



ISSN 2621- 458X

Government Responsiveness in Handling Community Complaints through E-Government Platforms: Evidence from a Qualitative NVivo Study in Barru Regency, Indonesia.

Suriana

Prodi Magister Administrasi Publik, Institut Teknologi Bisnis dan Administrasi Al Gazali Barru
suriana@algazali.ac.id

ABSTRACT

The increasing adoption of e-government platforms has transformed the way local governments interact with citizens, particularly in responding to community complaints and public service concerns. Government responsiveness is widely recognized as a fundamental dimension of good governance, reflecting the ability of public institutions to address citizen needs in a timely, transparent, and effective manner. In Barru Regency, Indonesia, various digital platforms have been introduced to facilitate public complaint submission and strengthen communication between government agencies and the community. This study examines how e-government platforms contribute to government responsiveness in handling community complaints and explores the factors influencing their effectiveness. A qualitative research approach was employed, involving in-depth interviews with government officials responsible for complaint management and community members who had utilized digital complaint services. Supporting data were obtained through observations and document analysis. The collected data were analyzed using NVivo software to identify key themes, patterns, and relationships associated with responsiveness in digital governance. The findings reveal that e-government platforms have improved the speed of complaint handling, enhanced accessibility to government services, and increased transparency in monitoring complaint resolution processes. The analysis also indicates that digital communication channels facilitate stronger interaction between citizens and government institutions, encouraging greater public participation in governance. However, challenges related to digital literacy, internet connectivity, and system integration continue to affect service effectiveness. The study concludes that e-government platforms play a significant role in strengthening government responsiveness and improving the quality of public service delivery. Strengthening digital infrastructure, enhancing public digital competence, and improving inter-agency coordination are essential for sustaining responsive and citizen-centered governance in the digital era.

Keywords: Government Responsiveness, E-Government, Community Complaints, Digital Governance, Public Service Delivery, NVivo, Barru Regency.



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A.INTRODUCTION

The increasing reliance on digital technologies has transformed the relationship between governments and citizens, particularly in the delivery of public services and the management of public complaints. Citizens now expect governments to respond more quickly, transparently, and effectively to their concerns through digital communication channels. As governments seek to improve service quality and strengthen public trust, e-government platforms have become an important instrument for facilitating interaction between public institutions and the communities they serve. According to Farida and Lestari (2021), the implementation of e-government contributes to the modernization of public administration by enhancing accessibility, transparency, and service efficiency. Consequently, digital complaint management systems have emerged as a strategic component of governance reform in many developing countries.

Government responsiveness is widely recognized as one of the fundamental principles of good governance because it reflects the ability of public institutions to address citizens' needs and expectations in a timely manner. Responsive governments are more likely to gain public trust and legitimacy because citizens perceive their concerns as being acknowledged and addressed. Research conducted by Kyeong et al. (2023) demonstrated that digital governance systems create opportunities for governments to improve responsiveness through direct and continuous communication with citizens. However, the effectiveness of such systems remains dependent on organizational commitment, institutional capacity, and administrative readiness.

The growing adoption of e-government platforms has also changed the traditional mechanisms through which citizens communicate their grievances to government agencies. Previously, complaint submission often involved lengthy bureaucratic procedures that discouraged citizen participation. Digital platforms now enable citizens to submit complaints, monitor case progress, and receive feedback more efficiently. In Indonesia, these developments have supported efforts to strengthen citizen-centered governance. As noted by Yunita et al. (2024), digital complaint services represent an important dimension of e-government implementation because they facilitate more interactive and participatory public service delivery.

The management of public complaints is particularly important because complaints provide valuable information regarding service deficiencies, administrative challenges, and citizen expectations. Governments that effectively utilize complaint data can identify service gaps and implement corrective measures to improve performance. Sebő and Bel (2024) argued that citizen complaints should be viewed as a strategic source of information that can support organizational learning and evidence-based policy decisions. Through digital platforms, governments are increasingly able to collect, analyze, and respond to public concerns in a systematic manner.

Beyond improving communication, digital complaint systems contribute to greater transparency and accountability in public administration. Citizens are able to track the status of their complaints and monitor government actions throughout the resolution process. This transparency reduces uncertainty and promotes public confidence in government institutions. Hutahaeen et al. (2023) found that public trust and good governance practices significantly influence citizens' willingness to engage with e-government services. Therefore, the success of digital complaint systems depends not only on technological functionality but also on the public perception of government responsiveness and accountability.

Another factor influencing government responsiveness is the level of digital maturity achieved by public institutions. Digital maturity refers to the capacity of organizations to effectively integrate technology into governance processes and service delivery mechanisms. Governments with higher levels of digital maturity tend to be more adaptive and capable of responding to citizen demands. According to Wiranto et al. (2024), digitally mature institutions demonstrate greater responsiveness because they possess stronger technological infrastructure, integrated information systems, and enhanced coordination mechanisms. These capabilities enable governments to process complaints more efficiently and provide timely responses to citizens.

Recent studies have further highlighted the role of leadership and institutional commitment in determining the success of online complaint management systems. Technology alone cannot guarantee responsiveness if government agencies lack the organizational capacity to address public concerns effectively. Lu and Wu (2022) emphasized that leadership support, organizational readiness, and technological capability are significant determinants of government responsiveness

within digital environments. Their findings suggest that the effectiveness of e-government platforms depends on the alignment between technological innovation and institutional reform.

In the Indonesian context, the implementation of online complaint systems has become increasingly prominent through initiatives such as SP4N-LAPOR! and various local government digital service platforms. These systems were developed to improve communication between citizens and government agencies while encouraging greater public participation in governance processes. Muttaqin et al. (2024) reported that digital complaint platforms have expanded opportunities for citizen engagement, although challenges related to public awareness and complaint resolution effectiveness remain evident. Such findings indicate that continuous improvement is necessary to maximize the benefits of digital complaint management systems.

Digital transformation has become a central agenda in public sector reform because governments are increasingly required to provide services that are efficient, transparent, and responsive to citizens' needs. The integration of digital technologies into government operations extends beyond the adoption of new tools and involves substantial organizational, managerial, and cultural changes. According to Mergel, Edelman, and Haug (2019), digital transformation in the public sector encompasses the reconfiguration of processes, structures, and interactions through the strategic use of digital technologies. This transformation enables governments to improve service delivery mechanisms while creating opportunities for greater responsiveness and citizen engagement. As a result, digital governance has emerged as a key driver of innovation within contemporary public administration.

Although previous studies have examined e-government implementation, digital governance, and public service innovation, limited research has focused specifically on how e-government platforms influence government responsiveness in handling community complaints at the local government level. Furthermore, the application of qualitative data analysis software such as NVivo remains relatively uncommon in studies of digital complaint management. Criado, Villodre, and Ramilo (2021) argue that digital platforms have significant potential to create public value by strengthening collaboration, transparency, and interaction between governments and citizens. Building upon this perspective, the present study investigates government responsiveness in handling community complaints through e-government platforms in Barru Regency, Indonesia.

By utilizing NVivo-assisted qualitative analysis, the research seeks to provide a comprehensive understanding of the mechanisms, opportunities, and challenges associated with digital complaint management in local governance.

B.RESEARCH METHOD

This study employed a qualitative research approach to examine government responsiveness in handling community complaints through e-government platforms in Barru Regency, Indonesia. A qualitative design was selected because it allows for an in-depth exploration of experiences, perceptions, and interactions among stakeholders involved in digital complaint management. The research focused on understanding how government institutions respond to community complaints submitted through digital platforms and identifying factors that influence the effectiveness of complaint-handling processes. Data were collected from key informants consisting of government officials directly involved in public service delivery and complaint management, as well as community members who had utilized e-government complaint services. The combination of these perspectives enabled the researcher to obtain a comprehensive understanding of government responsiveness within the context of digital governance.

Primary data were obtained through semi-structured interviews with nine informants, including a Front Office Officer, Licensing Operator, Junior Policy Analyst, Operational Service Manager, and five community members who had experience using digital complaint services. To strengthen the validity of the findings, interview data were complemented by direct observations and document analysis. The documentary sources included public service regulations, complaint management reports, service standard operating procedures, and digital platform records related to community complaints. Data collection was conducted over several stages to ensure sufficient information was obtained regarding complaint submission procedures, response mechanisms, transparency practices, and challenges encountered during the implementation of e-government platforms in Barru Regency.

The collected data were analyzed using NVivo 12 Pro software to facilitate systematic qualitative analysis. The analytical process involved three stages of coding: open coding, axial coding, and selective coding. During open coding, preliminary concepts emerging from the

interview transcripts and supporting documents were identified, including response speed, accessibility, transparency, accountability, public participation, citizen satisfaction, and technological challenges. In the axial coding stage, related concepts were grouped into broader categories to explore the relationships among themes. Finally, selective coding was used to identify the central theme connecting all categories, namely government responsiveness through e-government-based complaint management. The use of NVivo enabled the researcher to organize large amounts of qualitative data efficiently, identify recurring patterns, and strengthen the reliability and credibility of the research findings through a transparent and structured analytical process.

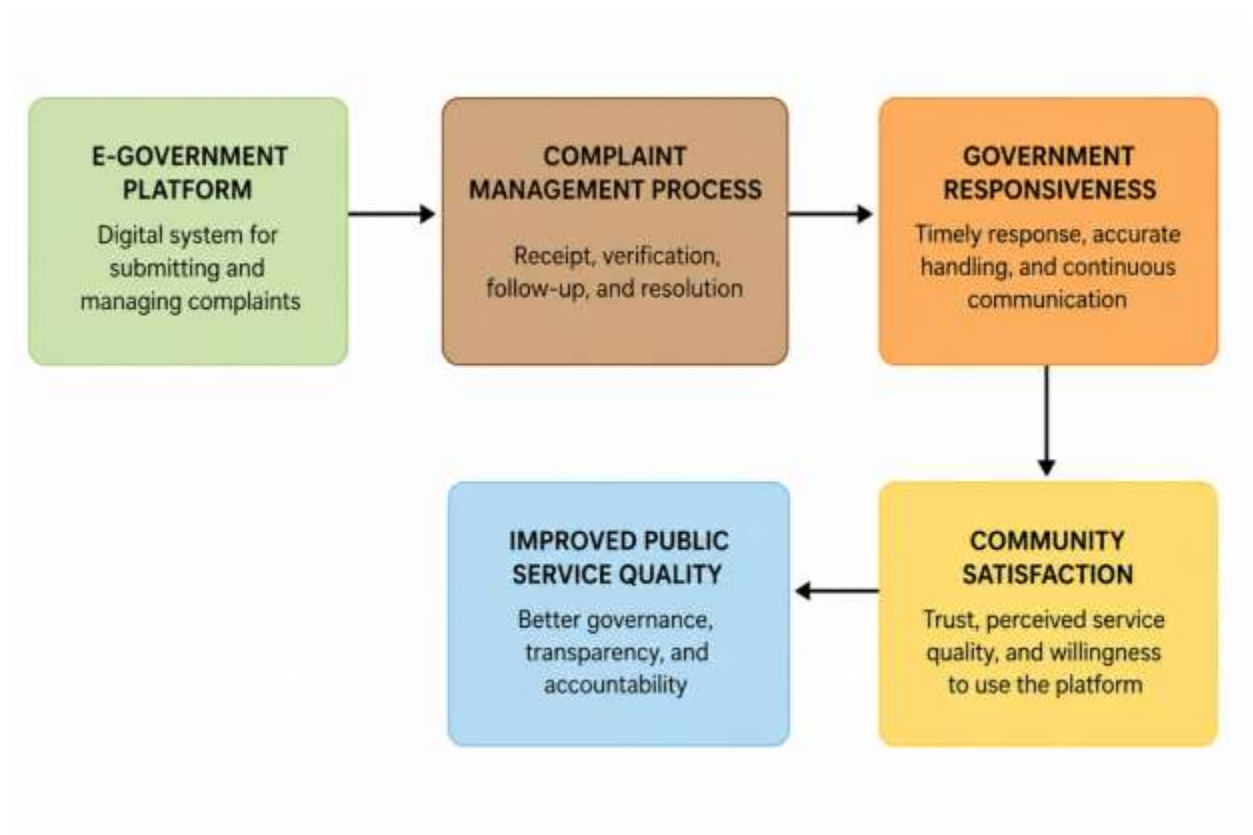


Figure 1 Conceptual Framework of Government Responsiveness in Handling Community Complaints through E-Government Platforms

Figure 1 illustrates the conceptual framework of this study, which explains the relationship between e-government platforms and government responsiveness in handling community complaints in Barru Regency. The framework begins with the utilization of e-government

platforms as digital channels that enable citizens to submit complaints more easily and efficiently. These complaints are then processed through a complaint management process involving verification, coordination, and follow-up actions by relevant government agencies. The effectiveness of this process influences the level of government responsiveness, which is reflected in the speed, accuracy, and appropriateness of responses provided to citizens. Improved responsiveness subsequently contributes to better public service quality, characterized by greater transparency, accountability, accessibility, and citizen satisfaction. Therefore, the framework demonstrates that digital governance serves as an important mechanism for strengthening government responsiveness and enhancing the overall quality of public service delivery.

C.RESEARCH RESULTS AND DISCUSSION

➤ RESEARCH RESULTS

The findings reveal that the implementation of e-government platforms in Barru Regency has significantly influenced the way community complaints are submitted, managed, and resolved by government institutions. The digitalization of complaint services has provided citizens with more accessible communication channels while enabling government agencies to monitor and respond to public concerns more efficiently. Interviews with both government officials and service users indicate that digital complaint systems have reduced procedural barriers and facilitated a more responsive relationship between citizens and public institutions. This transformation reflects the growing role of digital governance in improving the quality of public service delivery and strengthening government responsiveness.

Claudia Monica, a Front Office officer at the Department of Investment and One-Stop Integrated Services (DPMPSTSP), explained that the introduction of digital complaint services has simplified communication between citizens and service providers. According to her, members of the public can now submit complaints or inquiries through digital platforms without having to visit government offices directly. She noted that the system enables officers to receive reports more quickly and provide preliminary responses within a shorter timeframe. Claudia further emphasized that the availability of online tracking features allows citizens to monitor the progress of their

complaints, creating greater transparency throughout the complaint-handling process. As a result, citizens feel more informed about how their concerns are being addressed by the government.

Similar observations were expressed by Ahmad Mahmud, a Licensing Operator, who highlighted the operational benefits of digital complaint management. He explained that before the implementation of online systems, complaints were often submitted through paper-based procedures that required additional administrative processing. The current digital system enables complaint data to be recorded automatically and stored in an integrated database. This process facilitates quicker identification of issues and improves coordination among different service units. Ahmad noted that digital records also reduce the likelihood of lost or duplicated complaints, thereby improving administrative accuracy and enhancing the overall effectiveness of service delivery.

The role of digital platforms in supporting accountability was emphasized by Abdi Setiawan, a Junior Policy Analyst. He explained that every complaint submitted through the system is documented electronically, allowing managers and supervisors to monitor the handling process from submission to resolution. This digital documentation creates a transparent audit trail that can be used to evaluate employee performance and institutional responsiveness. According to Abdi, the availability of performance data has encouraged greater accountability among service personnel because every action taken in response to complaints is recorded within the system. Such mechanisms have strengthened internal monitoring processes and reduced opportunities for administrative negligence.

Riskawati, who serves as an Operational Service Manager, pointed out that responsiveness has improved considerably since the adoption of digital complaint platforms. She observed that officers are now able to receive notifications regarding new complaints in real time, enabling them to respond more promptly than under previous manual procedures. In her view, the system helps ensure that urgent issues are identified and addressed without unnecessary delays. Riskawati also emphasized that digital communication channels facilitate continuous interaction between officers and citizens throughout the complaint resolution process. This ongoing communication contributes to greater citizen satisfaction because service users receive regular updates regarding the status of their reports.

The experiences shared by community members further illustrate the impact of digital complaint systems on public service delivery. Andi Muhammad Ishak Ismail explained that submitting complaints has become significantly easier because information regarding complaint procedures is readily available online. He noted that citizens no longer need to spend considerable time visiting government offices simply to report service-related issues. According to Andi, the ability to communicate directly with government agencies through digital platforms has improved confidence in the complaint resolution process. He also expressed appreciation for the transparency provided by the system, particularly the ability to monitor complaint progress through online tracking features.

Alif Rahmasari provided a similar perspective regarding the accessibility of digital complaint services. He stated that online platforms have made it easier for citizens to voice concerns related to public services without encountering complex bureaucratic procedures. The convenience of submitting complaints through mobile devices was viewed as particularly beneficial for individuals living far from government offices. Alif Rahmawati explained that digital platforms reduce both travel costs and waiting times, making public services more accessible to the broader community. In his opinion, the responsiveness demonstrated by government officers through these platforms has contributed to a more positive perception of local government performance.

Another important finding emerged from the interview with Nur Halizah, who highlighted the role of digital platforms in enhancing transparency. She explained that citizens are able to see whether their complaints have been received, processed, or resolved through the system. This level of visibility was not available under traditional complaint mechanisms. Nur emphasized that transparent procedures increase public trust because citizens can observe how government institutions handle their concerns. The availability of clear information regarding complaint status also reduces uncertainty and encourages citizens to participate more actively in public service evaluation processes.

Ahmad Fchresi emphasized that digital complaint systems have contributed to greater consistency in government responses. According to him, the use of standardized procedures within digital platforms ensures that complaints are processed according to established guidelines rather

than individual discretion. He observed that this consistency promotes fairness because all citizens receive similar treatment regardless of their background or personal connections. Ahmad also noted that response times have become more predictable, enabling citizens to develop clearer expectations regarding service delivery. These improvements have strengthened perceptions of professionalism within local government institutions.

The findings were further reinforced by Umnia, who described digital complaint platforms as an effective bridge between government institutions and the community. She explained that citizens often hesitate to submit complaints through conventional channels because they are uncertain whether their concerns will receive attention. Digital platforms provide a more accessible and transparent alternative by allowing citizens to communicate directly with service providers. Umnia noted that the ability to receive feedback and updates electronically has increased public confidence in the responsiveness of government agencies. This experience demonstrates how digital technologies can facilitate stronger citizen-government relationships.

Despite the generally positive outcomes, several challenges remain in the implementation of digital complaint management systems. Both government officials and community members acknowledged that digital literacy levels vary among citizens, limiting the ability of some individuals to utilize online services effectively. Internet connectivity issues in certain areas of Barru Regency also occasionally affect access to digital platforms. Furthermore, service providers identified the need for continuous system improvements and enhanced inter-agency coordination to ensure that complaints are resolved more efficiently. Nevertheless, the overall findings indicate that e-government platforms have strengthened government responsiveness in handling community complaints by improving accessibility, transparency, accountability, and communication between citizens and government institutions. These developments demonstrate the growing importance of digital governance in fostering more responsive and citizen-centered public service delivery.

➤ Data Analysis Using NVivo

Data analysis in this study was conducted using a qualitative approach supported by NVivo 12 Pro software. The utilization of NVivo was intended to assist the researcher in managing,

organizing, coding, and systematically analyzing qualitative data related to government responsiveness in handling community complaints through e-government platforms in Barru Regency, Indonesia. The analyzed data were derived from in-depth interviews with key informants, including government officials directly involved in complaint management and public service delivery, such as the Front Office Officer, Licensing Operator, Junior Policy Analyst, and Operational Service Manager at the Department of Investment and One-Stop Integrated Services (DPMPTSP). In addition, interviews were conducted with community members who had utilized digital complaint services and interacted with e-government platforms. To enhance the credibility of the findings, interview data were supported by field observations and documentary evidence, including complaint management reports, public service regulations, digital platform records, service standard operating procedures, and policy documents related to e-government implementation. The application of NVivo enabled the researcher to organize large amounts of qualitative information systematically, identify recurring patterns, and explore relationships among emerging concepts. Through this process, themes associated with responsiveness, accessibility, transparency, accountability, citizen satisfaction, and digital governance were identified and analyzed comprehensively.

Through NVivo, the analysis was conducted using three coding stages: open coding, axial coding, and selective coding. During the open coding stage, the researcher identified initial concepts emerging from interview transcripts, field observations, and supporting documents. Several preliminary codes were generated, including complaint accessibility, response speed, complaint tracking, digital communication, transparency of complaint handling, accountability mechanisms, citizen satisfaction, service effectiveness, public participation, digital literacy, and technological infrastructure. These initial codes reflected the key dimensions of government responsiveness and the implementation of e-government platforms in managing community complaints. The coding process enabled the researcher to capture diverse perspectives from both government officials and citizens regarding the effectiveness of digital complaint services and the quality of government responses.

The second stage involved axial coding, in which related concepts were connected and grouped into broader thematic categories. The identified categories included government responsiveness, transparency and accountability, accessibility of complaint services, citizen

participation, public satisfaction, service effectiveness, and challenges in e-government implementation. This stage enabled the researcher to examine the relationships among categories and understand how digital platforms influence the complaint management process within local government institutions. Finally, selective coding was employed to identify the core theme that integrated all major categories, namely the role of e-government platforms in strengthening government responsiveness toward community complaints in Barru Regency. The analysis revealed that digital complaint systems have contributed to faster responses, improved communication between citizens and government agencies, greater transparency in complaint resolution, and enhanced public trust in government services. Therefore, the use of NVivo not only improved the depth and consistency of the analysis but also strengthened the empirical validity, analytical reliability, and conceptual credibility of the research findings.

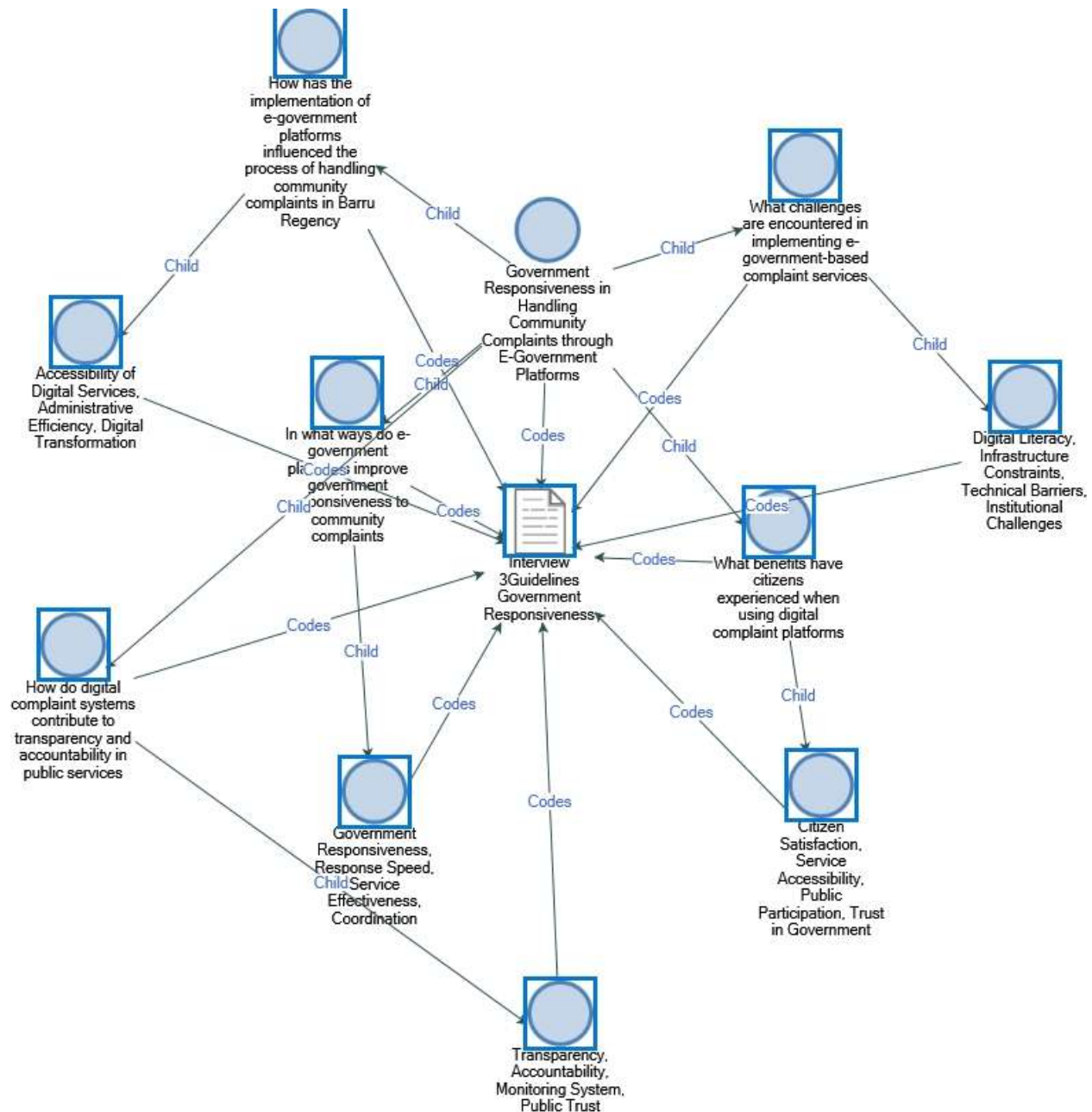


Figure 2 NVivo Coding Framework of Government Responsiveness in Handling Community Complaints through E-Government Platforms in Barru Regency.

Figure 2 presents the NVivo coding framework developed from the qualitative analysis of interview data regarding government responsiveness in handling community complaints through e-government platforms in Barru Regency. The framework illustrates the relationships between interview questions, coding categories, and emerging themes identified during the coding process.

At the center of the framework is the main source of data, namely the interview guidelines focusing on government responsiveness. From this central node, several key themes emerge, including the influence of e-government platforms on complaint handling, the contribution of digital systems to responsiveness, transparency and accountability mechanisms, citizen experiences in using digital complaint services, and challenges encountered during implementation. These themes were generated through open coding and subsequently organized into more comprehensive categories during the analytical process.

The figure further demonstrates how each thematic category is connected to specific sub-themes or codes. For example, the theme related to e-government implementation is associated with accessibility of digital services, administrative efficiency, and digital transformation. The responsiveness category is linked to response speed, service effectiveness, and inter-agency coordination, while transparency and accountability are reflected through monitoring systems and public trust. Citizen experiences generate codes such as satisfaction, accessibility, participation, and trust in government. Meanwhile, implementation challenges include digital literacy limitations, infrastructure constraints, technical barriers, and institutional challenges. The overall framework shows that government responsiveness is influenced by a combination of technological, organizational, and citizen-related factors. Through NVivo analysis, these interconnected themes provide a comprehensive understanding of how e-government platforms support more responsive, transparent, and citizen-oriented complaint management within the Government of Barru Regency.



Figure 3 NVivo Word Cloud Visualization of Government Responsiveness in Handling Community Complaints through E-Government Platforms in Barru Regency

Figure 3 presents a word cloud generated through NVivo analysis, illustrating the frequency and prominence of terms that emerged from interviews regarding government responsiveness in handling community complaints through e-government platforms in Barru Regency. In the visualization, larger words indicate concepts that appeared more frequently in the interview data, while smaller words represent less frequently mentioned but still relevant themes. The dominance of terms such as *government*, *digital*, *complaints*, *responsiveness*, *community*, and *services* demonstrates that participants consistently emphasized the importance of government institutions utilizing digital technologies to address public concerns effectively. These findings indicate that e-government platforms have become a central mechanism for facilitating communication between citizens and government agencies while improving the responsiveness of public services.

The word cloud also highlights several supporting concepts associated with the implementation of digital complaint management systems. Terms such as *transparency*, *accountability*, *coordination*, *accessibility*, *citizen*, *satisfaction*, and *public trust* suggest that

respondents perceived digital platforms as contributing positively to governance quality and service delivery. At the same time, the presence of words such as *challenges*, *digital literacy*, *infrastructure*, *constraints*, and *technical barriers* indicates that certain obstacles continue to affect the effectiveness of e-government implementation. Overall, the visualization demonstrates that government responsiveness is shaped by the interaction of technological capabilities, institutional performance, and citizen engagement. The NVivo word cloud therefore provides empirical support for the conclusion that e-government platforms play a significant role in strengthening responsiveness, transparency, and citizen centered governance in Barru Regency.

➤ Discussion

The findings of this study demonstrate that e-government platforms have become an important instrument for enhancing government responsiveness in handling community complaints in Barru Regency. The interview results revealed that digital complaint systems have simplified communication between citizens and government institutions by providing more accessible channels for submitting reports and obtaining information. These findings support the argument of Kyeong et al. (2023), who emphasized that electronic governance systems create opportunities for governments to improve responsiveness through direct interaction with citizens. The experiences shared by both government officials and service users indicate that digital platforms have reduced bureaucratic barriers and enabled faster communication, thereby contributing to a more responsive public administration system. In this context, responsiveness is no longer limited to physical interactions but increasingly depends on the government's ability to utilize digital technology effectively.

Another important finding concerns the contribution of e-government platforms to improving the speed and effectiveness of complaint management. The results show that digital systems facilitate real-time notifications, automated data recording, and integrated information management, allowing complaints to be processed more efficiently. This finding aligns with the study of Lu and Wu (2022), which found that technological capability and organizational readiness significantly influence the responsiveness of government institutions in digital environments. The evidence from Barru Regency suggests that the integration of digital platforms has accelerated the complaint-handling process and improved coordination among service units. Consequently,

citizens receive responses more quickly, while government agencies are able to monitor complaint resolution more systematically. Such improvements demonstrate the practical value of digital transformation in strengthening public service performance.

The study also highlights the role of digital complaint systems in promoting transparency and accountability. Interview participants consistently emphasized that online tracking features allow citizens to monitor the status of their complaints and observe how government agencies respond to public concerns. Furthermore, digital records create an audit trail that enables supervisors to evaluate employee performance and institutional responsiveness. These findings are consistent with the arguments of Farida and Lestari (2021), who noted that e-government initiatives contribute to greater transparency and accountability in public administration. The NVivo coding framework further illustrates how transparency, accountability, and responsiveness are interconnected dimensions within digital governance. By making complaint-handling processes more visible and measurable, e-government platforms strengthen public trust and encourage greater confidence in government institutions.

The experiences reported by community members further indicate that digital complaint services contribute to increased citizen participation and satisfaction. The accessibility of online platforms enables citizens to submit complaints regardless of geographical distance, reducing both travel costs and administrative burdens. Participants also reported feeling more confident in communicating with government agencies because they could receive updates regarding the progress of their complaints. These findings support the observations of Hutahaeen et al. (2023), who found that public trust and perceptions of good governance significantly influence citizen engagement in e-government initiatives. The ability of citizens to interact directly with government agencies through digital platforms strengthens participatory governance and creates a more collaborative relationship between public institutions and the community.

Despite these positive outcomes, the findings reveal several challenges that continue to affect the effectiveness of e-government-based complaint management. Issues related to digital literacy, internet connectivity, technical disruptions, and institutional coordination remain barriers to achieving optimal responsiveness. The NVivo word cloud analysis identified these challenges as recurring themes within the interview data, indicating that technological innovation alone is

insufficient to guarantee effective governance outcomes. Similar concerns were highlighted by Wiranto et al. (2024), who emphasized that digital maturity requires not only technological infrastructure but also organizational capacity and human resource readiness. Therefore, efforts to strengthen government responsiveness in Barru Regency should focus on improving digital infrastructure, enhancing citizens' digital competencies, and fostering stronger collaboration among government agencies.

D. CONCLUSION AND RECOMMENDATION

➤ Conclusion

This study concludes that the implementation of e-government platforms has significantly strengthened government responsiveness in handling community complaints in Barru Regency. The findings indicate that digital complaint systems have improved the accessibility, efficiency, transparency, and accountability of public services by enabling citizens to submit complaints more easily and monitor the progress of complaint resolution. The utilization of digital platforms has also facilitated faster communication and better coordination among government agencies, contributing to more effective and citizen-oriented service delivery. The NVivo analysis further revealed that responsiveness is closely associated with transparency, public trust, citizen participation, and service effectiveness. Although challenges related to digital literacy, internet connectivity, and institutional coordination remain, the overall results demonstrate that e-government platforms play a strategic role in fostering responsive governance and enhancing the quality of public service delivery. Therefore, strengthening digital infrastructure, improving public digital competencies, and enhancing inter-agency collaboration are essential to sustaining effective complaint management and promoting citizen-centered governance in the future.

➤ Recommendation

Based on the findings of this study, the Government of Barru Regency should continue to strengthen the implementation of e-government platforms by improving digital infrastructure, expanding internet accessibility, and enhancing the reliability of online complaint management

systems. Efforts should also be directed toward increasing digital literacy among citizens to ensure that all segments of society can effectively utilize digital public services. Furthermore, government agencies need to improve inter-agency coordination, establish clear complaint-handling standards, and regularly monitor service performance to ensure timely and consistent responses to community complaints. The integration of advanced monitoring and feedback mechanisms is also recommended to increase transparency, accountability, and public trust. By continuously improving both technological and organizational capacities, local government institutions can further enhance responsiveness, promote citizen participation, and achieve more effective and citizen-centered public service delivery.

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