

Attachment 1: Evidence of Interview Event



PEMERINTAH PROVINSI DAERAH KHUSUS IBUKOTA JAKARTA
DINAS KOMUNIKASI, INFORMATIKA DAN STATISTIK
UNIT PENGELOLA JAKARTA SMART CITY
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JAKARTA

Kode Pos : 10110

BERITA ACARA WAWANCARA NOMOR: 01 / 2024

Pada hari ini telah dilakukan wawancara penelitian yang dimaksudkan untuk memenuhi Tugas Akhir Strata Satu (S1), Aribah Shafa Ralina, Mahasiswa Fakultas Ilmu Sosial dan Ilmu Politik, Universitas Diponegoro, dengan judul penelitian "JAKI and It's Impact On The Quality Of Public Services" Adapun wawancara dilakukan secara *online* melalui Google Meet dengan *video call link* <https://meet.google.com/cfs-wjbm-aev>, antara lain:


- I. Unit Pengelola Jakarta Smart City:
 1. Hamdi – Manager Manajemen Produk dan Layanan selanjutnya disebut **Pihak Kesatu**
- II. Aribah Shafa Ralina, selanjutnya disebut **Pihak Kedua**.

Pihak Kedua melakukan wawancara dengan Pihak Kesatu yang berkaitan dengan penelitian yang telah dilakukan di Jakarta Smart City, kemudian Pihak Kesatu memberikan jawaban terkait pertanyaan yang diajukan oleh Pihak Kedua. Adapun daftar pertanyaan yang diajukan terlampir.

Berita Acara ini dibuat untuk dipergunakan sebagaimana mestinya.

Jakarta, 14 Mei 2024

Mengetahui,
Kepala Satuan Pelaksana Manajemen dan Kajian
Unit Pengelola Jakarta Smart City


M. Agus Mubarak
NIP 199008182019031009

Manager Manajemen Produk dan
Layanan


Hamdi

Attachment 2: Research Permission Letter



KEMENTERIAN PENDIDIKAN, KEBUDAYAAN,
RISET, DAN TEKNOLOGI
UNIVERSITAS DIPONEGORO
FAKULTAS ILMU SOSIAL DAN ILMU POLITIK

Jalan dr. Antonius Sutopo
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Nomor : 1815 /UN7.F7/PP/ XI / 2023
Lampiran :
Perihal : Permohonan Izin Penelitian

22 DEC 2023

Yth. Sekretariat Dinas Diskominfo
Jl. Medan Merdeka Selatan No. 8-9 Blok G 3rd Floor, 13th Floor, Blok F 2nd Floor and Blok B
3rd Floor RT.11, RT.11/R.W.2, Gambir, Kecamatan Gambir,
Kota Jakarta Pusat, Daerah Khusus Ibukota Jakarta 10110

Dalam rangka mempersiapkan penulisan skripsi pada Program Studi Ilmu Pemerintahan Fakultas Ilmu Sosial dan Ilmu Politik Universitas Diponegoro maka mohon izin untuk melaksanakan penelitian dan mengumpulkan data dengan melakukan wawancara kepada dengan objek penelitian JakLapor (JAKI) dan pengaruhnya terhadap kualitas pelayanan public.

Adapun nama dan data mahasiswa sebagai berikut:

N a m a : Aribah Shafa Ralina
NIM : 14010120190047
Judul : JAKI AND ITS IMPACT ON THE QUALITY OF PUBLIC SERVICES
Alamat Rumah : Griya Kemang Raya no.99
Alamat email : aribahshafar@gmail.com
No. HP : 081310961521

Atas perkenan dan perhatiannya disampaikan terimakasih.



Prof. Dr. Drs. Hardi Warsono, M.T
NIP 196408271990011001

Attachment 3: Interview Transcript

INTERVIEW TRANSCRIPT JAKARTA SMART CITY

Day, Date : 18 January 2024

Interviewer : Aribah Shafa Ralina

Respondents :

1. Reisa Siva Nandika (Product Analyst)
2. Bayu Ahmadi (Senior Operational Product and Trainer)
3. Andini Sekar (Business and Government Relation)
4. Martini Melissa (Assistant Manager Operational Product and Service)

Information:

I = Interviewer

R = Reisa Siva Nandika

B = Bayu Ahmadi

A = Andini Sekar

M = Martini Melissa

I: Why was JAKI established?

R: JAKI was established to founded 11 million DKI Jakarta residents with their public service needs where previously DKI Jakarta had more than 150 different public service applications owned by each regional apparatus organizations (OPD). With public service applications spread everywhere, they are less integrated with systems and data, and it is also confusing for the public as to which application to refer to. We have around 50 OPDs, in each OPD it could produce around one or two applications..., when people are asked to use the application they have to register first, they have to log in first ... imagine that we as the citizens are asked to install 150 application to get different services ... I'm not sure everyone will be able to since not everyone has enough storage on their phones. With JAKI, people can access various kinds of public services digitally in just one application – that's why JAKI exists. Moreover, during the COVID-19 pandemic where all public services were carried out online, that was what prompted JAKI to be quickly perfected. JakLapor was established as one of 13 complaint channels in DKI Jakarta as a system that makes it easier for the public to submit complaints with various special features on JakLapor such as geotagging, privacy by default and privacy by design. The public can report more easily because there are problem categories to choose from, you can also enter the address of the incident by geotagging and you can also get a code to track the complaint resolution process.

I: How effective is JAKI?

R: To judge how effective JAKI is can be seen from the number of reports completed from the JakLapor application. From the data we have up to January 11 2024, at JAKI

there were 350,789 three hundred fifty thousand seven hundred eighty-nine incoming reports and 345,786 three hundred forty-five thousand seven hundred eighty-six completed reports with a percentage of report completion of 98,5%.

I: What are the factors causing citizens to refer to JAKI instead of any other public complaint channels?

R: The first factor causing the citizens to refer to JAKI instead of any other public complaint channels is because JAKI can be easily accessed through their mobile phones anywhere they are in the city. JAKI also has a variety of features the reporters can use such as geotagging which can be automatically detect the location of the report, the privacy by default & privacy by design feature which enables the citizens to choose whether their report will be made public or anonymous and the real-time monitoring feature where the reporters will be given a tracking code after reporting which allow them to track the progress of their report.

I: What about the involvement of the private sector in JAKI's performance?

R: From the private sector, there are several collaborations with external companies. One of them is the Cek CCTV application, which helps us to monitor the opening and closing of roads and transportation routes. There is also iJakarta, a library that can be accessed by simply downloading the application. In the environmental field, we are also assisted in calculating emissions. So, whatever the JAKI infrastructure is, there are private sector stakeholders involved.

I: Are there any obstacles in collaboration between JAKI and the private sector?

R: One of the challenges in building stakeholder relationships is the bureaucratic mismatch between Jakarta Smart City, being a government in, and the private sector, particularly start-ups. Jakarta Smart City, being under the DISKOMINFOTIK is subject to rigid bureaucratic procedures, while start-ups often refer to a more agile and instant approach. This can make it difficult for Jakarta Smart City to maintain relationships with the private sector

I: What are the mechanisms and strategies for resolving complaints submitted to JakLapor?

B: The complaint settlement mechanism at JakLapor is adjusted according to the complaint category. For settlement, there are several problems that can be solved with a simply analysis or may also require further action. For example, if there is a report with incomplete information, it can be analysed by the admin themselves or by using a method of data completion by asking the reporter again for the missing data. If both of these approaches cannot be done, then ticketing will be carried out, where ticketing can be submitted if the complaint cannot be resolved, so the reporter can re-submit the complaint and add the missing information or data

I: Who is in authority of the decisions made regarding the complaint solving mechanism in JAKI?

B: In terms of bureaucracy within Jakarta Smart City, every decision is ultimately made by the Head of the Jakarta Smart City Management Unit. However, each expert also has the authority to provide input on follow-up actions and necessary steps whenever there is a problem. Nevertheless, the final decision rests within the Head of the Jakarta Smart City Management unit.

I: In resolving complaints submitted to JakLapor, what agencies are involved? What are some examples of agencies involved so far and how are examples of cases handled?

B: To resolve complaints at JAKI, each OPD has appropriate duties and functions which have been regulated in Governor Regulation no. 144 of 2019. For example, if the category is traffic, this means that the regional apparatus responsible for following up on reports from the public will be the Transportation Service. For example, regarding social assistance, the category chosen by the community is social assistance, then the regional apparatus that will follow up will be the Social Service. But this also depends on the situation, if for example a complaint can be resolved at the sub-district level then it can be processed immediately until it is resolved, but if for example the sub-district considers the complaint to be beyond its capabilities, it can be coordinated with the agencies whose main duties and responsibilities are to follow up.

M: All incoming reports will be automatically received by the sub-district where the report is geo-tagged. For example, the photo is in Manggarai, so the sub-district that receives it is in the Manggarai sub-district. After that, the Manggarai sub-district will analyse the complaint, if it can be followed up at the sub-district level, the complaint can be processed directly until it is finished. However, if it is seen that this requires coordination with other regional apparatus organizations, for example, related to roads, it requires coordination with Bina Marga. In the CRM application there is a coordination menu and the staff can just click the coordination menu, then select which regional apparatus the complaint will be given to. For example, if the complaint requires coordination with Bina Marga, the report will not be immediately processed but there is a referee, namely, the admin at the Bureau of Government. The Bureau of Government will look again according to the applicable regulations according to Regional Secretary Decree Number 99 of 2022, if the complaint is truly under the Bina Marga's authority or can be followed up by the sub-district. If it is true, it will be forwarded to Bina Marga, if not, it will be returned to the sub-district or if the Bureau of Government knows that this belongs to another regional apparatus such as the Transportation Agency, it can be forwarded directly.

I: How is the coordination between policy supervisors and policy implementers from JAKI in resolving incoming public complaints?

B: For coordination, there is the policy supervisor namely the DKI Jakarta Provincial Secretariat Government Bureau and from the policy implementer which is the regional apparatus. Because complaints are initiated using geotagging, structurally, complaints are given to the relevant regional apparatus as the first policy implementer where the category of the complaint will be reviewed to see whether the complaint can be resolved directly or must be given to another party more authorized to handle the category of the complaint. For example, complaints that require a specific regional

apparatus could be complaints regarding clean water network or complaints about trees that have grown too shady, can be given specific regional apparatus. Then, if the complaint has been processed and followed up, a verification process will be carried out by the policy supervisor namely the Bureau of Government where validation will be carried out as to whether the complaint has been properly resolved or not. If it has been verified, the complaint can then be declared resolved.

M: Even if the formal supervisor agent is the Bureau of Government, there are other parties in authority of supervising JAKI, such as BPK who supervises the finances of JAKI by auditing the management of JAKI's finances, the Ombudsman also receives and follows up on public complaints regarding public services provided through JAKI, KIK supervises the implementation of the on Freedom of Information in the management of JAKI. The DPRD, NGOs and the citizens also participate in supervising the program.

I: What is the role of the community in monitoring policies at JAKI? (additional question)

B: The citizens play a role in overseeing the policy making in JAKI, one of the ways is by filling out surveys conducted. So, before making decisions in JAKI, we first collect suggestions and aspirations from the citizens, for example from surveys. The citizens' suggestions will be considered in the decision-making process.

I: What is the quality of human resources deployed for JAKI's sustainability?

B: Our human resources is already competent. We have already invested in the development of competent human resources and conducted recruitment to further strengthen our team. The criteria for each division vary, but generally include a bachelor's degree, also there are specific skills necessary such as the ability to access software and the ability to understand programming for data division.

M: Jakarta Smart City has various divisions, including data, development and research. When discussing human resources, it's not just limited to Jakarta Smart City, as JAKI's development is supported by other regional apparatus organizations. Socialization and training are conducted at the sub-district and village levels. So, not only internal but also external factors are evaluated to assess their capabilities. Jakarta Smart City's recruitment is not limited to JAKI, but we recruit for Jakarta Smart City as a whole, as Jakarta Smart City has other products and concerns. One challenge that we face is how to integrate the applications from other regional apparatus organizations. However, in terms of human resources, we are already well-equipped as we have various divisions and our human resources come not only from Jakarta Smart City but also from other regional apparatus organizations to support JAKI. Each division are evaluated after completing a project or activity. Every three months, certain divisions such as the operational product and service division, the data and system division and the marketing division go through technical training.

I: How long does it usually take for public complaints to be resolved either at JAKI or other public complaint channels?

A: The average time of problem settlement in both JAKI and other public complaint channels is 10 days. But to compare the time range of problem settlement, it should be taken into account the category and severity of the problem.

I: What about JAKI's financial resources?

A: Financially, JAKI is supported by the DKI Jakarta Provincial Government as evidenced by the budget allocated for it and its inclusion in the strategic regional plan.

I: Up until today, how many complaints are filed to JAKI?

M: The data can be looked up at the CRM website.

I: What about citizen participation in JAKI's implementation?

M: Jakarta Smart City continuously strive to involve the citizens in the implementation of the program by conducting surveys and/or socialization in every sub-district. These programs are attended by sub-district heads and neighbourhood leaders (RT/RW) to discuss and address the citizens' concerns and/or complaints

A: The citizens are given the opportunity to participate by utilizing the JakLapor feature by submitting any complaints they have and also to attend discussions of certain urgent issues which involve many people in Jakarta Smart City

I: What critics are usually given out regarding JAKI?

M: The critics about JAKI aren't usually about the application or the complaint mechanism in JAKI, but more about the complaints the citizens submit. For example, a citizen submit a complaint about illegal parking near their house. However, when investigated by the regional apparatus in charge, there are no vehicles parked illegally in the location in which the complaint is submitted because the vehicle reported may have only parked for a while before leaving. Then, the citizen resubmit the complaint because he/she is not satisfied with the completion of the complaint. Another criticism that is also conveyed is because the reporter does not understand the follow-up process of the complaint settlement. For example, the reporter complains about a certain problem that cannot be solved in just 1-3 days, and the reporter complains because they feel their complaint is not being resolved quickly.

I: Are there any channels for citizens to submit critics regarding JAKI?

M: We have Instagram as our official social media or citizens can also send email to jakismartcity@jakarta.go.id to file critics or complaints about JAKI.

I: What about the response of staffs regarding the citizens' complaints about JAKI?

M: The response of officers in responding to incoming reports is regulated in the complaint follow-up guidelines set out in Decree of the Regional Secretary No.99 of 2022. The maximum processing or disposition time is 6 hours. Any critics or complaints of the citizens that we receive, we try to respond as quickly as we can, and of course, we always try as optimally as possible to come up with a solution or explanation that will satisfy them.

Attachment 4: Interview Transcript

INTERVIEW TRANSCRIPT CITIZEN

Day, Date : 15 February 2024
Interviewer : Aribah Shafa Ralina
Respondent : Harandhy M. Ardhava
Residency : Citizen of East Jakarta
Age : 22

Information:

I = Interviewer

R = Respondent

I: How effective is JAKI compared to other public complaint channels?

R: I think JAKI is much more effective than the others. Yeah. Since the reporter does not have to struggle to find a place where the complaint is posted, furthermore, the follow-up of the reporting also becomes easier because the progress of the reports is found seen from the application.

I: What are the factors causing citizens to refer to JAKI instead of any other public complaint channels?

R: In my opinion, there are 3 factors causing the citizens to prefer JAKI instead of the any other public complaint channels. The first one is because it's a more convenient and practical way to submit report, second is because I don't have to meet with officials. This is quite important to those, myself included, who are uncomfortable or unable to meet with officials in person. The third is I think JAKI provides a transparent way for citizens to track the progress of our reports. I can see when my report is received, when it is being investigated and when it is resolved.

I: Have you felt any positive or negative changes after JAKI was established?

R: The change that I experienced after JAKI was developed is that reporting become very easy and practical. Before JAKI existed, I have never reported anything to an official government public complaint channel – maybe it's also due to the fact that I was young and didn't really know about public complaint channels.

I: How long does it usually take for complaints to be resolved at JakLapor or any other public complaint channels?

R: Usually the time of completion of JakLapor varies when fast + 1 day but not more than 1 week. Whereas for the completion time in other means of complaint I do not know because I have never tried to report.

I: What is your opinion on the quality of the services provided by JAKI?

R: In my opinion, the service JAKI provides is already quite satisfactory, because so far my reports are handled quickly

I: What is your opinion of JAKI's facilities?

R: In my opinion, the specific JAKI features of JakLapor are sufficient and meet my needs.

I: In your opinion, with JAKI's establishment, are the citizens more involved in solving problems in Jakarta?

R: With the establishment of JAKI, I feel that the citizens are given the trust and channel to participate in the development of Jakarta by submitting complaints through the JakLapor feature.

I: Are you familiar with JAKI's social media and/or have you ever used it to convey criticism of JAKI?

R: I know JAKI has Twitter but I've never used it.

I: What criticisms have the public usually expressed regarding the complaint resolution mechanism in JakLapor?

R: Not long ago there was news of a data leak from JAKI and there was also an incident where the identities of the reporters were leaked which cause a dispute. Apart from those, it is also not uncommon that after the report is completed, the same problems occur such as illegal parking or trash. In the future, I hope that JAKI can improve and increase their cyber security and continue to protect their users' data. For recurring problems, it may be necessary to carry out regularly scheduled checks on problematic areas.

Attachment 5: Interview Transcript

INTERVIEW TRANSCRIPT CITIZEN

Day, Date : 3 March 2024
Interviewer : Aribah Shafa Ralina
Respondent : Fahad Fachrizal
Residency : Citizen of South Jakarta
Age : 25

Information:

I = Interviewer

R = Respondent

I: How effective is JAKI compared to other public complaint channels?

R: In my opinion, the level of effectiveness of JAKI compared to other complaint facilities certainly depends on various factors, including the type of complaint submitted or the complexity of the problem. But from my own experience, I feel that JAKI is more effective because I don't have to come directly to the location and can just report disturbances via my phone.

I: What are the factors causing citizens to refer to JAKI instead of any other public complaint channels?

R: From my experience, with the establishment of JAKI, submitting reports become so much easier because it can be accessed through an application. I don't have to physically commute to submit my complaints and can submit my report whenever I am.

I: Have you felt any positive or negative changes after JAKI was established?

R: The changes I felt since the establishment of JAKI are definitely positive. I find JAKI very useful, especially during COVID-19 lockdown where everything had to be done online. As for any negative changes, I don't feel any.

I: How long does it usually take for complaints to be resolved at JakLapor or any other public complaint channels?

R: As far as I know, the completion time for reporting in all complaint facilities depends on the category of problem submitted. In JAKI, I once reported that there was damage to the road near my house and as far as I remember, it took a week to complete and I also reported that the park near my house was dirty, it only took three days for the report to be completed.

I: What is your opinion of the quality of services provided by JAKI's staffs?

R: I think it's already quite good, because the officers have provided quick and accurate service in accordance with my complaint.

I: What is your opinion of JAKI's facilities?

R: In my opinion, JAKI's features, specifically JakLapor, is quite satisfactory and has fulfilled my needs.

I: In your opinion, with JAKI's establishment, are the citizens more involved in solving problems in Jakarta?

R: Of course. Since the existence of JAKI, reporting has become easier, so in my opinion, by always reporting disturbances or problems, as a reporter, I am contributing to resolving problems in Jakarta.

I: Are you familiar with JAKI's social media and/or have you ever used it to convey criticism of JAKI?

R: I know JAKI has Instagram but I've never submitted any critics or complaints through those.

I: What criticisms have the public usually expressed regarding the complaint resolution mechanism in JakLapor?

R: So far, I don't have any critics or complaints because I feel like all my reports so far have been handled well and resolved to my satisfaction

Attachment 6: Interview Transcript

INTERVIEW TRANSCRIPT CITIZEN

Day, Date : 11 February 2024
Interviewer : Aribah Shafa Ralina
Respondent : Daniel Giovanni Latumahina
Residency : Citizen of Central Jakarta
Age : 28

Information:

I = Interviewer

R = Respondent

I: How effective is JAKI compared to other public complaint channels?

R: In my opinion, JAKI is clearly more effective and the main factor is because JAKI can be accessed via the application and I don't have to spend extra time to come directly. Because JAKI is also application-based, with JAKI it can encourage people who might be classified as less technologically literate to understand and use the application.

I: What are the factors causing citizens to refer to JAKI instead of any other public complaint channels?

R: Firstly, because it's easier to access JAKI. But I also prefer JAKI because I can track the progress of my report easily on my phone and also the fact that, even if my report cannot be solved, they will give a clear explanation and I will be given directions on how to submit my report with additional information that is needed in order to be solved.

I: Have you felt any positive or negative changes after JAKI was established?

R: The change I have felt is that complaints become resolved faster in JAKI compared to the public complaint post or any other complaint channels.

I: How long does it usually take for complaints to be resolved at JakLapor or any other public complaint channels?

R: Another factor I prefer JAKI over other public complaint channels, for example the public complaint post in the City Hall is JAKI solves my complaint faster. When the public complaint post was opened again, I tried reporting the streets near my house is damaged and the report took over a week to be solved which I think is quite a long time because when I made a similar report in JAKI it only took 3 days to be completed.

I: What is your opinion of the quality of services provided by JAKI's staffs?

R: In my opinion, it is quite good, the officers are quite responsive to the reports I filed. But how quickly my reports are resolved, it's not always quick though I understand because some of the reports I file cannot be resolved as quickly as others – so it all depends on the category of the report itself.

I: What is your opinion of JAKI's facilities?

R: Already quite good and easy to learn and use.

I: In your opinion, with JAKI's establishment, are the citizens more involved in solving problems in Jakarta?

R: Yes.

I: Are you familiar with JAKI's social media and/or have you ever used it to convey criticism of JAKI?

R: I know JAKI has Instagram but I've never used it.

I: What criticisms have the public usually expressed regarding the complaint resolution mechanism in JakLapor?

R: So far, I don't have any complaints about JAKI but I did read about the data leak that caused citizens to hesitate in using JAKI again. But I personally haven't experienced this because whenever I submit a complaint, I always use my real name in the application and so far, my identity is safe because I use the anonymous feature.

Attachment 7: Interview Transcript

INTERVIEW TRANSCRIPT CITIZEN

Day, Date : 20 February 2024
Interviewer : Aribah Shafa Ralina
Respondent : Naomi Almira Kholik
Residency : Citizen of West Jakarta
Age : 75

Information:

I = Interviewer

R = Respondent

I: How effective is JAKI compared to other public complaint channels?

R: JAKI can be said to be more effective than other complaint facilities. The main reason is because access to the JAKI application is relatively easier and simpler than the public complaints post.

I: What are the factors causing citizens to refer to JAKI instead of any other public complaint channels?

R: Main factor from my opinion is the accessibility. JAKI is so much easier to access because it's an app I have on my phone and I can just submit my report anywhere I am whenever I have a problem.

I: Have you felt any positive or negative changes after JAKI was established?

R: What I feel after JAKI is there is that I report more often and am more willing to report because of the features in JAKI. There are 2 features in JAKI that attracted my attention from the start: I can directly monitor the progress of my reporting and also a feature that protects my privacy as a reporter.

I: How long does it usually take for complaints to be resolved at JakLapor or any other public complaint channels?

R: I have never tried reporting to other public complaint facilities but from my experience reporting to JakLapor, I filed a complaint because the neighbors were noisy and that and the next day the status of my report was complete so I think it's relatively fast.

I: What is your opinion of the quality of services provided by JAKI's staffs?

R: It's quite good judging by the speed with which my reports were handled.

I: What is your opinion of JAKI's facilities?

R: It's quite good because the features are still quite easy to use.

I: In your opinion, with JAKI's establishment, are the citizens more involved in solving problems in Jakarta?

R: Yes, because JAKI makes reporting easier so I and other people might be more active in reporting.

I: Are you familiar with JAKI's social media and/or have you ever used it to convey criticism of JAKI?

R: I don't know.

I: What criticisms have the public usually expressed regarding the complaint resolution mechanism in JakLapor?

R: While I do feel that the citizens are given the opportunity to contribute to solving problems in Jakarta, the relationship between the citizens and the government or Jakarta Smart City is limited to communication through smartphones. Although there are socializations conducted in sub-districts, these programs sometimes don't reach all the citizens, especially those who don't understand how to use the application. Maybe the government should do more socialization about the mechanism of JAKI and how to use it mainly for the elderly because there are a lot of my friends who have difficulty in learning how to access JAKI. I consider myself lucky because my daughter use and is able to teach me how to use JAKI but there are a lot of people out there who don't have the same privilege.

Attachment 8: Interview Transcript

INTERVIEW TRANSCRIPT CITIZEN

Day, Date : 18 February 2024
Interviewer : Aribah Shafa Ralina
Respondent : Andri Saputra
Residency : Citizen of North Jakarta
Age : 47

Information:

I = Interviewer

R = Respondent

I: How effective is JAKI compared to other public complaint channels?

R: In my opinion, JAKI as a complaint channel is quite effective because my complaints are always resolved relatively quickly according to the category of my complaint. In my opinion, JAKI is a very helpful breakthrough and as a KPI for the performance of state apparatus regarding problems and solutions to the complaints of the people of Jakarta. Yes, from me, JAKI is certainly more effective because you don't need to take the time to come in person.

I: What are the factors causing citizens to refer to JAKI instead of any other public complaint channels?

R: The other public complaint channel that I'm aware of is the public complaint post in the City Hall and since I live in North Jakarta which is quite far away from the City Hall and work full-time, I obviously prefer to report my complaints via JAKI because first of all, I don't necessarily have the time to go to the City Hall because it's not near my workplace or where I live and it only opens on weekday mornings in which are my work hours. But I don't think it's wrong for the public complaints post to be reactivated for people who perhaps don't understand technology or don't have a phone so they have a channel to submit their complaints.

I: Have you felt any positive or negative changes after JAKI was established?

R: In my opinion, the change I felt was that complaints became easier. Well, from me personally and maybe other people too, because complaints become easier, it increases the desire to report.

I: How long does it usually take for complaints to be resolved at JakLapor or any other public complaint channels?

R: For other complaint facilities, I cannot answer because I have never tried reporting there, but for JAKI, so far my complaints have been resolved within a maximum of 5 days. My latest complaint was that near my place of business there was a very large tree and I was afraid it would fall and after I reported it, 2 days later the tree had been pruned.

I: What is your opinion of the quality of services provided by JAKI's staffs?

R: Good because the staffs are quick in responding to complaints.

I: What is your opinion of JAKI's facilities?

R: Good and modern.

I: In your opinion, with JAKI's establishment, are the citizens more involved in solving problems in Jakarta?

R: Of course.

I: Are you familiar with JAKI's social media and/or have you ever used it to convey criticism of JAKI?

R: I know JAKI has Instagram and I've used it once to send a direct message about a complaint I filed to JAKI which was not resolved to my satisfaction. My critic was responded quickly.

I: What criticisms have the public usually expressed regarding the complaint resolution mechanism in JakLapor?

R: Maybe there is only one criticism from me, namely that the problems I complained about often reoccur, such as illegal parking and damaged roads. But the good thing about JAKI is that when I reported it back, my complaint was quickly responded to and resolved.

Attachment 9: Interview Documentation

Fig 1. Interview with Jakarta Smart City

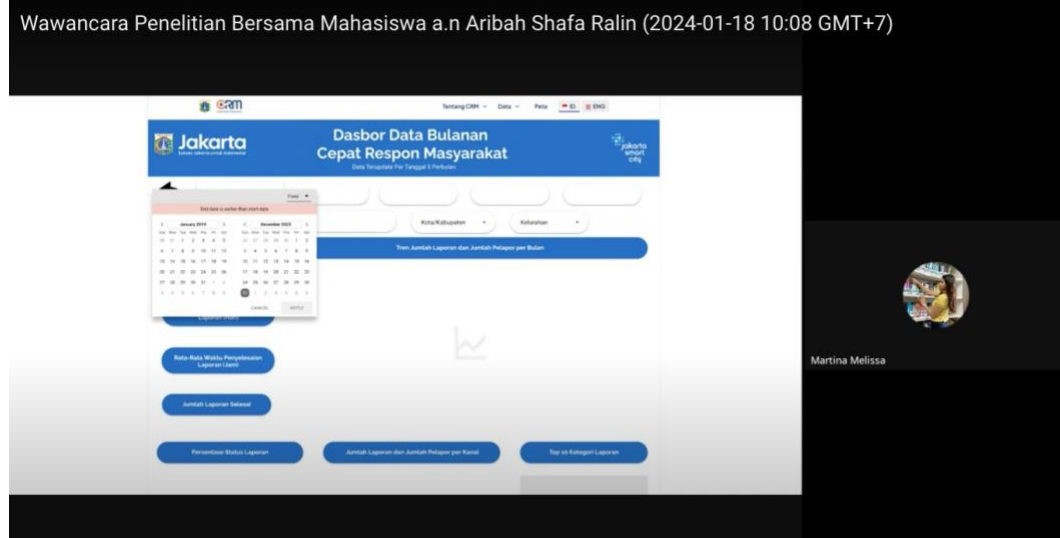


Fig 2. Interview with Harandhy M. Ardhava Citizen of DKI Jakarta

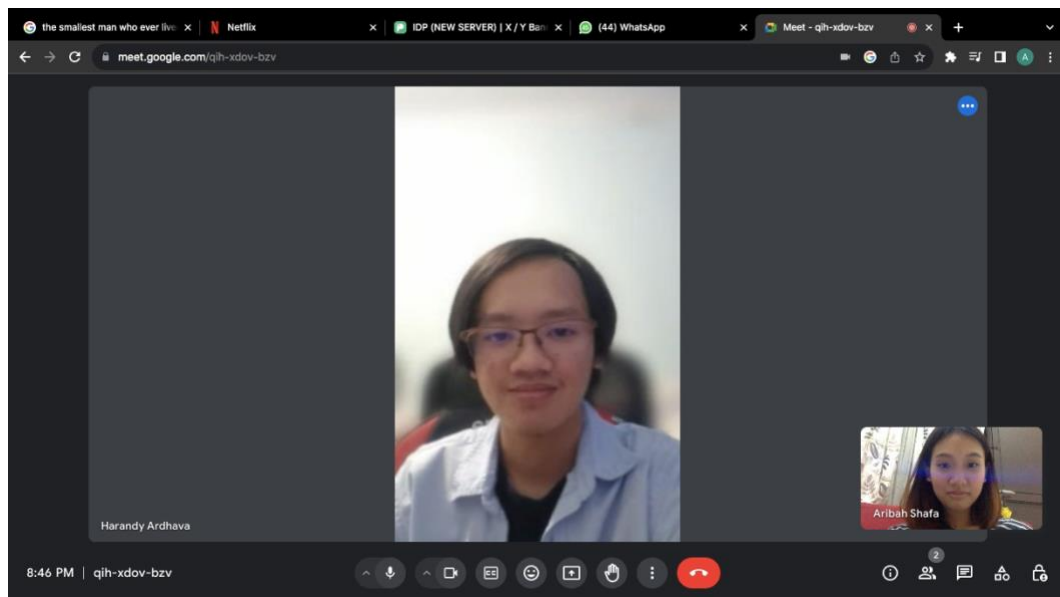


Fig 3. Interview with Fahad Fachrizal Citizen of DKI Jakarta

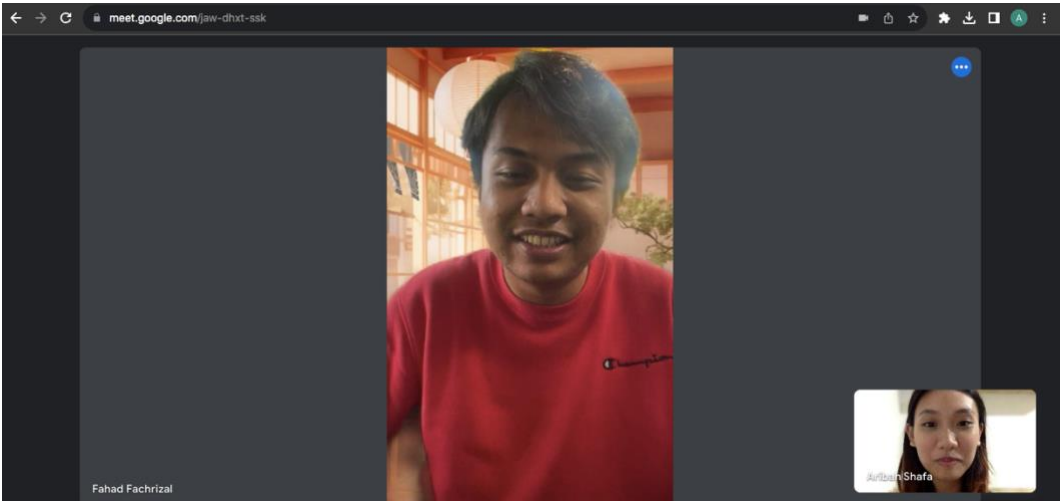


Fig 4. Interview Andri Saputra Citizen of DKI Jakarta



Interview with Naomi Almira Kholik Citizen of DKI Jakarta



Interview with Daniel Giovanni Latumahina



