

LAKSA: The Digitally-Based Realization of Tangerang City's Community Public Service

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Abstract

This article analyzes the use of the Layanan Aspirasi Kotak Saran Anda (LAKSA) application as a means for the Tangerang City government to realize public services for the community and the implementation of the principles of public service delivery by the Tangerang City Government through the LAKSA application. This research is conducted using a normative legal method; with two main approaches, the legislative approach and the conceptual approach; alongside the additional interview at Tangerang City's local government office. The research findings show that the LAKSA application developed by the Tangerang City Government (Pemerintah Kota; Pemkot) is significantly beneficial in realizing public services for the community. Public services carried out by the Government must be effective and efficient. The implementation of the principles of public service delivery in the LAKSA Application by the Tangerang City Government is very important to realize the objectives of public services that have been regulated in the Indonesian Act Number 25 of 2009 Concerning Public Services.

Keywords: Public Service, Digital Application, Tangerang City Government.

INTRODUCTION

Paragraph IV of the Preamble to the 1945 Indonesian Constitution mandates that the purpose of establishing an Indonesian government is to "protect all Indonesian people and all Indonesian homelands, to advance public welfare, and to educate the nation's life." Based on this, it is important for public services to be carried out by the government in an effort to fulfill the needs of the community in order to realize welfare for the Indonesian people. Furthermore, the government as the organizer and implementer must be able to carry out governance in line with the principles of organizing public services as stated in Article 4 of the Indonesian Act Number 25 of 2009 concerning Public Services.

In recent years, the concept of public service has undergone rapid development, going beyond mere administrative aspects and entering into the structure of local government. The definition of public service refers to the fulfillment of the needs and desires of the community carried out by government institutions (Razak & Karai, 2012). Public service is not just an obligation of the government, but also an opportunity for the government to prove its credibility and capability. This statement emphasizes that in the implementation of public services, there are two important elements that must be met, namely the community's need for services and the government's obligation to provide them (Maulidiah, 2014).

Indonesia as a democratic country that implements a decentralized system of government, has adopted these principles constitutionally through the Second Amendment to the 1945 Constitution. The new perspective on public services is formulated as "basic rights of the people whose fulfillment must be guaranteed by the state". This concept of rights-based services changes the relationship between the state and citizens in a more political direction, no longer viewing public services as merely technical-managerial matters or as if they were the exclusive domain of the government (Katharina & Jaweng, 2020). Thus, public services are not only understood as administrative obligations of the government, but also as fundamental rights owned by all citizens. Public service is not just a routine task, but also a form of devotion that prioritizes the principles of efficiency, success, and satisfaction of the community as recipients of the service. Values such as "serving, not being served", "facilitating, not hindering", "making

things easier, not more difficult", "simple, not complicated", and "open to all groups, not just a few people", must be used as the basis for work culture in the bureaucracy, especially at the regional level. To realize this, the government needs to transform the paradigm of public service by shifting the focus from the government as a service provider to being centered on the needs of the community as users (user-oriented). This change aims to create a service system that is more adaptive and responsive to the hopes and needs of the community (Taufiqurokhman & Satispi, 2018).

The main problems in public services are centered on efforts to improve the quality of services. The quality of services is greatly influenced by several key aspects, namely the implementation of governance, the quality of human resources, and supporting institutions. When viewed from the implementation side, public services still face various challenges and weaknesses, including the following:

1. Lack of responsiveness. This problem occurs at almost all levels, such as service officers (front line) to officials in charge of agencies. As a result, people often wait too long to get the services they need, which should be completed more quickly and efficiently.
2. Lack of information. The public often has difficulty accessing information related to requirements, procedures, costs, and service completion times. This unclear information causes confusion and can hinder the service process.
3. Less accessibility. Some service implementation units are located far from the reach of the community, making it difficult for those who need the service; e.g. limited accessibility for certain groups such as people with disabilities and the elderly.
4. Lack of coordination. Some public services involve several government agencies, but coordination between units is still a big problem, resulting in delays because data between agencies isn't well integrated.
5. Bureaucracy. The service process involving many levels of bureaucracy often makes the completion of services take a long time and is also complicated. As a result, this can increase the costs and time that must be spent by the community, and can open up loopholes for extortion or corruption because people often look for shortcuts to speed up services.
6. Less willing to listen to public complaints/suggestions/aspirations. Bureaucratic services often do not have an effective mechanism to accommodate public complaints, suggestions, or aspirations. This has an impact on public services not being in accordance with the needs of the community, which should be the main focus in the implementation of public services.
7. Inefficiency. Oftentimes the requirements set for a service are not commensurate or appropriate to the type of service provided, which can add to the burden on the people who access it. (Rahmadana, 2020).

Digitalization in the public service sector in Indonesia is a strategic step to maximize the use of technology to improve the quality of services to the community. This change process aims to create more effective, open, and easily accessible services for all levels of society (Nurlaila & Nurhasanah, 2024). There is great potential from the implementation of digital-based public services in increasing the role/participation of the community in the decision-making process and monitoring of public services. With the existence of a digital platform that facilitates public participation, the community can be more active in providing input and feedback on government performance (Susilawati & Ilham, 2024).

This article focuses on Tangerang City in particular due to the provided data of Indonesia's Central Bureau of Statistics, wherein Tangerang City is the second most densely populated area after Tangerang Regency in the Banten Province. With a population of 1,963.97 thousand people, the population density in this city reaches a fantastic figure, namely 11,012 people per square kilometer (Candra, 2024). One of the city's initiatives in improving the public service that has been launched is the Layanan Aspirasi Kotak Saran Anda (LAKSA) application, which has become one of the flagship programs in recent years. LAKSA itself has become a

chance for the public to participate directly in the administration of the regional government, as a manifestation of the realization of Pancasila in efforts to build democracy through the people's sovereignty (Nugraha, 2013). According to the Head of the City Control Room Management Unit of Tangerang City Communication and Informatics Agency, the LAKSA application has successfully served tens of thousands of complaints from the public with a resolution rate of almost 100 percent. Through the LAKSA application, local residents can easily submit complaints or input related to various problems they face, ranging from public infrastructure problems, public services, to emergency situations such as the presence of pests in their environment (Pemerintah Kota Tangerang, 2023).

Although LAKSA has served tens of thousands of public complaints so far with a high percentage of action, based on reviews on the TangerangLIVE application, there have been previous studies on the topic of LAKSA's usage as was discussed by other parties, notably Rizki & Hanafie in 2023, and Isbandi in 2022. Therefore, the purpose of this study is to analyze the use of the LAKSA application as a means for the Tangerang City Government to realize public services for the community and the implementation of the principles of public service delivery by the Tangerang City Government through the LAKSA application. Previous studies on the topic of LAKSA's usage have been discussed by other parties, notably Rizki & Hanafie in 2023, and Isbandi in 2022. This study aims to contribute further and to show the improvements of the quality in Tangerang City's public service after years of evaluation.

RESEARCH METHODS

This article uses the normative legal research, alongside two main approaches, the statute approach and the conceptual approach; the qualitative analysis method (Muhaimin, 2020). This research will focus on the use of the LAKSA application by the Tangerang City Government as a means to realize effective and responsive public services for the community and how to handle the necessary complaints. Primary legal materials consist of the following laws and regulations: The 1945 Constitution of the Republic of Indonesia; Act Number 25 of 2009 concerning Public Services (herein also referred to as the Indonesian Public Services Act); Act Number 23 of 2014 concerning Regional Government (herein also referred to as the Indonesian Regional Government Act); and Law Number 30 of 2014 concerning Government Administration (herein also referred to as the Indonesian Government Administration Act). The secondary legal materials consist of law books, law journals containing basic principles, views of legal experts, legal research results, legal dictionaries, legal encyclopedias. As well as non-legal materials, namely research materials consisting of non-legal textbooks, which are related to research such as political books, economic books, census data, company annual reports, language dictionaries, general encyclopedias. Along with the conceptual approach, this will identify the gap between theory and practice in the implementation of LAKSA, as well as provide recommendations for improving the public service system based on applicable legal principles. Additionally, annual reports provided in this study have been resourced directly from interviews with the Head of the City Control Room Management Unit of Tangerang City Communication and Informatics Agency, Muhammad Iqbal Santoso A.Md.P., S.H. (Archived on 13 February 2025).

RESULT AND DISCUSSION

Advances in information technology, especially with the internet, have encouraged various sectors of life to maximize the use of this technology optimally. With the development of information technology, the government is required to adopt a digital system to improve service efficiency. One concrete form of service digitalization is the implementation of e-government, which allows the government to provide faster, more accurate, and more transparent services to the public. Therefore, the implementation of E-government is a concrete step that must be taken (Heriyanto, 2022). E-government can be interpreted as the application of digital technology in various government activities, with the main goal of increasing the effectiveness, efficiency, and quality of service delivery to the public (Rahmadana, 2020).

Tangerang City's Communication and Information Office has developed LAKSA to be directly accessible to the public. LAKSA is accessible by downloading via your smartphone's app store (Pemerintah Kota Tangerang, 2016). The LAKSA application is part of the e-government integrated in the Tangerang LIVE application, along with other applications such as Online Licensing, Ambulance, e-Paper, Market Price Information System (Segar), and Ready to Work. As a communication medium, LAKSA functions as a means of receiving reports from the public which will then be immediately followed up by the relevant agencies. The public can report various problems, such as flooding, garbage accumulation, damaged roads, traffic jams or other problems related to public services. Operators who are on duty at the TangerangLIVE Room will immediately contact officers in the field to follow up on the report. After the problem is resolved, a photo of proof of completion will be submitted to the reporter for information.

It may be observed that LAKSA is in line with the definition of public service as is given in Article 1 paragraph (1) of the Indonesian Public Services Act, because it aims to fulfill the needs of public services quickly and in accordance with applicable regulations. Every complaint submitted by residents will be immediately processed and followed up by officers, which guarantees that the services provided to the public can take place without obstacles (Pemerintah Kota Tangerang, 2023).

The details of the number of complaints from the last five years can be seen in table 1 below.

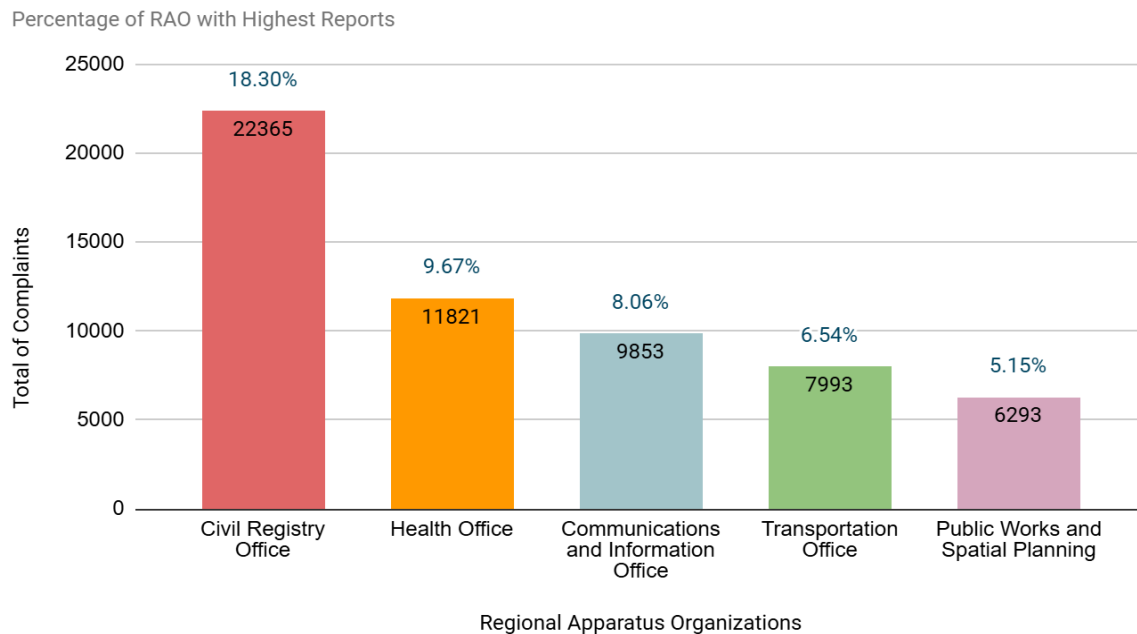
Table 1. LAKSA Report 2020-February 2024

Year	Total of Complaints	Complaints via LAKSA	Complaints via Social Media
2024	14.449	2.816	11.633
2023	15.643	2.598	13.045
2022	18.694	3.057	15.637
2021	30.138	3.251	26.887
2020	14,356	4.185	10.171

Source: laksa.tangerangkota.go.id

Based on the table above, it can be observed that more and more people are utilizing the various communication channels provided by the Tangerang City Government, both through LAKSA and social media. Although there's a decreased total number of complaints from 2021 to 2024, the LAKSA service remains the main channel for the public to submit complaints.

Chart 1. Percentage of the 5 RAO with Highest Reports



Source: laksa.tangerangkota.go.id

From 2016 to the most recent date of February 17, 2025, the chart above shows the majority accumulated reports are in five Regional Apparatus Organizations (RAO), of which includes:

1. Civil Registry Office

The reports received by the Civil Registry Office, most of which are related to the submission of population documents, such as Family Cards, Identity Cards, Birth Certificates, Child Identity Cards, Marriage Certificates, and the Moving-In process.

2. Health Office

The reports received by the Health Office, covering various health issues, such as handling the Coronavirus, Puskesmas services, requests for free ambulances, and vaccination programs. The high number of health-related reports, especially during the COVID-19 pandemic, shows that health services provided by the government are very much needed by the community.

3. Communications and Information Office

The reports received by the Communication and Information Service majorly relate to the TangerangLive application, such as problems with forgotten passwords, changing emails, and problems with registration.

4. Transportation Office

The reports received by the Transportation Agency amounted to repairs to street lighting, traffic lights, and traffic management. The reports received by the Transportation Agency reflect public concern for transportation infrastructure and traffic safety.

5. Public Works and Spatial Planning

The reports received covers road repairs, drainage, requests for flood water pumps, and repairs to neighborhood roads. The reports received by DPUPR show that public infrastructure, such as roads and drainage, are still the main problems faced by the community.

The five RAOs above have an important role in handling various public problems faced by the people of Tangerang City. The high number of reports received shows that LAKSA has become an effective means for the public to convey their complaints and aspirations. However,

the high number of reports also indicates that there is still room for improvement in terms of efficiency, responsiveness, and quality of service provided by each OPD.

As a form of e-government implementation, LAKSA has a strategic role in realizing a more responsive, transparent, and accountable public services. The benefits of this application can be associated with the principles regulated in Article 4 of the Indonesian Public Services Act, emphasizing that the implementation of public services must be based on efficiency, effectiveness, openness, and accountability.

LAKSA offers a handful of benefits in providing public services for the community, including but not limited to:

1. Reducing costs

One of the main challenges in the manual public service system is the large operational costs that must be incurred by the government and the community. The manual administrative process often requires a lot of resources, such as transportation costs, document printing, and additional workers to handle queues at service offices. LAKSA allows locals to submit complaints, aspirations, and complaints online, so that they don't need to come directly to government offices. Services provided online can significantly reduce costs incurred by the government and its stakeholders, compared to manual services. Through LAKSA, people simply access the application online to convey their aspirations, criticisms, or complaints. This reduction in face-to-face interaction can reduce administrative costs, such as transportation costs and managing physical documents. The government can also save costs in the verification process and complaint follow-up by simply carrying them out through a digital-based system (Rahmadana, 2020).

2. Strengthening transparency and accountability

The implementation of e-government plays an important role in increasing transparency, supervision, and accountability in the implementation of government, which supports the implementation of the principles of Good Corporate Governance. Transparency and accountability are two basic principles of good governance. Transparency relates to the availability of information that can be easily accessed by the public. On the other hand, accountability emphasizes that every activity and result obtained from government activities must be accountable to all people, who are the holders of the highest sovereignty of the state, in accordance with the mandate of the constitution. The LAKSA application supports increased transparency in the implementation of public services, by allowing the public to know the status of their complaints in real time; it also strengthens government accountability, where every step and decision taken by the government can be accounted for to the public.

3. Improving services for the community

LAKSA becomes the solution to having to handle unnecessary service stages, so that the complaint process can be directly forwarded to the authorized service or work unit. If in the manual system the report must go through various levels of bureaucracy before finally being followed up, then in the LAKSA application, the report can be directly forwarded to the relevant officer in a short time. Through the LAKSA application, the government can provide more efficient services to the public. The public can now access information provided by the government at any time, without having to come directly to the government office. This information is available all the time, 24 hours a day or seven days a week, without being limited by the operating hours of government offices (Rahmadana, 2020).

4. Empowering society

One of the biggest benefits of implementing the LAKSA application is community empowerment. By providing access for the community to participate directly in the implementation of government through complaints and suggestions, this indirectly empowers the community to participate in the government process. In addition, complaint

data collected from the LAKSA application can be used as evaluation material for the government in improving the quality of services in the future. By utilizing the data in the LAKSA application, the government can identify patterns of problems that often arise and design more targeted policies.

The LAKSA application developed by the Tangerang City Government is significantly beneficial in realizing public services for the community. According to Indrajit as quoted by Lia Muliawaty, one of the main advantages of implementing e-government is the creation of a more open/transparent and accountable government to the community. The application of technology in government allows for more efficient management, while increasing the government's responsibility to its citizens. This can be confirmed by the large number of total complaints received through the LAKSA application from 2016 to February 17, 2025, which reached 122,219 reports. In addition to being able to create government services that are in accordance with the needs of the community, it will make more people able to access information, and the government will also be more effective and efficient (Muliawaty & Hendryawan, 2020).

Public service as a right for the community is one of the benchmarks of the success or failure of the implementation of regional autonomy, because one of the essence of the implementation of regional autonomy is to bring services closer to the community, in the sense that public services provided to the community should be in the realm of cheap, fast, accurate, and satisfying. In short, public services by the Regional Government must be effective and efficient (Razak & Karai, 2012).

The importance of the basic principles of public service provision, as regulated in Article 4 of the Indonesian Public Services Act jo. Article 344 paragraph (2) of the Indonesian Regional Government Act, provides a clear framework for the government in carrying out its obligations. The application of the principles of public service provision in the LAKSA Application by the Tangerang City Government is very important to realize the objectives of public service regulated in said Public Services Act. The following is further application of these principles in LAKSA-based public services:

1. Public interest;

The principle of public interest means that in providing public services, personal and/or group interests should not be prioritized. This means that the Tangerang City Government through the LAKSA application must ensure that the services provided prioritize the public interest, not for the interests of certain individuals or groups. Every complaint or aspiration submitted through the LAKSA application must be handled regardless of the background or social status of the complainant. Before LAKSA, the public often had difficulty reporting public problems due to limited communication channels with the government. With the presence of LAKSA, every report received can be processed more quickly and transparently, ensuring that every interest of the community is accommodated optimally. In addition, the presence of LAKSA allows the government to analyze complaint trends that often occur in the community. With complaint data in the LAKSA application, the policies taken are expected to be based more on real needs, not just government assumptions.

2. Legal certainty

The principle of legal certainty means the guarantee of the realization of rights and obligations in the provision of services. Services provided through the LAKSA application must guarantee legal certainty, as regulated in Article 4 letter b of the Indonesian Public Services Act. The rights and obligations of each party, both the government and the community, must be fulfilled in accordance with those regulated in applicable laws and regulations. The government must ensure that every public complaint will be processed correctly and in accordance with procedures. Furthermore, Article 2 of the same Act explains that the main purpose of this regulation is to ensure legal certainty in the interaction between

the community and public service providers. With this law, it is hoped that a clear and orderly relationship will be created between the two in the provision of services to the public.

3. Equal rights

The principle of equal rights means that the provision of public services does not discriminate based on ethnicity, race, religion, class, gender, and economic status. Every individual, regardless of ethnicity, race, religion, class, gender, or economic status, must have the same rights in accessing public services through the LAKSA application. The Tangerang City Government must ensure that the LAKSA application can reach all levels of society to provide suggestions or complaints equally, without discrimination, as regulated in Article 4 letter c of the Indonesian Public Services Act. In addition, Article 18 of the Indonesian Public Services Act also regulates that the public has the right to know the truth of the contents of service standards and to monitor their implementation, so that these equal rights can be realized properly. This means that the public not only has the right to access services, but also has the right to ensure that the services provided are in accordance with previously established standards.

4. Balance of rights and obligations

The principle of balance of rights and obligations means that the fulfillment of rights must be proportional to the obligations that must be carried out, both by the provider and recipient of services. The public must be given the right to convey their complaints or suggestions, but this is also balanced with the obligation for the public to provide clear and honest information. The government also has an obligation to respond to every complaint appropriately and in accordance with applicable laws and regulations. Through the LAKSA application, a balance is created between the rights and obligations that must be fulfilled by both parties, both the public and the Tangerang City Government, as regulated in Article 4 letter d of the Indonesian Public Services Act. Article 19 of this Act also regulates that the public has an obligation to comply with and fulfill the provisions that have been required in the service standards, as well as to participate in maintaining the maintenance of public service facilities and infrastructure.

5. Professionalism

The principle of professionalism means that the competence possessed by the service implementer must be in accordance with the field of duty. The Tangerang City Government must ensure that the LAKSA application implementer must have the appropriate competence to carry out their duties. In this LAKSA application service, there are officers who have their respective duties in monitoring service responsibilities, and in each OPD Service Admin there is an Admin who supervises and controls reports (Amelia et al., 2023). This is in line with Article 4 letter e of the Indonesian Public Services Act which emphasizes the importance of the competence of implementers in the provision of public services. In addition to being regulated in Article 4 letter e of this Act, the importance of the competence of implementers is also emphasized in Article 21 letter h, which states that the competence of implementers is one of the components of service standards that must be met. This competence includes the knowledge, skills, and experience needed to be able to carry out public service duties properly. The professionalism of LAKSA application implementers can also reduce the risk of errors in handling complaints, such as closing reports without solutions or slow responses.

6. Participatory

The principle of participation means increasing community participation in the provision of services by considering the aspirations, needs, and expectations of the community. The Tangerang City Government encourages community participation in the public service process by providing space for the community to submit complaints and suggestions. In this way, the Tangerang City Government can understand the more specific needs of various community groups and respond to them more appropriately. LAKSA plays an important role

in improving participatory public services; the community is given the opportunity to be more active in conveying aspirations, monitoring the status of receipt of these aspirations, and seeing the extent of follow-up that has been carried out on their proposals (Rizki & Hanafie, 2023). This is in accordance with Article 4 letter f of the Indonesian Public Services Act which prioritizes community participation in public services. Article 39 also regulates that community participation in the provision of public services begins from the preparation of service standards to evaluation and awarding.

7. Equal treatment/non-discrimination

The principle of equal treatment/non-discrimination means that every citizen has the right to receive fair services. The Tangerang City Government must ensure that every member of society receives fair and non-discriminatory services. The LAKSA application provides equal opportunities for all people, regardless of their social or economic background, to submit complaints and receive responses from the government, as stipulated in Article 4 letter g of the Indonesian Public Services Act which emphasizes the importance of equal treatment in public services. Article 18 letter g also regulates that the public has the right to report implementers who deviate from service standards to the organizers and the ombudsman. The public's right to report deviations from service standards, as stipulated in Article 18 letter g, is an important mechanism to ensure that public services provided by the government are based on equal treatment/non-discrimination.

8. Transparency

The principle of transparency means that every service recipient can easily access and obtain information about the desired service. The people of Tangerang City have access to find out the progress of complaints that have been responded to by their Regional Government. The Tangerang City Government routinely updates information regarding complaints that have been responded to through the Instagram social media account *lapor_laksa*. These updates are presented in the form of infographics and reported to the public almost every day. These infographics include the most frequently reported complaint themes during the week, the social media channels most used by the public to submit complaints, and the results of complaints that have been successfully resolved (Isbandi et al., 2022). The application of the principle of openness in public services is clearly reflected in Article 4 letter h of the Indonesian Public Services Act, which emphasizes the importance of transparency in every service process. In addition, Article 23 paragraph (5) also strictly regulates the obligation for service providers to provide information that is easily accessible to the public, in order to ensure that the public can obtain the necessary information clearly and without obstacles. This is the basis for the government to continue to prioritize openness in every step of providing services to the public.

9. Accountability

The principle of accountability means that the service delivery process must be accountable in accordance with the provisions of laws and regulations. The service process through the LAKSA application must be carried out with the principle of accountability as stipulated in Article 4 letter i of the Indonesian Public Services Act. All complaints or aspirations received must be accounted for back to the public. The Tangerang City Government is obliged to provide a clear and timely response to every complaint received, and to ensure that every action taken can be accounted for. Article 38 of the UUPP also stipulates that every organizer has an obligation to routinely evaluate the performance of public service delivery. This assessment aims to ensure the quality and effectiveness of services provided to the public, as well as to encourage continuous improvement in the public service system.

10. Facilities and special treatment for vulnerable groups

The principle of facilities and special treatment for vulnerable groups means providing facilities to vulnerable groups so that justice is created in services as regulated in Article 4 letter j of the Indonesian Public Services Act. Furthermore, in determining the obligation for organizers to provide services with special treatment to certain community groups, in accordance with the provisions regulated in laws and regulations. This aims to ensure that every individual, especially those in need of extra care, receives fair services in accordance with their rights. The Tangerang City Government must pay attention to vulnerable groups, such as people with disabilities, the elderly, or groups of people who are less accessible to technology and can receive special attention.

11. Timeliness

The principle of timeliness means that the completion of each type of service is carried out on time in accordance with the service standards as stipulated in Article 4 letter k of the Indonesian Public Services Act. One of the major challenges in public services is the timeliness of completion of each type of service. The Tangerang City Government, through LAKSA, must support faster and more efficient complaint processing, in accordance with the established service standards. Article 21 letter d of the Indonesian Public Services Act also stipulates that the service completion period is one of the components of service standards.

12. Speed, convenience, and affordability

The principle of speed, convenience, and affordability means that every type of service is carried out quickly, easily, and affordably in accordance with Article 4 letter l of the Indonesian Public Services Act. With LAKSA, services may be carried out with speed, convenience, and affordability. The public can access public services anytime and anywhere, without having to physically go to the nearest government office, thereby increasing time and cost efficiency. LAKSA, in this case, has provided acceleration, convenience, and even affordability because it is no longer necessary to submit complaints face-to-face (Vandito et al., 2025).

The presence of e-government should not only be seen as an effort to follow global trends. More than that, it must be used as a strategic step to improve accessibility and quality of public services, encourage active community participation, and strengthen transparency, accountability, efficiency, and effectiveness of bureaucracy. The ultimate goal is to create good governance that is able to meet the expectations and needs of the community (Nugroho & Purbokusumo, 2020). LAKSA, in this case, is a real example of how technology can be used to improve public services.

The service and management of LAKSA features must be maximized to build a harmonious relationship between the government and the community, as well as foster public trust in government performance. The success of this application lies not only in its ability to facilitate complaints and aspirations from the community, but also in its consistency in implementing the principles of public service implementation regulated in the Indonesian Public Services Act.

CONCLUSION

LAKSA, as developed by the Tangerang City Government, becomes a real manifestation of the Regional Government's ambition in realizing public services for the community. From the available data, the total complaints received through the LAKSA application from 2016 to February 17, 2025 reached 122,219 reports, consisting of 113,982 complaints, 8,178 information, and 59 aspirations. Through LAKSA, it will not only ensure more relevant services for the community, but also expand access to information for more people. In addition, this also contributes to increasing efficiency and effectiveness, creating a smoother and more organized

process. The implementation of the principles of public service implementation in LAKSA by the Tangerang City Government is very important to realize the objectives of public services that have been regulated in the Indonesian Public Services Act. Thus, the success of LAKSA in improving public services will have a positive impact on public trust in the government. When the public sees that their complaints are handled quickly, transparently, and accountability, trust in government performance will increase. By building public trust, the government can create harmonious relationships with the public, which will ultimately support the creation of good governance.

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