

# Analisis Pelayanan Pengaduan Layanan Resmi Aspirasi Online (LARAS Online) Pemerintah Kabupaten Bogor = Analysis of Complaints Official Aspirations of Service Online (LARAS Online) Bogor Regency Government

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## Abstrak

Pemerintah Kabupaten Bogor telah menyediakan suatu layanan untuk menyalurkan aspirasi masyarakat atau lebih dikenal dengan LARAS Online (Layanan Resmi Aspirasi). Namun dalam penerapannya masih ditemukan kekurangan dan tidak memenuhi syarat-syarat penanganan pengaduan yang baik dan benar.

Penelitian ini menggunakan metode pendekatan positivis dengan analisis penelitian berdasarkan teori pada Commonwealth Ombudsman, serta menggunakan wawancara mendalam dengan informan yang berhubungan atau berkaitan langsung pada layanan LARAS Online. Hasil penelitian ini membuktikan bahwa penerapan pengaduan melalui Layanan LARAS Online masih tidak baik dan terdapat beberapa kekurangan dalam hal: belum terlaksana dengan baik dari segi responsibilitas manajemen, resources, responsiveness, efisiensi, feedback, assess, planning and investigate, respond, dan follow up.

.....The Bogor Regency Government has provided a service to distribute public aspirations or known as LARAS Online (Official Aspiration Online Service). However, in this application, were found deficiencies and did not fulfilled the requirements for handling complaints properly. This study uses a positivist approach to the analysis of research based on theories of Commonwealth Ombudsman, and well as using interviews with informants who are related to the LARAS Online service. The results of this study prove that the application of complaints through the LARAS Online service is still not appropriate and there are some shortcomings of: not yet well implemented in terms of management responsibility, resources, responsiveness, efficiency, feedback, assessments, planning and investigating, responding, and following up.