results of the research by Kardan and Ayoob Sadeghiani concluded that e- democracy is a new subject that focuses on the use of IT to enhance democracy. E-government initiatives could facilitate the provision of a-democracy requirements. E-democracy could be promoted by the initiatives of e-government, but the relationship between these two matters is not based on a universal, as discussed in the case of Iran in this article (2011:471).

Challenges and Problems

From a political perspective, the implementation of regional government in accordance with its authority and the principles of democracy will support an increasingly democratic national government. Therefore, it is very important to analyze the potential for threats to national stability and national integration due to blocked communication between the community and the regional government in handling public complaints. In addition, in handling these complaints, the irresponsible use of digital communication devices by their users is something that must always receive attention from regional government institutions. The problem of the lack of attention to the community's right to receive public services and its complaint mechanisms, from a political science perspective, will be related to the true meaning of public interest as the main identity of the issuance of public policies. This arises because the problem regarding the channeling of the right to submit complaints and grievances cannot

always be handled by them themselves.

In this framework, the existence of Regional Regulation Number 3 of 2013, Governor Regulation Number 26 of 2016 and Governor Regulation Number 9 of 2022 can be called public policy, because it contains public interests concerning their right to convey aspirations in the form of complaints regarding public services. This is in line with Gerston's opinion that public policy is the combination of basic decisions, commitments, and actions made by those who hold or influence government positions of authority (2010:7). As a policy issue, public information and public information disclosure are accommodated in state regulations in the form of laws as political decisions so that they have legality for position and power in their implementation. This is in line with Anderson's opinion that in its positive form, public policy is based on law (1978:4). In relation to the power for its implementation, this is also in line with what Nugroho put forward that policy without law has no power to implement. The legitimacy of law is critical in modern democracy. It is called public accountability, which means formal agreement written for the public shall be accounted to the public (2012:63). In accordance with this opinion, another political expert, Dye, stated that one of the implications of the institutional approach or model in the study of public policy is legitimacy (1987).

In this regard, from a socio-political perspective, the citizen's right to receive services regarding complaints is one of the substantive areas of public policy inherent in the authority of local government institutions. The government, in accordance with its duties and functions as given by the constitution, provides guidance on various aspects of openness in public services, so that they can be complied with by all interested parties. In a socio-political context, Harris Jr. said that a government as an agency or social structure designed to administer the affairs of the constituents of a state or territory. Some of its functions are incorporating norms and standards into laws and regulations, and enforcing laws and regulations (1976:45). In this context, the position of the apparatus in the Communication and Information Service is very important and strategic for building communication between the local government and the community, as well as realizing their rights to public information, especially services regarding public complaints. This is because openness in public services, including in the management of complaints that must be facilitated by all institutions related to the rights of citizens guaranteed by the constitution, is essentially a public interest, so that the regulations it establishes are public policy.

This deep understanding and commitment to public interest is in line with what Anderson stated that there are several values that influence actors as decision makers in state or

government institutions, including the policy value in the form of public interest as a very essential value in political life. In the perspective of political science, all levels of the South Sumatera Provincial Government can be called policy institutions, because they refer to Howlett and M. Ramesh, that institutions as the structures and organization of the state, society, and the international system (1995:51). In relation to other elements in political life, the existence of institutions can also be called part of what Dunn calls Policy Stakeholders (1981:47), namely individuals or groups who have a stake in policies because they affect and are affected by governmental decisions. In relation to the political structure, its position is also part of the political superstructure, because it concerns its status and authority as regulated in Regional Regulation Number 3 of 2013, Governor Regulation Number 26 of 2016, and Governor Regulation Number 9 of 2022.

In the framework of a more democratic political life and building a political system that is more in line with public interests, the realization of the duties and authorities of regional apparatus in the field of public communication and information will strengthen one of the capabilities of the political system, which in political science terminology is called regulatory, extractive and responsive capabilities. Regulatory capabilities are apparent when the Communication and Information Service as regulated in Article 10 of Governor Regulation Number 9 of 2022 makes technical regulations based on established regional policies. Much more fundamental is that the measure of the achievement of this capability will be seen when all institutions in the provincial government are able to consistently enforce various norms related to the management of public complaints. It is not easy to realize quality public services, as Noer stated that realizing a professional bureaucracy that serves the public better cannot be realized quickly (2014:22).

The extractive capability of the political system relates to various things done by all institutions related to public services in South Sumatera Province to process input into output. This input includes hopes, demands, aspirations and reports made by citizens regarding the government communication process and public information that does not receive proper service from all regional government institutions. This input can be in the form of other input in various forms regarding the interests of public information disclosure. Regional government employees are challenged to demonstrate their professionalism in responding to every public complaint as regulated in Article 12 of Governor Regulation Number 9 of 2022. The rigid mechanistic bureaucratic mental attitude because it is only based on formal procedures must change into human servants who care about the public interest. In carrying out the role as executors of communication policies and public information disclosure, all government

employees, especially those who manage public complaints in South Sumatera Province, are

one of the policy actors and also as policy implementers. According to Gerston, these policy actors are those who present, interpret, and respond to those issues (2010:8).

In this context, the policy issue before the issuance of these three regional policies was the lack of openness of some regional government institutions to complaints, grievances or aspirations of the community regarding the services they should receive properly. This issue after the issuance of Regional Regulation Number 3 of 2013, Governor Regulation Number 26 of 2016 and Governor Regulation Number 9 of 2022 was the public's question and expectation regarding the seriousness of all regional government institutions in South Sumatera in responding to complaints about public information services. From a political science perspective, this issue will first become the initial embryo for the emergence of public problems and when the problem receives wide attention including from government institutions, it will enter the policy agenda. A particular issue is not certain to be very easy and will immediately become part of the discussion in the program and policy agenda, because the problems and policy issues that exist in society are often complex and complicated. Regarding the actors of this policy, Howlett and M. Ramesh stated that policies are made by policy subsystems consisting of actors dealing with a public problem. The term "actor" includes both state and societal actors, some of whom are intimately involved in the policy process, while others are only marginally so (1995:11). Decision makers in the Provincial DPRD and the leaders and apparatus of the South Sumatera Provincial Government are policy actors, who are then also required to be responsive when many problems are encountered in their implementation.

Sociologically, the role of all regional apparatuses in South Sumatera cannot be separated from their characteristics as subsystems of the social system that have regulatory functions regarding various aspects of community life, especially related to the issuance of three regional policies in South Sumatera. Talcott Parsons, calls it an integration function (Narwoko and Suyanto, 2004), which is carried out by the legal subsystem by maintaining procedures and integration between components that have different opinions, views, and moral frameworks for the formation of social solidarity (Keller, 1995:126). In the context of a political system that continues to be built to be more democratic, the input function of this political system is related to the objective conditions of society that are increasingly critical and information literate, in the form of submitting complaints because their interests are disturbed.

In a democratic country, public participation is essential for upholding people's rights, including when submitting complaints to the government. Ruswan stated that public

participation in the provision of public services is stronger when government institutions manage public complaints properly (2020). In the context of information disclosure, Anthony stated that the role of the community in overseeing licensing services can be a barometer of the level of transparency that has been carried out by an agency that issues permits (2019:496). All government institutions in South Sumatra are required to be open and responsive in managing public complaints. Noor explained that the information society is still in a limited scope resulting from the massive use of information technology. The community has not actively participated in building itself into an information society through the implementation of public information disclosure that has been initiated by the government. A critical community will participate and provide input to the government, so the government must be more open and transparent (2019:21).

Externally and from the political superstructure, this is also related to all regional government institutions in South Sumatra as one of the stakeholders in public service policies in this era of public information disclosure.

In implementing the policy of complaint form towards public services in South Sumatra, the availability of organizational resources is very important in determining its success. Takariani stated that the rapid development of information and communication technology has given birth to a new media, which can be utilized by public agencies to improve information services to the public. In reality, not all public agencies manage information based on information and communication technology, because they are constrained by infrastructure and human resources in this field (2014:38). The regional apparatus of South Sumatra Province, especially the Communication and Information Service, must certainly place this as part of its authority in responding to public aspirations regarding complaints about the services it provides. In this regard, Edwards III has reminded us of the need to pay attention to organizational resources as one of the variables for effective policies, in the form of staff, facilities, budget, information and authority (1982:10). This is a logical consequence of the development of an information society and strengthening the openness of public information as an impact of digital democracy. Maximum information dissemination must be carried out by all regional government institutions in the field of public communication and information, to convince all regional government organizational apparatuses in South Sumatra regarding the importance of responsiveness and responsibility to every complaint that arises from the public.

4. CONCLUSION

Public services are closely related to the rights of citizens and the obligations of government institutions, including the regional government of South Sumatera Province. Its response to complaints and complaints from the public regarding the services it provides is a necessity in the era of digital democracy. The development of communication and information technology has a major influence on the characteristics of public complaints and the form of local government response to them. The issuance of three regional policies in the form of Regional Regulation Number 3 of 2013, Governor Regulation Number 26 of 2016, and Governor Regulation Number 9 of 2022 is a real manifestation of public policy regarding the management of complaints about public services. The regional apparatus of South Sumatera Province has a major role in realizing an increasingly democratic regional government, which is supported by the form of complaint services through electronic communication media. There are several challenges and problems faced by this regional government institution, internal and external, in carrying out its duties and functions according to the mandate of laws and regulations. There are several regulatory substances regarding the regulation of service complaints through electronic communication media that need to be improved.

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