Utilization of NTB Care Information Technology as a Public Complaint Media for West Nusa Tenggara

Pemanfaatan Teknologi Informasi NTB Care Sebagai Media Pengaduan Masyarakat Nusa Tenggara Barat

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ARTICLE INFORMATION	
Keywords *Technology Information; NTB Care; Public Compalaint;*	**ABSTRACT** *This article tries to explain the use of information technology for the NTB Care application as a digital media for responding to public complaints. Three dimensions are measured to determine the effective implementation of NTB Care in resolving public complaint services: the Ease of Use dimension, the Trust dimension and the Reliability dimension. The research uses a comparative descriptive method with a qualitative approach and literature analysis by collecting data from official NTB government documents, the NTB Care data center, the NTB Care Website, the NTB care Facebook, and other literature related to NTB Care. The results showed that the use of the NTB Care application as a medium for responding to public complaints was good and received excellent public trust, but the obstacles faced were in the agency that became the goal of the problems raised by the community, the average response time for OPD in handling complaints that come in 1-120 days. There is no clarity regarding reports that have not been followed up on to be resolved. NTB Care is an application as a forum to accommodate the community's aspirations; then, the NTB Care admin will forward public complaints to the relevant agency or OPD based on the complaint problem who entered NTB Care.*
Kata Kunci *Teknologi Informasi; NTB Care; Pengaduan Masyarakat;*	**ABSTRAK** Artikel ini mencoba menjelaskan tentang pemanfaatan teknologi informasi aplikasi NTB Care sebagai media respon pengaduan masyarakat secara digital. Ada 3 dimensi yang diukur untuk mengetahui pelaksanaan NTB Care efektif menyelesaiakan layanan pengaduan masyarakat, yaitu dimensi Ease Of Use (Kemudahan pengguna), dimensi Trust (kepercayaan), dan dimensi Reability (Keandalan). Metode penelitian Menggunakan metode deksriptif komparatif dengan pendekatan kualitatif, dan menggunakan analisis kepustakaan dengan mengumpulkan data-data dari dokumen resmi pemerintah NTB, Pusat data NTB Care, Website NTB Care, NTB care Faceebook, dan literatur-literatur lain yang berhubungan dengan NTB Care. Hasil penelitian menunjukan pemanfaatan aplikasi NTB Care ssebagai media respon tanggap pengaduan masyarakat sudah bagus dan mendapat kepercayaan publik yang baik, namun kendala yang dihadapi berada pada Instansi yang menajdi tujuan persoalan yang di adukan masyarakat, rata-rata lama waktu respon OPD dalam menangani laporan aduan yang masuk 1-120 hari, dan tidak ada kejelasan terkait laporan yang belum ditindalanjuti untuk diselesaikan. NTB Care adalah aplikasi sebagai wadah untuk menampung aspirasi masyarakat, selanjutnya admin NTB Care akan meneruskan pengaduan masyarakat ke Instansi atau OPD terkait berdasarkan jenis masalah pengaduan yang masuk di NTB Care.

Introduction

The development of the Industrial Revolution 4.0 was a new era for technology and affected human life (Kurt, 2019; Song, Cong, Song, Chen, & Liang, 2022). The emergence of the era of the Industrial Revolution 4.0 Is an era that carries three central conceptions in the field of technology (a). The emergence of digitalization and vertical and horizontal integration of value exchange (b). Digitizing the products and services offered (c). Digital business model and consumer access (Morrar & Arman, 2017); (Prabowo & Irwansyah, 2018). The phenomenon of the industrial revolution 4.0 presents a change in the government's perspective, especially in the aspect of public services. The government and its elements are starting to adapt to the flow of digitalization and the use of information technology as a public service and a medium to communicate indirectly with citizens who express their aspirations and other social problems (Prabowo & Irwansyah, 2018; Mergel, 2019).

The digital era is marked by the presence of the internet and has brought many changes to human life (Fussey & Roth, 2020). Almost every aspect of human life today is inseparable from the use of information technology and the internet in it. One of these aspects is communication; if in the past communication was carried out more directly, now, in the era of digitalization, communication is starting to lead to indirect communication by utilizing application-based technology, websites, smartphones, computers and other information technologies to communicate without face to face, even though they are separated. By a long distance but still able to connect and communicate (Sari, 2017; Baharuddin, Qodir, & Loilatu, 2022; Widayat et al., 2022).

The Internet brought a new world full of openness, anything can be entered on the internet, and anyone can and is free to access it without the need to incur additional costs or be limited by copyrights and patents (Skop & Li, 2005). The internet is even considered a new medium to replace conventional media; the internet as a new medium with open source can be used in various fields, such as politics, business, marketing and government (Sari, 2017). The digital era has not only brought changes in the private sector (company/private) but also impacted changes in the governance system. Initially, the government was very rigid and hierarchical. Bureaucracy and public service activities were carried out conventionally, now since the era of digitalization on all lines, The government inevitably adopts an electronic-based government (internet) or called E-Government as a form of bureaucratic reform and at the same time to improve public services that are excellent in public information disclosure, as well as public media to convey aspirations (complaints) related to public service problems (Ahn & Bretschneider, 2011; Lee-Geiller & Lee, 2019).

One of the facilities obtained from the development of the internet is ICT technology (information and communication technology) (Samih, 2019; Adeleye & Eboagu, 2019). Information and communication technology (ICT) advances are changing the government's perspective on providing public services to the community. Through innovation in electronic-based government, the government can provide services effectively and provide public services from public services (Arduini, Belotti, Denni, Giungato, & Zanfei, 2010; Weber, Heller-Schuh, Godoe, & Roeste, 2014). For this reason, the role of information technology through computers in all fields requires more thorough, accurate, detailed handling as a guide for information needs and excellent service (Suaidah, 2021).

Fast and accessible information and services through information technology have become a demand for community needs, and information needs are the same as the effectiveness of regional development; this can be determined by good communication between local governments and the community by utilizing the website or application-based information technology. The utilization of information technology based on applications and websites is part of the government's strategy to improve the quality of public services and a medium of communication between the government and the community to determine the acceleration of regional development. Using application and website-based technology by the government properly will increase public assessment of the implementation of sound governance principles, namely in the form of concern for stakeholders, effectiveness and efficiency, community participation, accountability, and transparency (Napitupulu, 2016; Lee-Geiller & Lee, 2019).

The use of information and communication technology (ICT) in government agencies is an innovation adopted from the private sector because the success of services in the private sector with information and communication technology innovations encourages the government as public servants to be motivated to develop various digital-based public service innovations, online public services. Alternatively, with the help of information and communication technology known as e-government, the government uses the internet to perform public services electronically. Innovation in the public sector is significant in improving the quality of public services and as a form of community participation in assessing government performance (Eprilianto, Sari, & Saputra, 2019).

In West Nusa Tenggara (NTB), one of the innovations developed in the master plan for the Electronic-Based Government System (SPBE) is the NTB Care application. Communicate, and public complaints to the Provincial Government related to social, economic, and development issues in the West Nusa Tenggara region. Utilization of the NTB Care application

as a medium to accommodate and handle public complaints related to various public service problems. The NTB Care development program is a manifestation of the West Nusa Tenggara Provincial Government being present to interact and accommodate good ideas from the community as material for improving the policies and programs designed in the West Nusa Tenggara Regional Long Term Development Plan for 2019-2023 (Amy, Muchali, Budiarto, Maulachela, & Ashril Rizal, 2020). This research is interesting to study, besides not many have researched it, researchers also want to see how maximally the NTB Provincial Government can maximize the use of information technology in resolving public service complaints through NTB care

The management of public complaints through NTB Care Services in West Nusa Tenggara Province is regulated in West Nusa Tenggara Governor Regulation Number 14 of 2022. The material for public complaints that can be submitted through NTB Care is described in Chapter IV Article 11 of NTB Governor Regulation Number 14 of 2022, namely public complaints include complaints related to the condition of public services by government apparatus or institutions, both Provincial, Regency/City Governments and vertical agencies, State-Owned Enterprises and Regional-Owned Enterprises that are not by the provisions of laws and regulations. The material for public complaints, as referred to in Article 11 above, is divided into two, namely infrastructure and non-infrastructure, as shown in the table below:

Table 1
Public Complaints Materials Through NTB Care Regulated in Governor Regulation Number 14 of 2022

Infrastructure	Non-Infrastructure
Roads and Bridges	Education
Buildings	Population health
Irrigation facilities and infrastructure	Staffing
Telecommunication	Energy
	Agriculture
	Disaster
	Economy and Industry
	Community Social
	Environment
	Cultural Tourism

Source: Governor Regulation No. 14 year 2022

In Article 6 in Chapter II regarding NTB Care services implemented through communication media as a means of public complaints consisting of online-based media and non-internet-based media. As seen in the table below:

Table 2. NTB Care Services Through Online and Non-Internet Based on Governor
Regulation Number 14 of 2022

Online Based	Non-Internet Based
Website	Short Message Service Center (SMS center) via telephone number 0811391300 or call center via number (0370)-112
Mobile Based Application	Complaints directly through the NTB Care team
Social Media	

Source: NTB Governor Regulation No. 14 year 2022

Based on the explanation of the table above, the NTB Care service uses two ways of handling public complaints, namely by using online-based media with the use of websites, mobile-based applications, and social media such as Facebook, including the social media of the Governor and Deputy Governor of West Nusa Tenggara. The handling of public complaints through the NTB Care service can also be done non-internet by using the SMS centre and direct complaints through the NTB Care team at the Office of Information Communication and Statistics of West Nusa Tenggara.

In essence, complaints submitted by the public to public servants are a response to public services received by the community from public servants. Based on the Decree of the Minister for Empowerment of State Apparatus No. 118 of 2004 concerning public complaints. Public complaints are a form of supervision from the community to government officials, including contributions of thoughts, suggestions, ideas, complaints or complaints that are constructive. So with the space to express aspirations (voice) in the form of complaints or protests against the implementation of government and public services, it will be essential to improve overall governance performance (Sari, 2017); (Mahmudah & Nugroho, 2018).

Scholars rarely research the Utilization of Information Technology as a Medium for Public Complaints, Ramadhani et al., (2020) Only focus on the E-Government Assessment on the Quality of the Jogja Smart Service (JSS) Application in the City of Yogyakarta. While research Atthahara, (2018) E-Government-Based Public Service Innovations This article tries to fill this gap and understand how scholars view the Utilization of NTB Care Information Technology as a Medium for Complaints for the People of West Nusa Tenggara. Utilization of Information Technology for NTB Care as a Media for Complaints for the People of West Nusa Tenggara.

This study aims to study and analyze how NTB care information technology is used as a medium for conveying public aspirations and complaints against public services by the West

Nusa Tenggara Provincial Government. This study uses the e-GovQual model approach as an analytical tool to determine the utilization and effectiveness of using NTB Care as a media for public complaints services in West Nusa Tenggara Province. The e-GovQual conceptual model includes the dimensions of ease of use, trust and reliability.

Method

This study uses a comparative descriptive method with a qualitative approach by describing similarities or differences and comparing natural and artificial phenomena that include activities, characteristics, relationships, changes, work procedures, and views on cases, events or ideas. This study uses library research to find data and information through secondary data obtained from books, scientific journal articles, bulletins, online media, statistics, reports, government publications, information from organizations, results of previous surveys, public records of official events, and library records. A testing or verification model is needed during the data input process to validate or verify research data. The data validation model is carried out by examining and checking to ensure that each piece of data follows the research problem. Data deemed inappropriate will not be displayed. The collected data is then selected according to its relevance and actuality. Furthermore, the data is edited and presented in tables, pictures, and graphs to be explained narratively (Mestika Zed, 2008). The method used can be seen in Table 3 below:

Table 3 Research Methods

| Method	Library Research
	Scientific journal articles
	Governor Regulation NTB No. 14 Tahun 2022
Comperative descriptive with a qualitatif approach	NTB Care Data Center
	NTB Care Faceebok
	NTB Care Website
	Government Publication Reports
	Online news
	Survey result

Source : Secondary Data

Result and Discussion

Dimensions of Ease Of Use

This section will discuss the ease of users in using the NTB care application or website, related to the level of trust of the user community in using the service. This means how much

convenience NTB Care offers in responding to or receiving information on public complaints and how much benefit the NTB Care application provides for the community. NTB Care is a mobile application developed by the Department of Communication, Information, and Statistics of West Nusa Tenggara Province to understand and respond to public complaints to the government directly without going through protocol procedures, so it can save time and can also be accessed in real-time. NTB Care is one of the innovations in the form of applications developed by the provincial government as a medium for aspiration and reciprocal communication between the ranks of regional apparatus organizations (OPD) within the scope of the provincial government and the community.

Utilization of information technology through NTB Care services in terms of public service complaints submitted by the community must certainly provide convenience to users, namely the community as users. Especially on the application system and website, it is easier to find and use by people who want to submit their complaint information. The following is a picture of the NTB Care website and application owned by the West Nusa Tenggara Provincial Government as a medium for aspirations and information on public complaints.
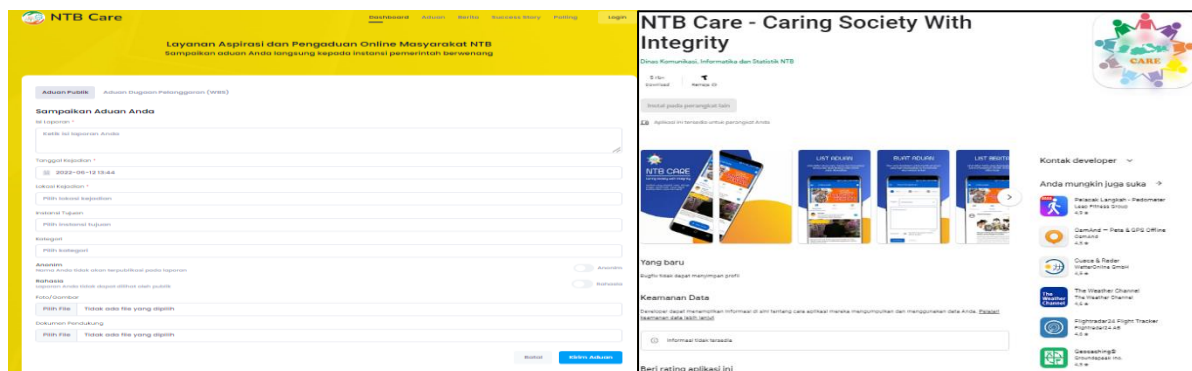
Figure 1 Display of the NTB Care Website and Application
Source: NTB Care Website, 2022

The picture above describes the appearance of the NTB Care website and the NTB Care Application. In the picture of the NTB Care website, when the NTB community wants to report an incident that includes public services in the NTB area, people can search with the keyword "NTB Care," and the NTB Care website will immediately appear. The website has Dashboard menus, Complaints, News, Success Stories, and Polls. For people who want to submit their complaints, the public must fill out the report column that has been provided in a detailed and complete manner about the description of the report, date of the incident, location of the incident, destination agency, category of submitted complaint, photo of the incident and supporting documents and after that send a complaint. In addition to public service complaints

on the NTB Care website, it also provides public complaints services that have the potential to violate the law or are suspected of committing a crime, and the NTB Care management team applies a Whistleblowing system. The system is a mechanism for submitting complaints of certain criminal acts involving employees and other people in the organization where they work, where the complainant is not part of the perpetrator of the crime being reported.

In the NTB Care application, the procedure for complaints that the community must carry out is more or less the exact mechanism and procedure; only the difference is, if using via the application, the public must first download the NTB care play store or app store application and after that are directed to create an account to get an account. Complaint by completing the name, address, cellphone number, email, username, and password. For the next step, the complaint procedure is the same as that provided on the NTB care wesite. If it is observed and analyzed, the services provided by NTB care are pretty easy to submit a complaint report because the website structure, search function, site map, and URL are easy to remember, and personalized information is well available. After the complainant or the public submits their complaint, the NTB Care team will forward the public complaint report to the related OPD based on the type of information or report received; after that, the OPD-OPD admin will verify the incoming report for response and completion based on the urgency of the community report received, and The following is a picture of a complaint or report that is submitted through the NTB Care website:
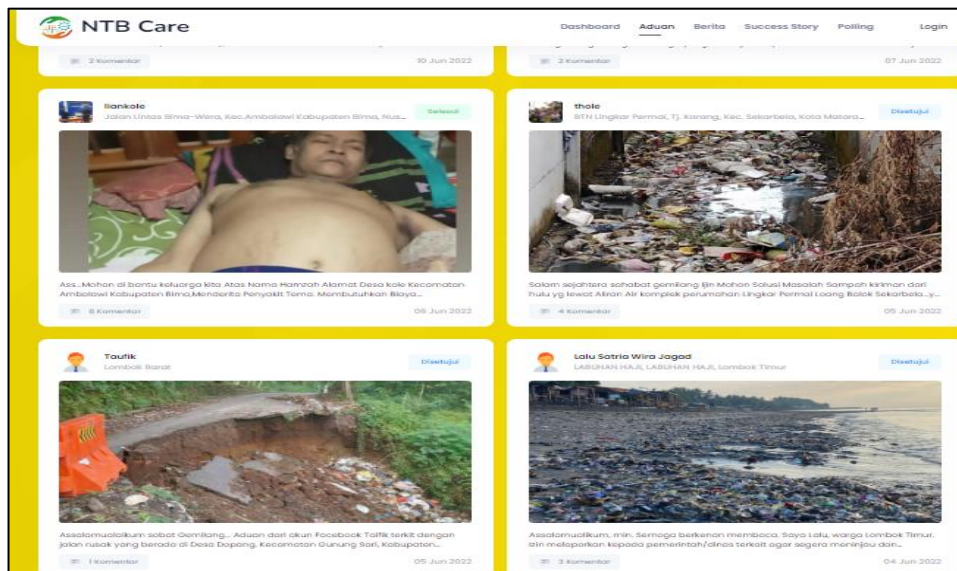

Figure 2 The Documentation of Public Complaint Reports
Source: NTB Care Website, 2022

The picture shows some of the results of public complaints reports through the NTB Care website, the picture above shows the types of complaints that were reported first, health problems of residents who need help to get adequate treatment at regional hospitals in West Nusa Tenggara Province due to lack of medical expenses, and problems The NTB care team immediately forwarded this to the West Nusa Tenggara Provincial Health Office. Secondly, environmental problems, namely waste in the river flow of the residents' complex and the problem, were directly forwarded to the West Nusa Tenggara Environmental Agency. Third, the problem of damaged roads and immediately forwarded to the Department of Public Works and Spatial Planning (PUPR) of West Nusa Tenggara. Fourth, the waste problem at the Labuhan Haji tourist site in East Lombok and the problem was immediately forwarded to the East Lombok Environmental Service. In responding to problems complained of by the public, either through the website, social media (Facebook, Instagram, and Twitter), or the NTB Care application. The NTB care team responded very quickly and, at that time, immediately forwarded it to the relevant agencies based on the type of public complaints that came in, but unlike the NTB care team, the targeted OPD admin was still unable to respond in real-time to the complaint information forwarded by the NTB Care team. It still takes 3-6 days for a new response by the service admin or the related Regional Apparatus Organization (OPD).

Dimensions of Trust

In this section, it will be measured how much trust the people of West Nusa Tenggara have in the use of public complaints services through NTB Care. The dimension of trust is urgent in the implementation of government administration (Santa, MacDonald, & Ferrer, 2019; Baharuddin et al., 2021). If public trust is high, it means that the government has succeeded in carrying out its responsibilities as a public servant, but on the contrary, if public trust is low, it will affect the quality of public welfare, and at certain times there will be social turmoil as a form of public disappointment with public services (Baharuddin et al., 2021; Baharuddin, Jubba, Nurmandi, & Qodir, 2022). In addition to the benefits provided by NTB Care, the Trust dimension must also be able to maintain personal data with others and protect the anonymity of users or the community who submit reports through NTB Care so that people who submit reports in the form of incidents related to poor public services maintain their identities.

Since the innovation of the NTB care application was launched in 2019 as a medium of information, communication between the provincial government and the community has received many benefits, especially those related to essential services, such as health, education,

and the environment, which should have been well resolved at the district/city government level. However, in reality, it could not be resolved, but after the existence of online public complaints media for NTB care owned by the West Nusa Tenggara Provincial Government, the public complained more about matters related to public services in the West Nusa Tenggara region through NTB care. So that in 2020, in the presentation of the results of the accountability system for the performance of government institutions (SAKIP) of West Nusa Tenggara Province by the NTB Information and Statistics Communication Service, the implementation of electronic-based government in the NTB Province was more effective and won 85% public trust (Diskominfotik, 2020), especially the use of the NTB care application which is a response application to public complaints.

In addition to being connected to the local government website and integrated with all OPDs within the Province of West Nusa Tenggara, the NTB care application is also connected to the NTB Governor's social media account; when the Governor writes a status, many people respond with information related to social conditions, politics, environment, development, the economy in NTB, the NTB Care admin is very quick to respond to any public complaints, both on the Governor's social media, NTB Care Facebook, as well as on the NTB care website and application itself. After that, it will be forwarded to the relevant OPD based on the problems submitted by the community. Following are the poll results on the usefulness of NTB Care based on the results given by the people of NTB.
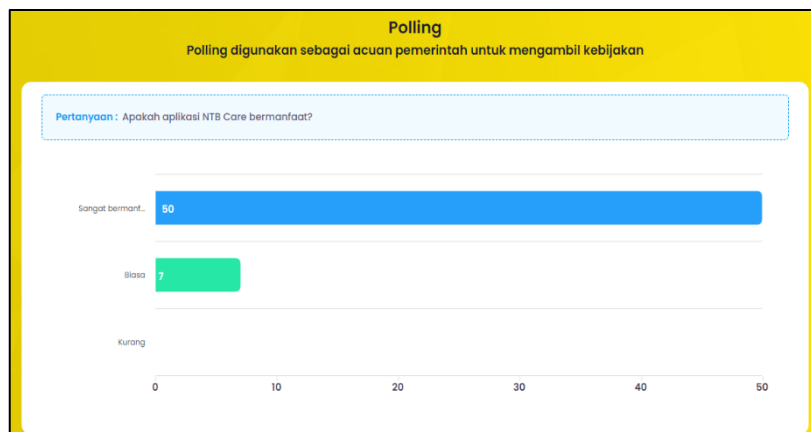
Figure 3. Polling on the Benefit of NTB Care as a Public Complaint Media of West Nusa Tenggara Province

Source: NTB Care Website, 2022

The picture above explains that the NTB care team made a poll to be used as a government reference for policy making regarding the benefits of NTB Care as a medium for responding to complaints from the NTB community. As a result, 50% of the people of NTB stated that the presence of NTB Care was very beneficial, and 7% of the community gave a

regular assessment. Thus, statistically, the people of West Nusa Tenggara do appreciate regional innovation through the development of NTB Care as a digital-based (online) media for public complaints. The dimension of trust is essential for the government as the executor of public services to determine whether the services provided to the community are good or otherwise; thus, the use of NTB Care is one of them to accelerate and facilitate public services. E-GovQual contains factors of community assessment of the quality of electronic-based Government services, including trust, information display content, and user convenience (haryani, 2016; Saputra, et. al, 2018).

In addition to public trust in the usefulness of NTB care as a medium of aspirations or media for responding to public complaints, NTB Care also maintains the confidentiality of user data (users) who report public complaints through the NTB Care website while also protecting the anonymity of service users as long as they do not want to give their identity. Genuine is freedom from the risk of harm or doubt during the online complaint service process.

Dimensions of Reliability

In this section, we will describe the ability of the services provided as the accessibility of the availability of reciprocal information from NTB Care's response to public complaints reports, so that the measure is to determine the reliability of service providers, whether the ability to respond to real-time complaint services, or vice versa when the NTB Care team forwards information. public complaints to the relevant OPD, are also timely or waiting for several days to be followed up. One aspect to measure the quality of online services is whether the effectiveness of the services provided is fast, and timely in following up on any complaints that come in. If you look at the number of complaints that come in through the NTB Care channel, based on the number of complaints that have not been followed up, that have not been processed, that have been completed and the average response time in 2019 at various OPD or OPD institutions in West Nusa Tenggara Province, the following data will be found:

Table 4 Number of Public Complaints Through NTB Care Based on Average Response
Time From Various

Agency (West Nusa Tenggara)	Total Complaints	Number of Complaints Not Followed Up	Number of Complaints in Process	Number of Complaints Complete	Average Response Time
Cooperation Bureau	3	1	-	2	92 days 23 hours 56 minutes 18 seconds
Bureau of Economics	13	4	-	9	145 days 20 hours 22 minutes 55 seconds
General Bureau	2	1	-	1	32 days 16 hours 51 minutes 18 seconds
People's Welfare Bureau	8	1	-	4	6 days one hour 33 minutes 56 seconds
Legal Bureau	3	1	-	2	86 days 8 hours 3 minutes 25 seconds
Government Bureau	10	3	2	3	51 days 11 hours 10 minutes 52 seconds
Public Relations & Protocol Bureau	17	2	-	12	50 days 7 hours 51 minutes 21 seconds
Department of Industry	5	2	-	3	46 days 1 hour 24 minutes 19 seconds
Department of Youth and Sports	4	3	-	1	119 days 21 hours 16 minutes 16 seconds
Department of Housing and Settlements	20	1	3	8	6 days 4 hours 49 minutes 22 seconds
Public health Office	34	-	-	27	1 day 7 hours 55 minutes 37 seconds
Department of Marine Affairs and Fisheries	8	-	-	4	1 day 20 hours 4 minutes 35 seconds

Department of Transportation	39	2	-	21	13 days 9 hours 57 minutes 10 seconds
Department of Agriculture and Plantation	6	-	-	5	132 days 10 hours 26 minutes 43 seconds
Department of Commerce	6	-	-	5	12 hours 48 minutes 13 seconds
Department of Public Works and Spatial Planning	74	15	3	34	26 days 16 hours 50 minutes 21 seconds
DLHK	59	5	2	38	4 days 17 hours 46 minutes 59 seconds
Government tourism office	14	8	-	4	129 days 1 hour 32 minutes 50 seconds
Social Service	17	-	-	12	1 day 9 minutes 14 seconds
Department of Manpower and Transmigration	20	1	-	13	5 days 23 hours 44 minutes 21 seconds
Library and Archives Service	2	1	-	1	81 days 20 hours 36 minutes 8 seconds
Department of Cooperatives and SMEs	7	-	-	5	1 day 23 hours 23 seconds
Department of Energy and Mineral Resources	24	13	-	9	122 days 10 hours 8 minutes 47 seconds
One-Stop Integrated Service and Investment Service	7	-	-	6	12 days 4 hours 2 minutes 45 seconds
Department of Education and Culture	44	12	-	24	65 days 8 hours 50 minutes 37 seconds
Department of Communication, Informatics and Statistics	14	-	-	12	80 days 15 hours 53 minutes 42 seconds

Department of Livestock and Animal Health	4	-	-	1	100 days 3 hours 55 minutes 25 seconds
Office of Women's Empowerment, Child Protection, Population Control and Family Planning	4	1	-	3	180 days 4 hours 14 minutes 7 seconds
Regional Research and Development Planning Agency	2	-	-	1	4 hours 32 minutes 9 seconds
Regional Financial and Asset Management Agency	16	7	-	8	87 days 4 hours 19 minutes 44 seconds
Regional Civil Service Agency	8	1	-	6	57 days 21 hours 30 minutes 50 seconds
BAKEBANGP OL-DAGRI	6	-	-	5	34 days 9 hours 12 minutes 1 second
Regional Revenue Management Agency	6	-	-	6	16 hours 23 minutes 8 seconds
Community Empowerment Service, Village Government and Civil Registry	15	3	-	9	64 days 20 hours 11 minutes 37 seconds
Regional Disaster Management Agency	40	11	-	15	25 days 7 hours 47 minutes 49 seconds
Public Order Agency (SATPOL-PP)	13	1	-	7	47 days 22 days 50 minutes 45 seconds

Inspectorate	9	4	-	1	63 days 7 hours 41 minutes 40 seconds
General Hospital	6	-	-	5	40 days 18 hours 3 minutes 4 seconds
Eye Hospital	2	-	-	2	11 days 14 hours 19 minutes 18 seconds
Total	591	104	10	334	

Source: NTB Care, 2019

Based on the table data above explains that from January to December 2019, there were 591 complaints submitted through the NTB Care application, 104 have not been followed up, ten complaints are still being processed, 334 have been resolved, and the average length of response time from the relevant agency or OPD. 1 to 120 days. If it is analyzed, around 67% of community complaints submitted to NTB Care have not been handled, and the average response time carried out by the relevant agencies is still quite long. This is a record for the relevant agencies to provide certainty of the results of handling public complaints reports. So that it is evident that the weakness of this program lies in the agency or OPD, which has not been optimal in handling citizen reports, and there is no certainty of time (real-time) when the NTB Care admin's complaint report is forwarded to the relevant Office can be completed. Based on the results of the Focus Group Discussion (FGD), the Head of the Diskominfotik Section, which oversees NTB Care services, Agus Suprihartono, explained that delays in handling public complaints reports occurred because of frequent changes in OPD leadership. Frequent mutations, so the admin in control did not understand the main tasks and functions. Lilik Handayani from NTB Care also stated that each OPD's administrative staff was not optimal in understanding the urgency of complaints (Suprihartono & Handayani, 2021). Moreover, here are the results of community complaints through the NTB Care 2020 application:

Table 5 Number of Public Complaints Through NTB Care Based on Average Response Time From Various

| Agency (West Nusa Tenggara)	Total Complaints	Number of Complaints Not Followed Up	Number of Complaints Received (Approved)	Number of Complaints in Process	Number of Complaints Complete	Average Response Time
General Bureau	1	1	1			59 days 17 hours 13 minutes 27 seconds
People's Welfare Bureau	4	2	3		1	35 days 6 hours 7 minutes 46 seconds
Bureau of Public Relations and Protocol	1		0		1	11 days 12 hours 35 minutes 21 seconds
Department of Industry	2	1	1		1	38 days 22 hours 53 minutes 17 seconds
Department of Youth and Sports	2	1	2			33 days 16 hours 58 minutes 45 seconds
Department of Housing and Settlements	11	2	5		6	22 days 5 hours 32 minutes 15 seconds
Public health Office	29	8	10		19	33 days 6 hours 13 minutes 49 seconds
Department of Marine Affairs and Fisheries	2		2			5 hours 35 minutes 23 seconds
Department of Transportation	10		4		6	9 days 18 hours 34 minutes 18 seconds
Department of Agriculture and Plantation	7	6	7			91 days 13 hours 41 minutes 2 seconds

Department of Commerce	8		5		3	13 hours 6 minutes 40 seconds
Department of Public Works and Spatial Planning	47	14	31		16	22 days 10 hours 42 minutes 14 seconds
Department of Environment and Forestry	31	13	8	7	16	36 days 19 hours 58 minutes 2 seconds
Government tourism office	7	6	6		1	63 days 16 hours 16 minutes 57 seconds
social services	28		10		18	2 hours 35 minutes 35 seconds
Department of Manpower and Transmigration	12		8		4	3 hours 4 minutes 10 seconds
Library and Archives Service	1	1	1			62 days 1 hour 53 seconds
Department of Cooperatives and SMEs	13	3	7		6	47 days 10 hours 22 minutes 29 seconds
Department of Energy and Mineral Resources	9	8	9			52 days 1 hour 33 minutes 52 seconds
One-Stop Integrated Service and Investment Service	2	2	2			57 days 19 hours 2 minutes 44 seconds
Department of Education and Culture	17	14	15		2	62 days 3 hours 20 minutes 44 seconds
Department of Communication, Informatics and Statistics	9	5	5		4	107 days 3 hours 49 minutes 36 seconds
Department of Livestock and Animal Health	1		0		1	4 days 18 hours 15 minutes 25 seconds

Agency						Response time
Regional Research and Development Planning Agency	2	2	2			60 days 18 hours 3 minutes 35 seconds
Regional Civil Service Agency	2	2	2			59 days 12 hours 21 minutes 57 seconds
Regional Revenue Management Agency	2		0		2	12 hours 5 minutes 5 seconds
Community Empowerment Service, Village Government, Population and Civil Registry	6	5	5		1	61 days 9 hours 47 minutes 22 seconds
Regional Disaster Management Agency	29	9	17		12	37 days 17 hours 8 minutes 19 seconds
Public Order Agency (SATPOL-PP)	13	4	5	4	4	47 days 11 hours 6 minutes 36 seconds
Inspectorate	5	1	3		2	35 days 36 minutes 14 seconds
Regional public hospital	4		0		4	2 hours 39 minutes 4 seconds
TOTAL	317	110	176	11	130	

Source: NTB Care, 2020

The data table above explains the number of reports of public complaints through the NTB Care application during the January-December 2020 period as many as 317 complaints; 110 reports have not been followed up, and as many as 176 complaints received (approved), while those that are still being processed are 11 complaints and 130 complaints, which has been handled. The results above also explain the relevant agencies' average response time, ranging from 2 hours to 107 days. Thus, it has not occurred time by the OPD or the service to handle reports of community complaints that come in through NTB Care, and around 58% of public

complaints have not been handled during 2020. The following is the data on reports of public complaints through NTB Care during 2021:
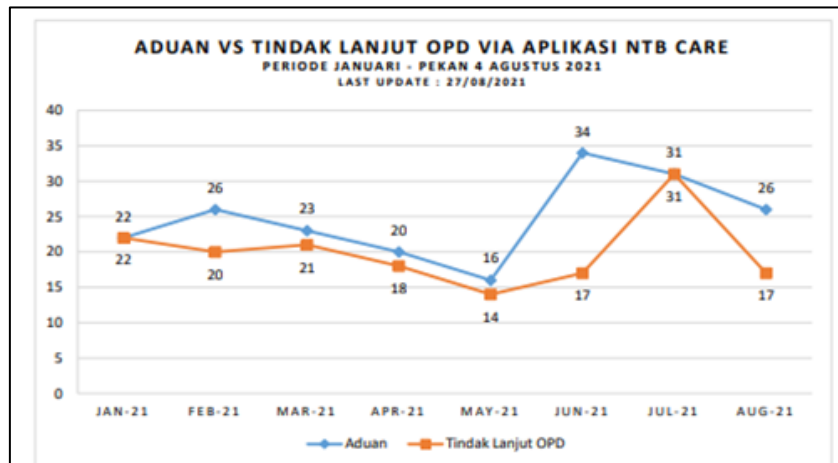
Figure 4 Complaint Data vs Follow Up on Public Complaints Via the NTB Care Application January 2021-August 2021

Source: Diskominfotik NTB, 2021

The picture shows the movement of public complaints via the NTB Care application from January 2021 to August 2021. Moreover, all complaints via the NTB Care application have been received and forwarded by the NTB Care Kominfotik NTB admin and forwarded to the relevant OPD according to the needs of the complaint. The follow-up in the graph is calculated based on the OPD's answer to the complaint forwarded by the NTB Care admin. From the graph above, it can also be seen that until the fourth week of August 2021, the number of public complaints submitted through the NTB Care application increased by 14, bringing the total complaints to 26. Meanwhile, the follow-up to complaints this week increased by 10, bringing them to 17 follow-ups, while the relevant OPD has not responded to four other complaints, and one is pending. However, when compared with the number of follow-up OPDs via Facebook NTB Care for the period January week to week August 4, 2021, the data will be obtained as follows:
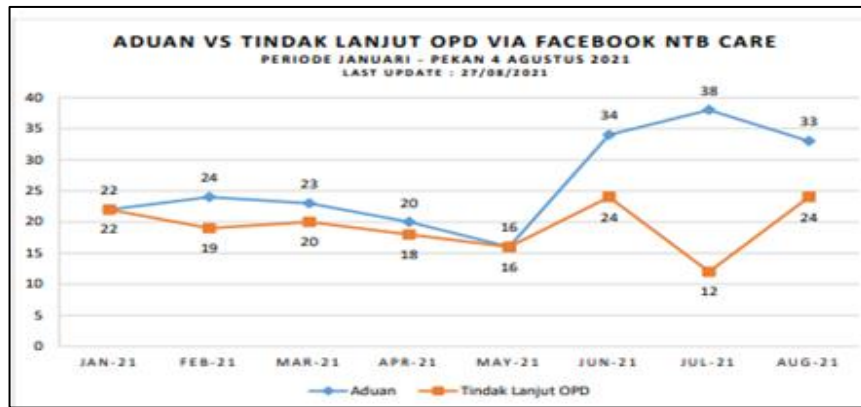
Figure 5 Complaint Data vs. Follow Up on Public Complaints Via Facebook NTB Care
January 2021-August 2021
Source: Diskominfotik NTB, 2021

The picture above presents data on public complaints through Facebook NTB Care from January to August 2021 (week 4). The complaint data is compared with the OPD follow-up data on the complaint; all complaint data entered on the NTB Care facebook has been forwarded (tag) to the related OPD by the NTB Care Facebook admin. The graph above shows that from January 2021 to May 2021, the complaint data that entered NTB Care's Facebook tended to be stable at 16 to 22 complaints. Meanwhile, in June and July, the complaint data increased dramatically from 34 to 38. However, it decreased until the third week of August 2021.

Meanwhile, the gap between complaints and OPD follow-up through NTB Care Facebook tends to be very small. This shows that most OPD follows up almost as much as the complaint. In the week of August 4th, there were eight new complaints added and eight additional follow-ups, so the total complaints up to the fourth week of August were 33, and 24 of them have been followed up by the OPD, and nine are still pending. Overall, there were 278 complaints submitted during 2021 based on the records of the NTB Diskominfotik through NTB Care, of which 185 have been followed up directly by the OPD or related agencies. However, the remaining 93 complaints, or about 68% of complaints from the public, have not been handled.

Conclusion

By utilizing online service applications, services are no longer hierarchical and grandiose but, on the contrary, provide service effectiveness. This is also true in using the NTB Care application as a response medium. The goal of utilizing Information and Communication Technology as the basis for implementing electronic-based government is to facilitate the provision of public services to the community. To alert the government about problems with

the provision of public services in the West Nusa Tenggara area, it is necessary to reply to complaints lodged by members of the public. The NTB Care Program has certain flaws, such as agencies or OPDs that are the purpose of public reporting, delays in handling, and a lack of clarity about handling time, all of which contribute to the fact that this program is not yet functional one hundred percent of the time. As a result of the fact that the administrative staff of each OPD still needs to be equipped to deal with complaints of an urgent nature, the response time of the regional apparatus to complaints could be faster. Additionally, the general public is unfamiliar with this application because the relevant agencies have yet to engage in a large-scale socialization campaign. Then the limitations of this study only focus on the use of information technology in NTB Care services. The following are some research ideas for the future. Future research should look at new constructions, for example, focusing on how the government responds to public complaints through NTB care services.

Acknowledgments

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