

# An Overview of Complaints Handling in the Inspectorate Probolinggo Regency, Indonesia

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## ABSTRACT

*The background of this research is because several problems occur in handling complaints within the Probolinggo Regency Inspectorate. There are still many obstacles in handling complaints where the average complaint handled is only around 50%. So that the handling of complaints cannot be evaluated optimally. The research method used is a qualitative method with a descriptive approach. The informant selection method was purposive with data collection techniques, namely field research methods using in-depth interviews, observation and documentation, and library research. The research findings show that although the implementation mechanisms and procedures are already contained in several basic implementing regulations, there are still some obstacles in coordinating the implementation of handling public complaints services, namely, the parties or officials concerned are difficult to contact, coordinate with the Law Enforcement Apparatus (LEA) sometimes does not match the schedule and the time for each personnel is limited to coordinate with related parties. In addition, the means of promotion and information regarding public complaints services are still minimal, so not many people take advantage of these services. The lack of human resources also dramatically affects the quality and quantity of public protest services provided by the Probolinggo Regency Inspectorate.*

**Keywords:** Inspectorate of Probolinggo Regency, Public services, Public complaints.

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## 1. BACKGROUND

In realizing excellent and clean governance, government administrators must understand their roles and responsibilities, alignment of steps, and optimal coordination and community participation to ensure effective, stable, and dynamic control. One approach to realizing good power and clean government is through supervision. Supervision is essentially carried out not to find fault with state administrators but to find out what is not working in producing work for state officials.

According to the opinion of <sup>[1]</sup> is that: "Supervision is focused on evaluating and correcting the results that have been achieved with the intention that these results are by the plan. So, according to him, supervision is not carried out on an ongoing activity but at the end of the activity, after the activity produces something."

According to <sup>[1]</sup> is that: "Supervision is essentially an act of assessing (testing) whether something has gone according to the specified plan so that with this supervision, errors can be found which ultimately can be corrected and the important thing is not to let these mistakes happen again." Writings, also argues that: "The emphasis of supervision is an action carried out during an activity, not after the process." That supervision is: "all efforts or activities to find out or assess the facts regarding implementing tasks or activities, whether they are appropriate or not."

The government has limitations in supervising government running, both the people and the budget; this only depends on the supervisory apparatus in stages, so community involvement in development is essential. Therefore, it is necessary to have a complaint as a direct monitoring tool. Receiving, recording, evaluating, explaining, confirming, clarifying, researching, examining, reporting, following up, and filing are procedural tasks that a complaint must pass. The District Inspectorate's complaint service is a team effort starting from the Secretariat regional Assistant Inspector. The Secretariat handles administrative tasks, while the regional Assistant Inspector, with the help of the auditors, conducts field inspections, the findings of which are then handled by the Secretariat.

Some of the problems that occurred in handling complaints within the Probolinggo Regency Inspectorate are still obstacles in handling complaints where the average complaint handled is only around 50%. So that the handling of complaints cannot be evaluated optimally, this will impact assess the performance of institutions in public services.

## **2. THEORETICAL BASIC FRAMEWORK**

Etymologically, the term policy or policy comes from the Greek "*policy*," which means country, a city which later entered into Latin into "political," which means land. Finally, entered into English "policy," which means relating to the control of public problems or government administration. The term "policy" or "policy" is used to designate the behavior of an actor (e.g., an official, a group, or a government agency) or several actors in a particular field of activity <sup>[8]</sup>.

According to <sup>[2]</sup>, public policies are: "State agencies make decisions to achieve the vision and mission of the nation. Public policy at the autonomous level is made by the legislature and executive at the autonomous regional level".

So the policy in question emphasizes the rules to achieve specific goals. With a policy, it will be able to provide signs and directions on how a plan that has been proclaimed can be completed.

According to <sup>[2]</sup>, public policies are: "Public policy is whatever government chooses to do or not to do. The government does many things. Note that we are focusing not only on government action but also on government inaction, which is what the government chooses not to do. We contend that government inaction can have just as great an impact on society as government action. Public policy is what government does, why they do it, and what difference it makes".

The statement implies that public policy is whatever the government chooses to do or not to do. It should be noted that not only the government's actions are the focus but also the government's involvement in these actions. The government's participation in these actions has a significant influence on society as the government's actions. Public policy is what governments do, why they do it, and what changes it brings about.

According to <sup>[3]</sup>, the policies are: "a series of actions as a direction to achieve a goal. Matters related to policies in an organization are input components that need to be utilized to obtain each product or output. The process of completing the development or production is always carried out with a policy.

According to <sup>[4]</sup>, the policy is "verbal or written expression and expressive of the principles and rules set by managerial leadership as the outline and limits of thought and action of an organization."

According to <sup>[5]</sup>, the policies are: "It can also mean a political action, or a set of principles, actions taken by a person, group or government or actor on a problem. So policies are made to deal with existing problems".

From some of the definitions above, it can be concluded that public policy is anything that the government does or does not do as a decision which can be a verbal decision or a written decision of principles and rules that are coercive to solve a problem and to achieve a goal.

Public services are services provided to the community as citizens at an affordable cost, but the services provided are high quality and help the community's needs. Public service aims to meet the community's needs in the form of goods or services. Serve citizens, not customers <sup>[6]</sup>. Public services serve the public, not customers, as Dernhart. All public services are provided with fair treatment the same throughout society. Public services do not discriminate between people, whether someone is an official or a civil servant.

## **3. RESEARCH OBJECTIVE**

The objectives studied in this study are: To describe and analyze the implementation of handling complaints services within the Inspectorate of Probolinggo Regency. And To describe and analyze the settlement and solution of the public complaint service within the Probolinggo Regency Inspectorate.

This research is expected to benefit both the theoretical and practical aspects. Theoretical Aspects: This research is expected theoretically as one of the references regarding implementing handling complaints services within the Inspectorate of Probolinggo Regency.

Practical Aspects, i.e., This research is beneficial for both internal and external parties. For internal parties, namely Inspectors, Assistant Inspectors for Investigation, and Assistant Inspectors for Government and Apparatus Probolinggo Regency Inspectorate, This research is expected to be able to provide an overview of the implementation of handling complaints services within the Inspectorate of Probolinggo Regency, which can be used as one of the considerations in making decisions related to the performance of taking complaints services within the Inspectorate of Probolinggo Regency. As for external parties (other inspectorate leaders), this research can be used as additional helpful information for other inspectorate leaders as a rationale for handling complaints services.

## **4. RESEARCH METHODS**

### **4.1 Research Locations and Sites**

The research location is the place where the investigation will be carried out. Researchers will collect data and information from this research location <sup>[7]</sup>. The research location chosen by the researcher is in Jalan Raya Panglima Sudirman No. 40, Semampir Village, Kraksaan District, Probolinggo Regency, East Java.

The research site is where researchers capture the actual state of the object under study to obtain the necessary data or information. The research site chosen was the Probolinggo Regency Inspectorate by the problems raised. Researchers determined the Probolinggo Regency Inspectorate because it is one of the inspectorate organizations that handle public complaints.

### **4.2 Method Data analysis**

This study uses qualitative research, namely research obtained from interviews conducted with resource persons from related parties in terms of implementing the handling of public complaints services in the Probolinggo Regency Inspectorate and how to resolve and solve the public complaints services in the environment. Probolinggo Regency Inspectorate.

## **5. RESEARCH RESULTS AND DISCUSSION**

### **5.1 General description**

The Probolinggo Regency Inspectorate is a regional apparatus that carries out the function of supporting the implementation of government affairs in the Probolinggo Regency Government in the field of supervision as regulated by Probolinggo Regency Regulation Number 6 of 2016 concerning the Establishment and Composition of Regional Apparatuses concerning the Establishment and Composition of Probolinggo Regency Regional Apparatus and Probolinggo Regent Regulation No. . 60 of 2016 concerning the Position of the Organizational Structure of Duties and Functions as well as the Work Procedure of the Probolinggo Regency Inspectorate. And it has been updated with Probolinggo Regent Regulation No. 16 of 2021 concerning the Position, Organizational Structure, Duties and Functions, and Work Procedures of the Probolinggo Regency Inspectorate.

Mr. Drs explained the mechanism for handling public complaints services in the Probolinggo District Inspectorate. Tutug Edi Utomo, MM as Inspector Probolinggo Regency Inspectorate which says that: "The implementation mechanism is adjusted to the Standard Operating Procedure (SOP) or based on Government Regulation number 12 of 2017." (Tuesday, January 3, 2022, with you Drs. Tutug Edi Utomo, MM as Inspector Probolinggo Regency Inspectorate).

Father also explained the same thing to Drs. M. Agus Satrio Sinung Rahardjoas Assistant Inspector for Government and Apparatus Probolinggo Regency Inspectorate which says that: "The implementation of the handling of the Public Complaint Service at the Inspectorate is carried out by the Complaints SOP. If the complaint letter is not complete according to the procedure, we will reject it." (Monday, January 13, 2022, with dad Drs. M. Agus Satrio Sinung Rahardjoas Assistant Inspector for Government and Apparatus).

This is reinforced by the results of interviews conducted by researchers with the Junior Expert Auditor of the Probolinggo Regency Inspectorate, who said that: "The mechanism for handling Public Complaints services, which is abbreviated as DUMAS, is regulated in Probolinggo Regent Regulation number 13 of 2017." (Monday, December 20, 2021, with Mr. Rachmat Udiyanto, SH, MM as the Junior Expert Auditor of the Probolinggo Regency Inspectorate).

"Complaints that come from the community or Non-Governmental Organizations (NGO) or it could be from Law Enforcement Officials (LEA)." (Monday, December 20, 2021, with Mr. Akhmad Sundariyanto, SE, MM as the Junior Expert Auditor of the Probolinggo Regency Inspectorate).

Same thing too strengthened by the statement of the results of interviews conducted by researchers with the First Expert Auditor of the Probolinggo Regency Inspectorate, who said that: "The mechanism for handling Public Complaints services, which is abbreviated as DUMAS, is regulated in Probolinggo Regent Regulation number 13 of 2017." (Tuesday, December 21, 2021, with Mr. Nur Qomarus Zaman, ST as the First Expert Auditor of the Probolinggo Regency Inspectorate).

"Public complaints originating from public complaints directly to the Inspectorate are submitted to the inspector for disposition to the assistant inspector in charge through the secretary, the public protests followed by the appointed assistant inspector. The Inspectorate's first step is writing to the relevant parties for clarification. After clarification and data were obtained, the team carried out field inspections. After the assessment is carried out, a report on the review results is made and addressed to the inspector. After the Audit Results Report is approved, a Summary of Audit Results will be submitted to the complaint at public complaints. (Tuesday, December 21, 2021, with father Abd. Kodir, SH as the First Expert Auditor of the Probolinggo Regency Inspectorate).

This is also reinforced by the results of interviews conducted by researchers with the Head of the Analysis and Evaluation Sub-Section of the Probolinggo Regency Inspectorate, who said that: "The handling of public complaints is carried out by a team of auditors from each assistant inspector field through the assignment of inspectors. (Wednesday, December 22, 2021, with Mr. Fandi Putra, SE, MM as the Head of the Analysis and Evaluation Sub Division of the Probolinggo Regency Inspectorate).

Father also explained the same thing Randyka Aurora Yudhistira, S. Komar, the Analyst Staff of the Follow-up Report of the Inspectorate of Probolinggo Regency, said that: "The public can submit their complaint reports in 4 ways. First, the public can send a complaint report in a letter to the Inspectorate office at Jalan Panglima Sudirman, number 40 Semampir Kraksaan. Second, the public can send their complaint reports via email to [inspectorate@probolinggokab.go.id](mailto:inspectorate@probolinggokab.go.id).

Third, the public can fill out the report! At the website address [inspectorate.probolinggokab.go.id](http://inspectorate.probolinggokab.go.id). Fourth, the public can access the public complaint channel that the central government has provided through [lapor.go.id](http://lapor.go.id)." (Thursday, December 23, 2022, with Mr. Randyka Aurora Yudhistira, S. Komar as Analyst Staff for Follow-up Reports from the Inspectorate of Probolinggo Regency).

If it can be concluded from some of the statements above, then the mechanical handling of public complaints services within the Probolinggo Regency Inspectorate, namely complaints originating from the community or Non-Governmental Organization (NGO), or it could be from the Law Enforcement Apparatus (LEA) handled by a team of auditors from each assistant inspector field through the assignment of inspectors which is guided by the Probolinggo Regent Regulation number 13 of 2017 concerning Guidelines for Handling Public Complaints by Government Internal Supervisory Apparatus at the Probolinggo Regency Inspectorate and also guided by Probolinggo Regent Regulation number 56 of 2019 regarding Amendments to Probolinggo Regent Regulation number 31 of 2018 concerning Guidelines for Implementing the Handling System Complaints (Whistle Blowing System) for Corruption in the Probolinggo Regency Government. In addition to these guidelines, the handling implementation must also be by the applicable Standard Operating Procedures and be guided by Government Regulation number 12 of 2017 concerning the Guidance and Supervision of Regional Government Administration.

When for obstacles that often occur in handling public complaints services within the Probolinggo Regency Inspectorate explained by father Drs. Tutug Edi Utomo, MM as Inspector Probolinggo Regency Inspectorate which says that:

"Initial reporting information is less clear. The reported whistleblower and initial information are also not detailed." (Tuesday, January 3, 2022, Drs. Tutug Edi Utomo, MM as Inspector Probolinggo Regency Inspectorate).

Father also explained the same thing Drs. M. Agus Satrio Sinung Rahardjo as Assistant Inspector for Government and Apparatus Probolinggo Regency Inspectorate which says that: "The lack of socialization of the complaint service procedure to the public is due to the limited quantity of Human Resources in the Inspectorate. Many of the complaint materials do not meet the elements of the complaint/limited supporting evidence. The complaint website at the Inspectorate is not updated." (Monday, January 13, 2022, with you, Drs. M. Agus Satrio Sinung Rahardjo as Assistant Inspector for Government and Apparatus).

This is reinforced by the results of interviews conducted by researchers with the Junior Expert Auditor of the Probolinggo Regency Inspectorate, who said that: "The obstacles we often experience are in terms of initial evidence, namely the completeness of the reporting documents, the material reported, and the limited number of auditors." (Monday, December 20, 2021, with Mr. Rachmat Udiyanto, SH, MM as the Junior Expert Auditor of the Probolinggo Regency Inspectorate).

"The obstacles that we often experience are not enough evidence to report, the reporter is not clear, and the lack of personnel and implementation time." (Monday, December 20, 2021, with Mr. Akhmad Sundariyanto, SE, MM as the Junior Expert Auditor of the Probolinggo Regency Inspectorate).

The same thing is too strengthened by the statement of the results of interviews conducted by researchers with the First Expert Auditor of the Probolinggo Regency Inspectorate, who said that: "The obstacles we often experience are in terms of initial evidence, namely the completeness of the reporting documents, the material reported, and the limited number of auditors." (Tuesday, December 21, 2021, with Mr. Nur Qomarus Zaman, ST as the First Expert Auditor of the Probolinggo Regency Inspectorate).

"The problem is that the inspection time is very tight, while the number of public complaints that come in is huge, causing a buildup of public complaints that have not been handled." (Tuesday, December 21, 2021, with you, Abd. Kodir, SH as the First Expert Auditor of the Probolinggo Regency Inspectorate).

This is also reinforced by the results of interviews conducted by researchers with the Head of the Analysis and Evaluation Sub-Section of the Probolinggo Regency Inspectorate, who said that: "The lack of auditors, complaints are general in nature, lack of detail in reported complaints, and the large number of mandatory tasks that cause auditors sometimes to be late in following up on Dumas." (Wednesday, December 22, 2021, with Mr. Fandi Putra, SE, MM, as Head of the Analysis and Evaluation Sub-Section of the Probolinggo Regency Inspectorate).

Father also explained the same thing Randyka Aurora Yudhistira, S. Komar, the Analyst Staff of the Follow-up Report of the Inspectorate of Probolinggo Regency, said that: "The lack of evidence in the complaint report so that the report cannot be followed up, and the lack of human resources at the Probolinggo Regency Inspectorate to form an Investigation Team according to the number of complaint reports that have been submitted." (Thursday, December 23, 2022, with Mr. Randyka Aurora Yudhistira, S.Kom as Analyst Staff of Follow-up Report of Inspectorate of Probolinggo Regency).

Suppose it can be concluded from some of the statements above. In that case, the obstacles that often occur in the implementation of handling public complaints services within the Probolinggo Regency Inspectorate are in terms of initial evidence such as the completeness of the reporting documents and the incomplete material of the complaint so that the report cannot be followed up; the complaint is more of a character nature. In general, there is a lack of detail in the reported complaints, the problem of the examination time is very tight, while the complaints from the public that come in are enormous, causing a buildup of public protests that have not been handled; this is also due to the limited number of auditors who run it. Lack of human resources (HR) at the Probolinggo Regency Inspectorate to form an Investigation Team according to the number of complaints that have been submitted,

Then the procedure for handling public complaints services within the Probolinggo Regency Inspectorate explained by father Drs. Tutug Edi Utomo, MM as Inspector Probolinggo Regency Inspectorate which says that: "Complaints are registered or recorded; then the inspector distributes tasks to the assistant inspector in the appropriate field according to the duties and functions. Then a coordination meeting with the Law Enforcement Apparatus (LEA) to follow up on the examination results." (Tuesday, January 3, 2022, Drs. Tutug Edi Utomo, MM as Inspector Probolinggo Regency Inspectorate).

Father also explained the same thing Drs. M. Agus Satrio Sinung Rahardjo as Assistant Inspector for Government and Apparatus Probolinggo Regency Inspectorate which says that: "The procedure is carried out based on the applicable Standard Operating Procedure (SOP)." (Monday, January 13, 2022, with you, Drs. M. Agus Satrio Sinung Rahardjo as Assistant Inspector for Government and Apparatus).

This is reinforced by the results of interviews conducted by researchers with the Junior Expert Auditor of the Probolinggo Regency Inspectorate, who said that: "Handling of Complaints on the delegation of Law Enforcement Apparatus (LEA) is a report from the Law Enforcement Apparatus (LEA) regarding indications of irregularities, corruption, collusion, and nepotism committed by government officials in the administration of government within the Probolinggo Regency Government. Handling of Public Complaints from Agency/Institutional elements is a report from a government agency/institution regarding indications of irregularities, corruption, collusion, and nepotism committed by government officials in the administration of government within the Probolinggo Regency Government. Handling of Public Complaints from community elements (community is a report from the community regarding indications of irregularities, corruption, collusion, and nepotism carried out by government officials in government administration within the Probolinggo Regency Government. (Monday, December 20, 2021, with Mr. Rachmat Udiyanto, SH, MM as the Junior Expert Auditor of the Probolinggo Regency Inspectorate).



"Complaints received are then examined whether they meet the requirements for follow-up or not, then form a team and coordinate with agencies that have the authority, for example, the District, to utilize initial information and request supporting data." (Monday, December 20, 2021, with Mr. Akhmad Sundariyanto, SE, MM, as the Junior Expert Auditor of the Probolinggo Regency Inspectorate).

The same thing is too strengthened by the statement of the results of interviews conducted by researchers with the First Expert Auditor of the Probolinggo Regency Inspectorate, who said that: "Handling of Complaints on the delegation of Law Enforcement Apparatus (LEA ) is a report from the Law Enforcement Apparatus (LEA ) regarding indications of irregularities, corruption, collusion, and nepotism committed by government officials in the administration of government within the Probolinggo Regency Government. Handling of Public Complaints from Agency/Institutional elements is a report from a government agency/institution regarding indications of irregularities, corruption, collusion, and nepotism committed by government officials in the administration of government within the Probolinggo Regency Government. Handling of Public Complaints from community elements (community is a report from the community regarding indications of irregularities, corruption, collusion, and nepotism carried out by government officials in government administration within the Probolinggo Regency Government. (Tuesday, December 21, 2021, with Mr. Nur Qomarus Zaman, ST, as the First Expert Auditor of the Probolinggo Regency Inspectorate).

"Public complaints can come from 3 sources, namely delegation from Law Enforcement Officials (LEA ), Non-Governmental Organizations (NGOs) or Community Organizations, as well as from the general public. All have been regulated in Probolinggo Regent Regulation number 13 of 2017 concerning Guidelines for Handling Public Complaints by Government Internal Supervisory Officials at the Probolinggo Regency Inspectorate. In addition, there is also the Probolinggo Regent's Regulation number 56 of 2019 concerning Amendments to the Brobolinggo Regent's Regulation number 31 of 2018 concerning Guidelines for the Implementation of the Whistle Blowing System for Corruption in the Probolinggo Regency Government. Its implementation is by the Inspector's Decree number 700/23/426.70/2018 concerning Standard Operating Procedures (SOP) for Handling Complaints." (Tuesday, Abd. Kodir, SHas the First Expert Auditor of the Probolinggo Regency Inspectorate).

This is also reinforced by the results of interviews conducted by researchers with the Head of the Analysis and Evaluation Sub-Section of the Probolinggo Regency Inspectorate, who said that: "The procedure for handling public complaints services is that public complaints are submitted to the Secretariat or any section for registration and then raised to the leadership; after receiving the disposition, they are distributed to the relevant assistant inspectors for follow-up. Everything is carried out by the Inspector's Decree number 700/23/426.70/2018 concerning Standard Operating Procedures (SOP) for Handling Complaints." (Wednesday, December 22, 2021, with Mr. Fandi Putra, SE, MM, as Head of the Analysis and Evaluation Sub-Section of the Probolinggo Regency Inspectorate).

Father also explained the same thingRandyka Aurora Yudhistira, S. Komas, the Analyst Staff of the Follow-up Report of the Inspectorate of Probolinggo Regency, said: "Complaint reports come in by mail, email, website, or complaint channels. Then the report is submitted to the inspector for disposition according to the field. Then the Assistant Field Inspector formed an Investigation Team. After that, the team will examine the evidence contained in the report. The Investigation Team forms an Audit Result Report as a follow-up on the complaint report. The procedure for handling public complaints services within the Probolinggo Regency Inspectorate is carried out by the Inspector's Decree number 700/23/426.70/2018 concerning Standard Operating Procedures (SOP) for Handling Complaints." (Thursday, December 23, 2022, with Mr. Randyka Aurora Yudhistira, S.Kom as Analyst Staff of Follow-up Report of Inspectorate of Probolinggo Regency).

If it can be concluded from some of the statements above, then the procedures for handling public complaints services within the Probolinggo Regency Inspectorate have all been regulated in Probolinggo Regent Regulation number 13 of 2017 concerning Guidelines Handling Public Complaints by Government Internal Supervisory Apparatus at the Probolinggo Regency Inspectorate. In addition, there is also the Probolinggo Regent's Regulation number 56 of 2019 concerning Amendments to the Brobolinggo Regent's Regulation number 31 of 2018 involving Guidelines for the Implementation of the Whistle Blowing System for Corruption in the Probolinggo Regency Government. The implementation is by the Inspector's Decree number 700/23/426.70/2018 concerning the Standard Operating Procedure (SOP) for Handling Complaints.The systematic reporting of public complaints within the Probolinggo Regency Government is listed in the attachment to the Probolinggo Regent Regulation number 13 of 2017.

The Ad-Hoc Team reported the results of the special inspection to the Probolinggo District Inspector. The Ad-Hoc Team can then carry out internal and external exposures by inviting relevant parties. The Special Examination Result Report is also submitted to the Regent. The Inspectorate then monitors and updates the handling of complaints and follow-up on the results of the handling of public protests.

Public complaints that do not have a level of supervision will only be handled by the Head of the Regional Apparatus or the relevant Work Unit. A written complaint that does not clearly state the name and address of the sender or after the name and address of the sender are examined is not transparent; the handling will be ignored.

Then for obstacles that often occur in carrying out procedures for handling public complaints services within the Probolinggo Regency Inspectorate explained by father Drs. Tutug Edi Utomo, MM as Inspector Probolinggo Regency Inspectorate which says that: "The number of Human Resources (HR) for Auditors is small, the ability of Human Resources (HR) is also limited, and there are usually problems when coordinating with Law Enforcement Officials (LEA)." (Tuesday, January 3, 2022, with you Drs. Tutug Edi Utomo, MM as Inspector Probolinggo Regency Inspectorate).

Father also explained the same thing Drs. M. Agus Satrio Sinung Rahardjoas Assistant Inspector for Government and Apparatus Probolinggo Regency Inspectorate which says that: "Many complaint materials do not meet the elements of the complaint/limited supporting evidence." (Monday, January 13, 2022, with dad Drs. M. Agus Satrio Sinung Rahardjoas Assistant Inspector for Government)

This is reinforced by the results of interviews conducted by researchers with the Junior Expert Auditor of the Probolinggo Regency Inspectorate, who said that: "In carrying out the procedure for implementing the public complaint service, there are obstacles that are often encountered, namely complaints that do not have enough evidence to be followed up." (Monday, December 20, 2021, with Mr. Rachmat Udiyanto, SH, MM as the Junior Expert Auditor of the Probolinggo Regency Inspectorate).

"The obstacles are insufficient evidence, the reporter is not clear, and the report is not specific." (Monday, December 20, 2021, with Mr. Akhmad Sundariyanto, SE, MM as the Junior Expert Auditor of the Probolinggo Regency Inspectorate).

The same thing is too strengthened by the statement of the results of interviews conducted by researchers with the First Expert Auditor of the Probolinggo Regency Inspectorate, who said that: "In carrying out the procedure for implementing the public complaint service, there are obstacles that are often encountered, namely complaints that do not have enough evidence to be followed up." (Tuesday, December 21, 2021, with Mr. Nur Qomarus Zaman, ST as the First Expert Auditor of the Probolinggo Regency Inspectorate).

"The obstacles are related to the timing of handling public complaints that are not clear, there is no clear mechanism related to the handling of public complaints originating from the Law Enforcement Apparatus (LEA), the standard of Audit Result Reports is changing from the leadership, and auditors need training in calculating State Finance." (Tuesday, December 21, 2021, with you Abd. Kodir, SH as the First Expert Auditor of the Probolinggo Regency Inspectorate).

This is also reinforced by the results of interviews conducted by researchers with the Head of the Analysis and Evaluation Sub-Section of the Probolinggo Regency Inspectorate, who said that: "The delay in disposition is due to the tight schedule of the leadership, the delay of the assistant inspector in following up on public complaints due to the schedule and limitations of the auditor." (Wednesday, December 22, 2021, with Mr. Fandi Putra, SE, MM as Head of the Analysis and Evaluation Sub-Section of the Probolinggo Regency Inspectorate).

Father also explained the same thing Randyka Aurora Yudhistira, S. Komas, the Analyst Staff of the Follow-up Report of the Inspectorate of Probolinggo Regency, said that: "The implementation time until the Audit Result Report is formed various times." (Thursday, December 23, 2022, with Mr. Randyka Aurora Yudhistira, S.Kom as Analyst Staff of Follow-up Report of Inspectorate Probolinggo Regency).

Suppose it can be concluded from the statements above. In that case, the obstacles that often occur in carrying out the procedures for handling public complaints services in the Probolinggo Regency Inspectorate are usually found, namely complaints that do not have enough evidence to be followed up, reporters who are not clear, and reports that are not specific. In addition, it is related to the timing of handling public complaints, which is not clear because the implementation time until the Audit Results Report is formed various times.

This delay in disposition is due to the tight schedule of the leadership, in addition to the postponement of the assistant inspector in following up on public complaints due to the program and the limited number of auditors. The absence of a precise mechanism related to handling general complaints originating from the Law Enforcement Apparatus (LEA) is also a different obstacle to the leadership's changing standards of Audit Results Reports. The next block is that auditors need to take part in the Training for Calculating State Financial Losses to minimize errors in the examination.

Then how to coordinate handling public complaints services within the Probolinggo Regency Inspectorate explained by father Drs. Tutug Edi Utomo, MM as Inspector Probolinggo Regency Inspectorate which says that: "For the technical implementation of coordination, it is carried out based on the Regulation of the Minister of Home Affairs Number 73 of 2020 and Regulation of the Minister of Home Affairs Number 23 of 2020" (Tuesday, January 3, 2022, with you Drs. Tutug Edi Utomo, MM as Inspector Probolinggo Regency Inspectorate).

Father also explained the same thing Drs. M. Agus Satrio Sinung Rahardjoas Assistant Inspector for Government and Apparatus Probolinggo Regency Inspectorate which says that: "Internal coordination is carried out if the complaint meets to be followed up, the inspector disposes of it to the Assistant Inspector for Fields which is forwarded to the auditor to form a Team to follow up on the complaint. External coordination is carried out using the Inspectorate Team coordinating with related parties regarding the compliant material." (Monday, January 13, 2022, with dad Drs. M. Agus Satrio Sinung Rahardjoas Assistant Inspector for Government and Apparatus).

This is reinforced by the results of interviews conducted by researchers with the Junior Expert Auditor of the Probolinggo Regency Inspectorate, who said that: "The coordination of the implementation of public complaints services has been regulated in Probolinggo Regent Regulation number 13 of 2017 concerning Guidelines for Handling Public Complaints by Government Internal Supervisory Officials at the Probolinggo Regency Inspectorate. In addition, there is also the Regent of Probolinggo Regulation number 56 of 2019 concerning Amendments to the Regulation of the Regent of Brobolinggo number 31 of 2018 involving Guidelines for the Implementation of the Whistle Blowing System for Corruption in the Probolinggo Regency Government. (Monday, December 20, 2021, with Mr. Rachmat Udiyanto, SH, MM as the Junior Expert Auditor of the Probolinggo Regency Inspectorate).

"Requesting the complainant to complete the initial evidence if it is lacking, or to expose it to the Law Enforcement Apparatus (LEA) if the complaint report is at the request of the Law Enforcement Apparatus (LEA). Then coordinate with relevant agencies to obtain the necessary documents." (Monday, December 20, 2021, with Mr. Akhmad Sundariyanto, SE, MM, as the Junior Expert Auditor of the Probolinggo Regency Inspectorate).

Same thing too strengthened by the statement of the results of interviews conducted by researchers with the First Expert Auditor of the Probolinggo Regency Inspectorate, who said that: "The coordination of the implementation of public complaints services has been regulated in Probolinggo Regent Regulation number 13 of 2017 concerning Guidelines for Handling Public Complaints by Government Internal Supervisory Officials at the Probolinggo Regency Inspectorate. In addition, there is also the Regent of Probolinggo Regulation number 56 of 2019 concerning Amendments to the Regulation of the Regent of Brobolinggo number 31 of 2018 involving Guidelines for the Implementation of the Whistle Blowing System for Corruption in the Probolinggo Regency Government. (Tuesday, December 21, 2021, with Mr. Nur Qomarus Zaman, ST, as the First Expert Auditor of the Probolinggo Regency Inspectorate).

"Incoming public complaints are coordinated as a first step to submit data and information relating to the complaint material to the parties concerned." (Tuesday, December 21, 2021, with you Abd. Kodir, SH as the First Expert Auditor of the Probolinggo Regency Inspectorate).

This is also reinforced by the results of interviews conducted by researchers with the Head of the Analysis and Evaluation Sub-Section of the Probolinggo Regency Inspectorate, who said that:

"The way to coordinate the implementation of the handling of public complaints services within the Inspectorate of Probolinggo Regency is through coordination meetings and the use of applications." (Wednesday, December 22, 2021, with Mr. Fandi Putra, SE, MM as Head of the Analysis and Evaluation Sub-Section of the Probolinggo Regency Inspectorate).

Father also explained the same thing Randyka Aurora Yudhistira, S. Kom, the Analyst Staff of the Follow-up Report of the Inspectorate of Probolinggo Regency, said: "The way to coordinate the implementation of the handling of public complaints services within the Probolinggo Regency Inspectorate is to form a special complaint handling team consisting of technical controllers (Assistant Inspector of Fields), Team Leaders, and Team Members who are auditors at the Inspectorate." (Thursday, December 23, 2022, with Mr. Randyka Aurora Yudhistira, S.Kom as Analyst Staff of Follow-up Report of Inspectorate of Probolinggo Regency).

If it can be concluded from the statements above, then how to coordinate the implementation of handling public complaints services within the Probolinggo Regency Inspectorate, namely that incoming public complaints are coordinated as a first step to submit data and information relating to the complaint material to the parties concerned. Related. Requesting the reporter to



complete the initial evidence if it is lacking or expose it to the Law Enforcement Apparatus (LEA) if the complaint report is at the request of the Law Enforcement Apparatus (LEA). Then coordinate with relevant agencies to obtain the required documents. Then a unique team for handling complaints was formed through coordination meetings and applications consisting of technical controllers (Assistant Inspectors of Fields), Team Leaders, and Team Members who are auditors at the Inspectorate.

The coordination of this public complaint service implementation has been regulated in Probolinggo Regent Regulation number 13 of 2017 concerning Guidelines for Handling Public Complaints by Government Internal Supervisory Officials at the Probolinggo Regency Inspectorate. In addition, there is also the Probolinggo Regent's Regulation number 56 of 2019 concerning Amendments to the Brobolinggo Regent's Regulation number 31 of 2018 involving Guidelines for the Implementation of the Whistle Blowing System for Corruption in the Probolinggo Regency Government. The coordination of this public complaint service implementation has been regulated in Probolinggo Regent Regulation number 13 of 2017 concerning Guidelines for Handling Public Complaints by Government Internal Supervisory Officials at the Probolinggo Regency Inspectorate. In addition, there is also the Probolinggo Regent's Regulation number 56 of 2019 concerning Amendments to the Brobolinggo Regent's Regulation number 31 of 2018 involving Guidelines for the Implementation of the Whistle Blowing System for Corruption in the Probolinggo Regency Government.

The coordination of this public complaint service implementation has been regulated in Probolinggo Regent Regulation number 13 of 2017 concerning Guidelines for Handling Public Complaints by Government Internal Supervisory Officials at the Probolinggo Regency Inspectorate. In addition, there is also the Probolinggo Regent's Regulation number 56 of 2019 concerning Amendments to the Brobolinggo Regent's Regulation number 31 of 2018 involving Guidelines for the Implementation of the Whistle Blowing System for Corruption in the Probolinggo Regency Government.

When for obstacles in coordinating the implementation handling public complaints services within the Probolinggo Regency Inspectorate explained by father Drs. Tutug Edi Utomo, MM as Inspector Probolinggo Regency Inspectorate which says that: "The only problem is the timing of implementation and follow-up." (Tuesday, January 3, 2022, with you, Drs. Tutug Edi Utomo, MM as Inspector Probolinggo Regency Inspectorate).

Father said different things Drs. M. Agus Satrio Sinung Rahardjo as Assistant Inspector for Government and Apparatus Probolinggo Regency Inspectorate which says that: "There are no problems" (Monday, January 13, 2022, with my father, Drs. M. Agus Satrio Sinung Rahardjo as Assistant Inspector for Government and Apparatus).

This is reinforced by the results of interviews conducted by researchers with the Junior Expert Auditor of the Probolinggo Regency Inspectorate, who said that: "The obstacle experienced in the coordination system is the time for each person to coordinate with the parties, where in addition to the task of serving public complaints, the auditors also have other routine monitoring agendas." (Monday, December 20, 2021, with Mr. Rachmat Udiyanto, SH, MM as the Junior Expert Auditor of the Probolinggo Regency Inspectorate).

"There are obstacles, namely sometimes parties related to public complaints or related officials are difficult to contact." (Monday, December 20, 2021, with Mr. Akhmad Sundariyanto, SE, MM as the Junior Expert Auditor of the Probolinggo Regency Inspectorate).

## **6. CONCLUSION**

Based on the results of the research data analysis and discussion of the research results that have been described in the previous chapter, it can be concluded that: Public complaints services to the government seek to make it easier for the public to submit their complaints. Although the implementation mechanisms and procedures are already contained in several basic implementing regulations, there are still several obstacles to coordinating the implementation of handling public complaints services within the Probolinggo Regency Inspectorate.

Namely, the parties or officials concerned are difficult to contact; coordination with Law Enforcement Officials (LEA) is sometimes inappropriate. With the schedule and limited time for each person to coordinate with related parties. The temporary handling of public complaints is only sourced from the report website. The Inspectorate provides general complaint services from the website, WBS application or Complaint Handling System (Whistle Blowing System), and direct complaints as a place to receive complaints. However, the means of promotion and information regarding public complaints services are minimal, so not many people take advantage of these services. In addition, human resources need to be increased both in number and quality because this affects the quality and quantity of public complaint services provided by the Probolinggo Regency Inspectorate.

Short term solutions and solutions are **re-coordinate complaints that are crucial and not so that they have a priority scale in handling with a limited number of human resources**, explicitly assigning auditors to handle public criticisms, adding support for adequate facilities or infrastructure, equating perceptions in the monitoring time process, equating perceptions of the standard format in making the Examination Results Report (ERR) so that when reporting is not constantly changing so that it does not become an obstacle in resolving public complaints, and socialization related to the reporting system is carried out through the website or complaint channel.

Then for the settlement and medium-term solution of the existing obstacles in the public complaint service within the Probolinggo Regency Inspectorate, namely changing and proposing special fees for community complaint handling officers, creating a communication system that can be accessed quickly and has been socialized, adding reporting media via WhatsApp or telephone by adding a call center for the Inspectorate, improving the service system in the form of a website or other social media, increasing the number of existing auditors so that public complaints can be resolved on time. For the resolution and long-term solution of the existing obstacles in the general complaint service within the Probolinggo Regency Inspectorate, namely increasing the number of personnel/ ASN Procurement in the next fiscal year for prospective Auditors, sufficient inspection time, strengthening the synergy between the Government Internal Supervisory Apparatus (GISA) and the Enforcement Apparatus Law (LEA) and maintaining the Inspectorate, both in management, human resources, competence, and others.

Improve the service system in the form of a website or other social media, and increase the number of existing auditors to resolve public complaints on time. For the resolution and long-term solution of the existing obstacles in the general complaint service within the Probolinggo Regency Inspectorate, namely increasing the number of personnel/ ASN Procurement in the next fiscal year for prospective Auditors, sufficient inspection time, strengthening the synergy between the Government Internal Supervisory Apparatus (GISA) and the Enforcement Apparatus Law (LEA) and maintaining the Inspectorate, both in management, human resources, competence, and others. Improve the service system in the form of a website or other social media, and increase the number of existing auditors to resolve public complaints on time. For the resolution and long-term solution of the existing obstacles in the general complaint service within the Probolinggo Regency Inspectorate, namely increasing the number of personnel/ in the next fiscal year for prospective Auditors, sufficient inspection time, strengthening the synergy between the Government Internal Supervisory Apparatus (GISA) and the Enforcement Apparatus Law (LEA) and maintaining the Inspectorate, both in management, human resources, competence, and others.

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