Low Citizen E-Participation Within the Bekasi Nyambung Bae Complaint Service in Bekasi Regency

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ABSTRACT

Bekasi Nyambung Bae (BEBUNGE) application is an implementation of E-Governance Innovation, which was designed by Bekasi Regency Information, Coding and Statistics Communication Service through Bekasi Regent Regulation Number 42 of 2020 and Bekasi Regent Regulation Number 51 of 2018. This study is about researchers' analysis of the inefficiencies observed in BEBUNGE online complaint service, which marked its third year in operation in August 2023. Despite its intended purpose of facilitating the reporting of urgent matters for the residents of Bekasi Regency, the research sheds light on the service's shortcomings and inefficiencies. Researchers used e-participation theory in the context of e-governance, and e-government concepts to identify problems and findings in e-governance development through BEBUNGE. The object of this research is the low percentage of resolved complaint reports as a form of inefficiency in the public complaint service on BEBUNGE application which is managed by Bekasi Regency Information, Coding and Statistics Communication Service bureaucracy. The research method used is a qualitative approach with a case study research design which was analyzed descriptively. The novelty of this research is associated with the inefficiencies in BEBUNGE complaint service, specifically addressing the low level of electronic participation in Bekasi Regency. The research results show that there is a lack of employees supervising BEBUNGE, which causes uneven coordination. To overcome this problem, they must integrate e-participation, conducting formal socialization campaigns, partnering with key bureaucracies, and collaborating with Non-Governmental Organizations (NGOs). This strategic approach targets challenges arising from a limited workforce, aiming to enhance coordination for more effective application management.

Keywords: BEBUNGE, E-Governance, E-Participation, Inefficiencies, Service

INTRODUCTION

Bekasi Nyambung Bae (BEBUNGE) application is a concrete manifestation of the implementation of Bekasi Regency E-Governance Innovation designed by Bekasi Regency Information, Coding and Statistics Communication Service. This application functions as a one stop portal for public to access Bekasi Regency profile information, government programs and other important information. However, in practice there are challenges related to the inefficiency and effectiveness of online complaint system. This is reflected in the large number of complaints that have not been resolved, showing gaps in the implementation of application-based services (e-governance) in the region. In general, to ensure the success of public complaint services requires simultaneity with the principles of government accountability and transparency regarding performance monitoring, budget allocation and community involvement (Ministry of National Development Planning, 2022).

Information openness allows the public to understand resource allocation and improve public services. This facilitates people's participation in public policy decisions that affect their daily lives. By ensuring that citizens understand and can access BEBUNGE application, the government can build a

digitally skilled and connected society, bringing greater benefits to the city's development. Regarding this, Bekasi Regent and Bekasi Regency Information, Coding and Statistics Communication Service as the main stakeholders, have a crucial role in ensuring the efficiency and optimal performance of this application. Nevertheless, active community participation needs to be increased in monitoring the government, becoming an inseparable element as a pressure group. Fundamentally, the stakeholders in the limited approach are individuals with real interests (Adrianah et al., 2017; Niswaty et al., 2020).

BEBUNGE can be downloaded via Google Play Store since August 20 2021, and has reached more than 1000 downloads since the second quarter of 2023. Implementation of BEBUNGE application is one of the strategic steps in realizing the vision of Bekasi Regent Regulation Number 42 of 2020 and Bekasi Regent Regulation Number 51 of 2018. The application-based service program innovation in Bekasi Regency aims to increase the transparency of administrative procedures, provide excellent governance and responsive and targeted public services (good governance). According to Prihartono (2023), implementing e-governance-based public services in the modern era is the key to increasing effectiveness and efficiency in providing quality public services in a bureaucratic environment.

Meanwhile, the regent has a major responsibility in designing BEBUNGE implementation policies and strategies to improve the quality of public services, increase administrative efficiency, and encourage public participation and dialogue. Second, Bekasi Regency Information, Coding and Statistics Communication Service can provide technical support, manage IT infrastructure, and ensure data security in the implementation of BEBUNGE. On the one hand, external supervision is needed, and political observers are instrumental in this regard as they fulfill a vital role in monitoring and criticizing developments in the implementation of this application. Their involvement serves as a checks-and-balances mechanism to ensure transparency and accountability in the application's development and deployment.

Furthermore, the Ministry of Administrative and Bureaucratic Reform reported the latest assessment in 2023 regarding the Electronic Based Government System index, Bekasi Regency is classified in the 'poor' category and is at the bottom of West Java Province in 2022 with a score of 1.71%. From this assessment, the implementation of e-government and application-based services (e-governance) has not yet reached the optimal level, especially in terms of good governance management. In the meantime, data reported by Central Statistics Agency (2020), this region has facilities and infrastructure because it is close to the administrative center of DKI Jakarta and was ranked first in 2019 on the national economic scale with a nominal Gross Regional Domestic Product (GRDP) of IDR 327,730 billion (Good News from Indonesia, 2021). One of the obstacles faced in implementing digitalization in Bekasi Regency is the lack of adequate infrastructure. Subsequently, the policy and direction for updating the National Electronic-Based Government System is regulated through Presidential Regulation Number 95 of 2018. Based on Rhodes' (1997) concept in (Abdullah, 2016), BEBUNGE can play a key role in fostering mutually beneficial cooperation through the use of technology, while ensuring each entity maintains their autonomy.

Secondly, previous research highlights the lack of community participation in digital-based public service innovation. (Jung, 2022) identified transparency and accountability of public services through an online open budget system in South Korea can encourage public participation and reduce principal-agent problems. Then, (Selviana, 2020) found that there were many areas that had not been reached by the official Bantaeng Regency Information, Coding and Statistics Communication Service socialization regarding the SP4N-Lapor service. However, previous research lacks in exploring the effectiveness of complaint services to encourage e-participation. Thus, this research will focus on strategies to encourage Bekasi Regency community participation in online complaints through BEBUNGE application, with the aim of increasing public awareness of surrounding conditions and advancing responsive government.

Thirdly, previous research focused on public trust. (Sinaga, 2023) found the majority of people still do not recognize the SP4N LAPOR application in Pematang Siantar City, because limited funds have a significant impact on low public trust. Simultaneously, (Ali et al., 2023) emphasized the importance of building public trust in the Malaysian Public Complaint Bureau (PCB) to improve efficient complaint

service management. Conversely, previous research has not provided an explanation regarding public complaint services and the impact of low complaints on public trust. This research aims to overcome the gap by conducting research at Bekasi Regency Information, Coding and Statistics Communication Service and presenting transparently the number of resolved complaints to increase public confidence in BEBUNGE complaint service.

The BEBUNGE application developed by Bekasi Regency Information, Coding and Statistics Communication Service is a public service application to make it easier for people to submit complaints online. Nevertheless, the lack of socialization regarding this application among Bekasi Regency community is still an obstacle in the effective use of this application. Based on the background of the problem described above, the main focus of the research includes, 1) recapitulation of public complaints on BEBUNGE application, 2) follow-up to the latest BEBUNGE complaints, 3) identification of the parties responsible for BEBUNGE application, and 4) complaint category groups. The researchers used two distinct theoretical frameworks in the case study as comprehensive lenses, such as E-Participation Theory in the E-Governance Context, and E-Government Concept.

Researchers chose a definitional and stakeholder-based approach because it focuses on the elements involved in the e-government concept, such as public participation, transparency, and service efficiency by bureaucracy on how e-government can improve the quality of public services, facilitate public participation and dialogue, creating efficiency and transparency in the implementation of e-participation. This is because, this approach focuses on identifying the fundamental components of the idea of e-government and defining them based on the elements studied, (Pratama et al., 2023). The selection of the e-government concept helps researchers to analyze the problems contained in public complaint services, especially in the implementation of e-governance development through BEBUNGE application. The focus on this concept is to understand and overcome obstacles that arise, with the main aim of increasing operational efficiency and community involvement in public services at Bekasi Regency Information, Coding and Statistics Communication Service. In discussing public complaint services in BEBUNGE application, e-government is one of the main keys to analyzing stakeholders.

METHOD

Researchers adopted a qualitative approach with a case study research design that was analyzed descriptively. A qualitative approach is essential for deepening the understanding of social events and the viewpoints of the individuals being analyzed. This method emphasizes the exploration of subjective experiences, attitudes, and perceptions, providing rich and nuanced insights that quantitative methods alone may not capture. Descriptive qualitative is research that represents phenomena to make universal assumptions through in-depth analysis (Aulya et al., 2016; Iqbal et al., 2021; Sulanjari, 2019). Then, Yin (2011) defined case study as an empirical method that investigates contemporary phenomena in depth in real contexts. The object of this research is the low percentage of resolved complaint reports as a form of inefficiency in the public complaint service in BEBUNGE application. The subjects of this research are Bekasi Regency Information, Coding and Statistics Communication Service as the organizer of BEBUNGE application priority program, Bekasi Political Observer, and Founder of Suar Nalar Community.

Researchers used primary and secondary data sources to conduct a comprehensive analysis of research objects and subjects. First, primary data collection techniques were carried out through field studies in the form of interviews with the Head of ICT Department and Information Technology Controller from Bekasi Regency Information, Coding and Statistics Communication Service, Bekasi Political Observers, also Suar Nalar Founder. Primary sources provide data directly to researchers as information collectors. Second, secondary data collection techniques were carried out through literature study and internet searching. Literature studies involve collecting library data, reading, taking notes, and optimally using research materials. This also has a connection to the problem and research objectives (Rifdan et al., 2022). Consequently, internet browsing is searching via the internet using special tools or global software (Arhas, et al., 2022; Arhas, 2022; Jamaluddin et al., 2022).This research aims to find out how BEBUNGE

application is implemented as an online complaint service. The primary objective is to understand the dynamics of how BEBUNGE operates as a platform for handling online complaints. The study also seeks to pinpoint and analyze issues, with a specific focus on addressing the observed low percentage of resolved complaints within BEBUNGE application.

RESULT AND DISCUSSION

Result

Bekasi Regency Information, Coding and Statistics Communication Service is a regional government entity at the district level which is assigned to carry out government affairs related to communication, informatics, coding and statistics. This bureaucracy was established in accordance with the provisions contained in Bekasi Regency Regional Regulation Number 6 of 2016 Concerning the Establishment and Organizational Structure of Bekasi Regency Regional Apparatus, which is still in effect today.

Complaint Report Management Mechanism on BEBUNGE

The BEBUNGE application has entered its third year and should be an important milestone for the people of Bekasi Regency in the complaint reporting process. According to Ministry of Administrative and Bureaucratic Reform Regulation Number 118 of 2004, the public has the right to convey their dissatisfaction to the government in the form of contributing thoughts, ideas, complaints or complaints aimed at improving the situation regarding the performance of public service providers. At Bekasi Regency Information, Coding and Statistics Communication Service, this application is specifically responsible for and operated in the Information and Communication Technology (ICT) sector, especially in E-Government Division led by Mr. Andri Wahyudi, S.T., M.Si., as Section Head of E-Government. Based on Regent's Regulation Number 90 of 2020, there are four functions of Bekasi Regency Information, Coding and Statistics Communication Service, namely formulating technical policies, implementing Regional Government affairs and public services, monitoring and assisting tasks in the Information, Coding and Statistics Communication Service Sector, and carrying out secretarial administration.

Unfortunately, BEBUNGE has not yet reached an optimal level of efficiency in handling public reports, because full control is not yet fully held by this bureaucracy. Bekasi Regency Information, Coding and Statistics Communication Service's Department Head of ICT, Bahrul Ulum S.T., M.M. (2023), stated that the delay occurred because this application was an integration of Bekasi Regency SPAN LAPOR platform, requiring a certain time to respond to the submitted reports. Furthermore, the bureaucracy must also report the complaint to the PJ Bekasi Regent. This is because the Acting Regent of Bekasi is responsible for receiving and ensuring that reports from Bekasi Regency Information, Coding and Statistics Communication Service are handled according to procedures, as well as providing appropriate solutions for each complaint.

Based on the number of complaints received through the BEBUNGE Application, as reported by the Bekasi Regency Information, Coding, and Statistics Communication Service, In 2021, a total of 32 online complaints were registered but the resolution rate was notably low with only two cases successfully addressed. The following year, from January to October 2022, the number of cases increased to 60, but only five reports achieved successful resolution. The ongoing trend of a limited number of successfully resolved online complaints, constituting only 7.1% of the total underscores a significant disparity in the efficiency and effectiveness of the current complaint resolution system. The above indicates that there are certain aspects that still require evaluation and adjustment so that complaint services can run more smoothly and be responsive to community needs. The significant rise in the number of complaints without a proportional increase in successful resolutions underscores a notable challenge in the current system.

Addressing this discrepancy is imperative to enhance the overall functionality and reliability of the online complaint platform. In light of these statistics, it is essential to conduct a thorough evaluation of the processes involved in handling online complaints, identifying bottlenecks, and implementing targeted improvements.

Apart from that, limited access to BEBUNGE application for users of Apple operating system via the App Store is something that also needs the attention of relevant stakeholders. The absence of a compatible application version for Apple devices implies that a substantial number of potential users have been unable to avail themselves of the benefits offered by BEBUNGE. This discrepancy in accessibility not only hinders the potential user base but also represents a missed opportunity for expanding the reach and impact of BEBUNGE. Addressing this issue promptly is crucial to ensuring inclusivity and providing a seamless user experience across diverse platforms. It is recommended that relevant stakeholders collaborate to develop and release an Apple-compatible version of the BEBUNGE application, thereby enhancing its availability and utility for a broader audience.

Subsequently, Bekasi Regency Information, Coding and Statistics Communication Service's Information Technology Controller, Adit Putra Sisworo (2023), reported that BEBUNGE management data only numbered eight people, consisting of one administrator, one customer service representative, and six IT programmers. This observation underscores the apparent lack of preparedness on the part of Bekasi Regency Information, Coding and Statistics Communication Service in the implementation of BEBUNGE complaint service. This shows the limited human resources in operating the complaint service on this application. The limited number of BEBUNGE management team raises concerns about implementing services optimally.

The limited number may affect the team's capacity to handle the volume of complaints from the public, which may increase along with the growth in application usage. If the team does not have sufficient capabilities to handle complaint requests, then they will not be able to handle all requests efficiently. Apart from shortages in terms of quantity. Optimal performance can be guaranteed by employees who have good skills, abilities, intelligence and skills, especially if their work morale and discipline are high (Arhas et al., 2021; Niswaty et al., 2023; Suprianto & Arhas, 2022). This means Bekasi Regency Information, Coding and Statistics Communication Service needs to pay attention to both the quantity and quality of public services provided to the local community, indicating that there are gaps in the online complaint service system. Because, the successful implementation of BEBUNGE does not only depend on technology, but also on Bekasi Regency Information, Coding and Statistics Communication Service's commitment to listening and responding to community needs.

Discussion

BEBUNGE's Efficiency Challenges in Handling Public Complaints

In order to increase the transparency and accountability of BEBUNGE application, in November 2023, Bekasi Regency Information, Coding and Statistics Communication Service is undergoing a transformation by adapting to digitalization trends through the development of BEBUNGE 2.0. However, the public launch of BEBUNGE 1.0 application should be carried out after it reaches optimal maturity, and its operationalization must comply with adequate standards in the context of e-governance. Bekasi Regency Political Observer, Adi Susila (2023) as a user of BEBUNGE service stated that the application was not user friendly. He emphasized the need for Bekasi Regent and Bekasi Regency Information, Coding and Statistics Communication Service to emulate private companies such as Gojek which provide good and fast services. Apart from that, Adi assessed that political will in Bekasi Regency, especially from the role of Bekasi Regent, was very lacking in making BEBUNGE application a top priority. This is in contrast to the City of Bekasi which succeeded in achieving a good ranking in the 2022 West Java Electronic Based Government System index (Ministry of National Development Planning, 2022). This comparison creates the impression that the Mayor of Bekasi is paying more attention to e-governance innovation, while this has not been fully realized at Bekasi Regency level.

Consequently, BEBUNGE should be able to strengthen relations between the government and society. However, (Bahy, 2023) found a lack of official outreach so that this application is better known through advice and information that is spread, namely informal communication between residents efforts to improve e-government and e-governance application-based services in Bekasi Regency. Political will has still not reached its maximum potential. The main factor in understanding the challenges and potential for implementation is the successful elements of e-government development, both as drivers and obstacles in the form of cooperation between technology, government and society (Mahalik, 2011; Mensah et al., 2022; Omri & Ben Mabrouk, 2020; Wilson, 2020).

Founder of Bekasi Community named Suar Nalar, Tiara Lestari (2023) stated that Bekasi Regency Information, Coding and Statistics Communication Service should have prepared a Memorandum of Understanding (MoU) with all local agencies or entities that have a crucial role before launching BEBUNGE application. In its third year since launch, the e-governance application has failed to make substantial progress, remaining a mere formality for local government with no significant development to show. The lack of advancement raises concerns about the effectiveness of the application in fulfilling its intended purpose, as it continues to fall short in delivering meaningful contributions to the enhancement of e-governance practices.

"The seriousness of Bekasi Regency Information, Coding and Statistics Communication Service in developing the BEBUNGE application needs to be questioned. When conceptualizing or launching an application, thorough consideration should be a priority. When introducing features deemed essential, especially in emergency situations, collaboration and communication should have already been established with relevant departments before the application is launched. This should have been addressed or resolved before the application has been operational for three years," Tiara Lestari on December 13, 2023.

In contrast, this application has been connected to a number of local agencies, namely the Health Service, Regional General Hospital, Regional Disaster Management Agency, and Population and Civil Registry Service. However, this bureaucracy has not implemented collaborative aspects with other interested parties, especially local agencies in order to handle public reporting. For example, there has not been formal cooperation with the Civil Service Police Unit and the Fire Department. The reason is that these two agencies have a very important role in handling community complaints. This collaboration can certainly increase efficiency and respond quickly to problems faced by the community. As a buffer area for DKI Jakarta with the highest economic scale in 2019, BEBUNGE should be projected like the JAKI application. This is because, JAKI has two main features in handling complaints from the people of DKI Jakarta, such as JakLapor and JakSiaga which act as reporting platforms for various complaints from the people in DKI Jakarta. These two features are able to handle reports ranging from general complaints to critical situations such as fires, being caught in a fence, or illegal parking.

Evaluation and Sustainability of E-Participation

The community plays a central role as a supervisory entity in observing daily events in Bekasi Regency. They serve as eyes and ears monitoring the surrounding environment, highlighting important events, and reporting complaints. Through the use of digitalization of public complaint services such as BEBUNGE Application, e-participating citizens can more efficiently and effectively convey their complaints to the government. This process allows for a faster response and transparency in responding to problems faced by the community. There are three main procedures for the reporting process in BEBUNGE application according to the results of an interview with Mr. Bahrul Ulum, S.T., M.M (2023). First, the public reports problems on BEBUNGE application which is available for download via Google Play Store on Android telephone devices. Second, after the community submits a complaint, the complaint will be transferred to the relevant agencies which have the authority to handle complaint issues, and this stage is carried out through the Regent. Third, public complaints will be processed by the relevant

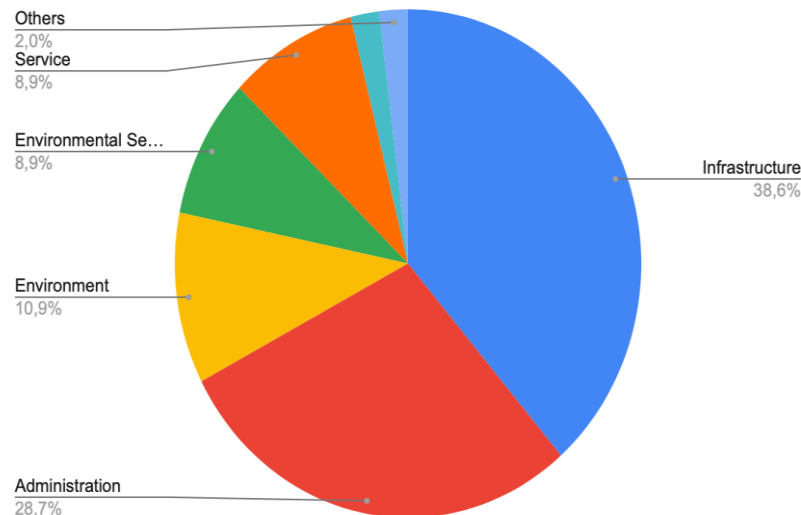department using reports that have been submitted to the Regional Work Unit.

Figure 1. Complaint Category Groups
(Source: Researcher's Processed Results, 2023)

In the implementation of e-participation in Bekasi Regency, BEBUNGE application faces significant challenges with low participation levels. According to Bekasi Regency Information, Coding, and Statistics Communication Service, the continuation process from August 2021 to October 2022 was confined to a small number of complaints. This is also supported by complaint category groups, where the "service" category accounts for only 8,9%. This phenomenon indicates obstacles faced by Bekasi Regency Information, Coding, and Statistics Communication Service in serving the public by slowing down responses and complaint processing through BEBUNGE digital platform. Other categories, such as reports related to infrastructure, administration, environment, spatial planning, and others, also exhibited similar obstacles. This phenomenon underscores challenges in serving the public by impeding response times and complaint processing through BEBUNGE. In this context, a comprehensive evaluation of the implemented socialization strategy is necessary, along with system improvements aimed at enhancing the efficiency of reporting and complaint handling processes.
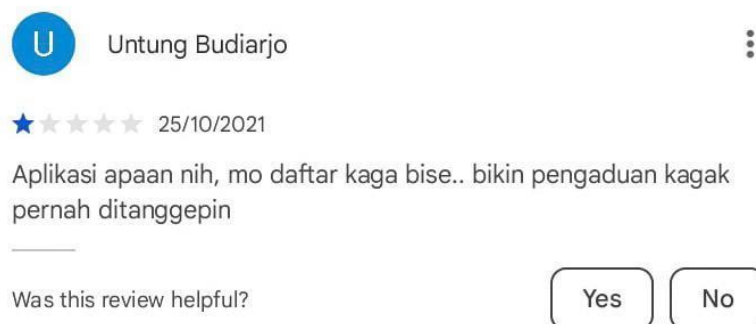

Figure 2. Critical Review of BEBUNGE Application
(Source: Google Play Store "BEBUNGE)

There is a critical review that has highlighted a lack of responsiveness from the authorities towards the complaints that have been submitted. This issue underscores the importance of enhancing the guidance provided on the use of all features within the BEBUNGE application. It is imperative that Bekasi Regency Information, Coding, and Statistics Communication Service addresses these shortcomings and works towards implementing more comprehensive support and guidance for users of the application. The findings of the review serve as a clear call to action for the improvement of the responsiveness and

guidance mechanisms within BEBUNGE application. This review should be followed by concrete actions to improve the responsiveness to user complaints and to provide the necessary guidance for the effective use of all BEBUNGE application features

Figure 3. Good Review of BEBUNGE Application
(Source: Google Play Store "BEBUNGE)

There are also reviewers who have assigned 4 and 5-star ratings, expressing that the application is both appealing and reasonably comprehensive. This positive feedback from users who have rated the application highly suggests a level of satisfaction with its features and content. Besides, BEBUNGE application for device management has received a positive assessment with a score of 81.54 (Setyadi & Baqi, 2021). These reviews come from the results of a closed questionnaire that measures the level of user satisfaction with BEBUNGE application. Then, even though it received a rating of 4.4 on the Google Play Store, this application has not yet reached the expected level of popularity. Of the 46 reviewers it seems positive, but the number of downloads is only small, just over 1,000 devices. This raises concerns, especially when compared with the population of Bekasi Regency which will reach 3,246,013 million people in 2023, the low level of public interest in downloading this application should be a big concern for Bekasi Regency Information, Coding and Statistics Communication Service (BLKM West Java Province, 2023).

Moreover, Bekasi Regency has great potential to maximize the implementation of e-participation. This is supported by data Bekasi Regency Central Statistics Agency (2018), that there are 1,032 villages/sub-districts in Bekasi Regency that have GSM/CDMA internet signals, indicating that the internet infrastructure in this area supports the implementation of BEBUNGE which requires an internet connection. In addition, Bekasi Regency Central Statistics Agency (2021) reported the literacy rate for Bekasi Regency Age 15 and over in 2020 with a score of 73.68 in the good category. The above should be able to contribute positively to improving the quality of life and human development in Bekasi Regency.

Although there are sufficient internet signal points in 1032 locations, Bahrul Ulum (2023) asserts that efforts from Bekasi Regency Information, Coding and Statistics Communication Service is still needed to promote a shift from the manual habits held by the community in the context of digitalization, aiming to encourage the e-participation in using BEBUNGE application. Henceforth, to date, there has been no official socialization effort for BEBUNGE in schools, institutions, or collaboration with Non-Governmental Organizations (NGOs) by Bekasi Regency Information, Coding and Statistics Communication Service. The lack of such socialization initiatives can impede a widespread understanding of BEBUNGE application, reducing the potential for community support and participation, as well as the acceptance of this application within the community.

In a critical response to Bahrul Ulum's statement, Tiara Lestari (2023) as Founder of the Suar Nalar Community, expressed her disappointment with Bekasi Regency Bekasi Regency Information, Coding and Statistics Communication Service's decision not to involve non-governmental organizations or youth communities in the official socialization of BEBUNGE application. This is because, BEBUNGE has only been downloaded by around 1000 residents, so the implementation of e-participation in BEBUNGE services has not yet reached its maximum potential. Official socialization is highly important as it provides knowledge about a piece of news, typically occurring when there is a message that needs to be communicated formally (Syarifuddin et al., 2021). Bahrul Ulum confirms that, up to the third year of BEBUNGE's presence in Bekasi Regency community, there has been no official socialization implementation. Therefore, official socialization becomes a crucial step in demonstrating the seriousness of Bekasi Regency Information, Coding and Statistics Communication Service regarding the e-governance innovation of BEBUNGE application. This effort not only ensures that the message or news related to the application is well-received by the community but also has a positive impact on strengthening understanding and supporting effective communication, especially in a formal or institutional context.

On the other hand, Bekasi Political Observer, Adi Susila, revealed that the impact of the lack of efficiency of BEBUNGE services can reduce the level of trust that the public has in the local government. Services that are not optimal can create the perception that Bekasi Regency, even though it has a fairly large Gross Regional Domestic Product (GRDP), has not been able to match or at least approach the quality of services available in Jakarta, as the centre of government which is often used as a benchmark. The gaps seen in this comparison raise questions regarding the effectiveness of resource management and development priorities in Bekasi Regency.

"The impact of BEBUNGE service inefficiency will undoubtedly erode public trust in Bekasi Regency Information, Coding and Statistics Communication Service. Considering the substantial Gross Regional Domestic Product of Bekasi Regency, it should at least be slightly below Jakarta. This gives the impression of a significant disparity in the quality of governance compared to services in Jakarta," Adi Susila on December 8, 2023.

Based on the conducted research, the optimization of e-governance at Bekasi Regency Information, Coding and Statistics Communication Service through e-participation, particularly regarding the inefficiencies in online complaint service of BEBUNGE application, requires synergy among stakeholders, such as the Regent and Bekasi Regency Information, Coding and Statistics Communication Service to share responsibilities. Bekasi Regency Information, Coding and Statistics Communication Service also needs to gain independence in handling public reports and reporting them to the regent, not the other way around, to ensure that the complaint process can be resolved quickly. Apart from that, the community as a pressure group needs to continue to monitor and speak out on the government's slow performance in implementing the e-governance innovation of BEBUNGE application. This is important to ensure transparency, accountability and active community participation in implementing e-governance. Thus, collaboration between stakeholders and active community involvement is expected to increase the effectiveness of online complaint services in Bekasi Regency.

CONCLUSION

BEBUNGE application is a concrete manifestation of the implementation of Bekasi Regency E-Governance Innovation which was prepared by Bekasi Regency Information, Coding and Statistics Communication Service. In its implementation, this service lacks e-participation and fails to conduct official socialization. Moreover, Bekasi Regency Information, Coding and Statistics Communication Service does not collaborate with two crucial bureaucracies, such as the Civil Service Police Unit and the Fire Department. This implies that these bureaucracies do not incorporate e-participation as a vital element in e-governance innovation and do not emphasize a focus on the e-government concept. Consequently, the absence of e-participation and collaboration with key agencies has significant repercussions. It not only hinders the dissemination of crucial information about the service but also neglects the potential benefits of

leveraging e-governance to enhance efficiency and engagement. The exclusion of essential bureaucratic entities further diminishes the comprehensive and integrated nature of e-governance in Bekasi Regency, highlighting the need for a more inclusive and collaborative approach.

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