

# Resolving Environmental Problems With a Local Online Complaint Mechanism

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## Research article

# Resolving Environmental Problems With a Local Online Complaint Mechanism

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**Abstract.**

The Banyumas Regency Government launched the Lapak Aduan Banyumas (LAB) initiative to facilitate the community in channeling aspirations, providing information, and submitting complaints. This program also helps with resolving environmental concerns. This study was qualitative research and data were collected from the official Government website, through observations, and through online mass media. The data were analyzed using interactive analysis. This research showed that environmental issues were important concerns of the public and that environmental problems could be resolved more quickly by utilizing information technology. Faster problem-resolution can increase public trust in the government.

**Keywords:** environmental problems, technology, data triangulation, Lapak Aduan Banyumas (LAB)

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## 1. Introduction

Public problems are problems experienced by the community for which the community cannot provide a solution, and only the government can provide a solution. Public policies and public services exist to provide solutions to these public problems [1,2,3]. One of the public problems that must be a concern is environmental problems.

Environmental problems in the local context must be able to be managed by the local government [4–7]. Local governments must be able to accommodate and make an inventory of actual environmental problems. Local governments must be able to update environmental problems. This capability is expected to be able to quickly provide solutions to these environmental problems. Local governments can quickly identify environmental problems by utilizing information and communication technology.

The Banyumas Regency Government since October 2018 has launched a Banyumas Complaint (LAB) via <http://lapakaduan.banyumaskab.go.id/>, email: [lapakaduanbms@gmail.com](mailto:lapakaduanbms@gmail.com), and through social media Twitter, Facebook, Instagram, and Whatsapp. The presence of this LAB is a breakthrough to open up simple quick

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access to local governments. The public can channel their aspirations, suggestions, and complaints about any matter related to public facilities, services, and environmental issues.

The complaint mechanism must be established by the government so that citizens can better prepare and provide aspirations, information, and complaints to policy makers [8,9,10,11]. Public complaints should not be allowed to run wild, and be closed. The classic bureaucracy that is only responsible internally must turn into a transparent and accountable bureaucracy. The bureaucracy must be willing to accept criticism, complaints from citizens, so that the bureaucracy can transform itself into a solution-giver, friendly, and nurturing figure [12,13,14].

The utilization of information and communication technology to identify public problems including environmental problems becomes interesting to study. This is because, with LAB, it is hoped that local governments will be able to provide solutions to environmental problems faced by the community. Therefore, this study aims to explain whether **the online complaint mechanism can** accelerate **the provision of solutions to** environmental problems?

## 2. Method

**1** Qualitative research has been carried out **1** by collecting data from the official website **1** <http://lapakaduan.banyumaskab.go.id/>, online mass media, and previous research. Data triangulation is carried out in such a way that to obtain a degree of confidence, data collected from one data source will be confirmed with data from other data sources [15]. The data analysis technique uses interaction **1** **data analysis: the collected data is then condensed, displayed, and conclusions are drawn** based on **1** the focus that is believed to be the answer to the research question [16].

## 3. Result and Discussion

### 3.1. LAB is an Online Complaint Mechanism for Environmental Problems

This research shows that the local government's commitment to open public access to provide aspirations, information, suggestions, and complaints has stimulated the growth of public participation in development. The simple access to complaints through LAB has made the public enthusiastic about submitting complaints. LAB is the best solution,

for local governments LAB is a tool to get information about environmental problems faced by the public, and for the public LAB is a tool to provide information to local governments related to environmental problems. Table 1 shows that until mid-2020 environmental problems were the fourth most complained about by residents.

<sup>1</sup> TABLE 1: Recapitulation of complaints and already handled by category on June 27, 2020.

Categories	Complaints	Already Handled	Percentage (%)
Infrastructure	1884	1823	96,76
Social	911	551	60,48
Population	842	791	93,94
Environment	686	658	95,92
Health	502	413	82,27
Education	236	201	85,17
Licensing	180	172	95,56
Illegal levies / extortion	178	153	85,96
Staffing	166	143	86,14
Finance and Assets	120	88	73,33
Tourism and Culture	107	104	97,2
Economy and Industry	81	56	69,14
Disaster	66	49	74,24
Local development	61	48	78,69
Energy	51	47	92,16
Agriculture	35	33	94,29
Others	4500	4000	88,89
TOTAL	10606	9330	87,97

These data reveal that simple access to services will stimulate the public to access them more. Ease of access to services will have an impact on increasing community satisfaction [17,18,19]. Environmental problems based on this data show that they are among the most widely reported problems by the public (fourth position).

### 3.2. LAB Provides Solutions to Environmental Problems

Local governments along with their high commitment to inventorying public problems have proven that public problems can be resolved as quickly as possible. Mid-2020 data states that environmental problems have been resolved satisfactorily. Of the total 686 complaints on environmental problems, 658 cases have been resolved or thus 95.92 percent of environmental problems have been successfully resolved (see table 1). This shows that the use of information and communication technology through online complaints applications have succeeded in facilitating public access to channel

complaints to the government. Local governments have succeeded in improving the resolution of public environmental problems more quickly.

Bureaucracies must adapt to changing policy environments [8,20–24]. The policy environment that is already friendly with social media, email, and websites must be adapted to the new policy and public service environment. The bureaucracy must be responsive to citizens in the form of making it easier for the public to channel the environmental problems they face [25,26,27].

#### 4. Conclusion

<sup>5</sup> The utilization of information and communication technology through the website, email, and social media at LAB has provided good solutions to environmental problems. The ease of access made by the government has stimulated the public to provide information or complain to the government on environmental problems faced by the public. The commitment of local governments in solving public problems has also been good, this is evidenced by almost all environmental problems that have been handled properly. This study recommends other local governments create an online public problem complaint mechanism so that the government can find out public needs and problems, and provide solutions more quickly as well.

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