

Does Digital Complaint Services Match to Disable Community Needs?

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ABSTRACT

Citizens nowadays, including disable community and vulnerable group, expect the government to deliver qualified public services for all sectors. Complaints and suggestions become a mediator to improve quality of public services in order the government can fulfill services that match their needs. Thus, government in the last decade have been developing digital complaint services, such as LAKSA (Layanan Aspirasi Kotak Saran Anda – Suggestion Box and Aspiration Services) in Tangerang City. LAKSA is an integrated feature to Tangerang Live that aims to respond public complaints, including services of health, infrastructure, education, even the services delivered in the government offices. This study aims to reveal does digital complaint services in Tangerang City match to needs of disable community and vulnerable people. The methodology used by this study is qualitative method with descriptive-analytic approach. The data and information collected through 1) deep interview to LAKSA Officers and disable community and vulnerable group, 2) observation to LAKSA features, and 3) literature review to regulation and policy documents. This study will argue that digital complaint services provided by the government need to be improved by adding responsive features for disable communities and vulnerable groups. Improvement of disable community and vulnerable people engagement in the development of digital complaint service will realize inclusive public services.