

## **CHAPTER IV**

### **CONCLUSION**

#### **4.1 Conclusion**

This chapter discloses the conclusion, recommendations and limitations for future research as a result of the research of implementation of JakLapor as a digital public complaint service in the quality of public services of DKI Jakarta.

In result of the research conducted, the analysis of collected data concludes that JakLapor has achieved succession in its implementation to the extent of several criteria. Seven out of nine indicators achieved positive results in areas including target groups (interest affected), benefits offered (type of benefits), intended change (extent of change envisioned), service location (site of decision making), program implementation (program implementer), resource allocation (resources committed), and institutional framework (institution and regime characteristics). However, two indicators require further attention: stakeholder influence (power, interest and strategy of actors involved) due to potential bureaucratic mismatch between public and private sectors, and citizen feedback (compliance and responsiveness) due to limited awareness of JakLapor's feedback mechanisms.

#### **4.2 Recommendations**

From the conclusion gathered above, the researcher would like to give recommendations such as:

1. Formulating a bridge or regulation that may strengthen and ease the bureaucratic mismatch between the DISKOMINFOTIK DKI Jakarta and the private sectors involved in the running of JAKI.
2. Conducting a more thorough and widespread socialization for the citizens of DKI Jakarta regarding the mechanism of JAKI and also the digital forums provided to convey any criticism or complaint the citizens may have. This may increase citizen participation in the running of JAKI.

#### **4.3 Limitations of Future Research**

This research has limitation in its process in the aspect of sample size. The citizens and/or users of JakLapor interviewed as respondents being only 5. While the results of this research provide valuable insights, a larger sample size would strengthen the generalizability of the conclusions about JakLapor's overall success.

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Governor Regulation No.144 of 2019 concerning the Organization and Service Work Procedure of the DISKOMINFOTIK DKI Jakarta

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