

**UPAYA PEMERINTAH DALAM MEWUJUDKAN OPEN GOVERNMENT
MELALUI LAYANAN PENGADUAN MASYARAKAT BERBASIS
ELEKTRONIK DI KEMENTERIAN SEKRETARIAT NEGARA RI**

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ABSTRAK

Isu penanganan pengaduan masyarakat dan *Open Government* adalah isu yang relevan dalam mewujudkan agenda reformasi dimana pemerintahan berkualitas adalah pemerintahan yang demokratis. Konsep *Open Government* diharapkan mampu mendukung demokratisasi dengan terbangunnya relasi negara dan masyarakat kearah lebih stabil. Dalam tulisan ini, studi kasus yang dibahas adalah layanan pengaduan masyarakat berbasis elektronik yang dilakukan oleh Kementerian Sekretariat Negara dalam rangka menghadapi masa *New Normal* Pandemi Covid-19 berbasis inovasi secara digital. Pelayanan tersebut diupayakan agar terintegrasi serta responsif dengan harapan mampu membangun stabilitas secara politik. Mengingat pemerintah saat ini sedang mendorong partisipasi masyarakat guna berperan aktif demi pembangunan negara sesuai prinsip demokrasi. Metode yang diambil adalah kualitatif deskriptif dengan wawancara, observasi dan juga studi kepustakaan. Teori yang digunakan adalah kebijakan publik Grindle yang mengacu pada variabel konten dan konteks. Hasil penelitian yang diperoleh adalah kebijakan *Open Government* belum sepenuhnya terwujud dikarenakan keterbatasan dukungan relasi kuasa disamping situasi ketidakpastian karena pandemi sehingga upaya dalam rangka mendorong penataan baik dalam segi sumber daya manusia, teknologi dan juga kapasitas lembaga untuk lebih terarah dalam regulasi belum sepenuhnya memadai. Meskipun dalam temuan peneliti, preferensi masyarakat juga dipandang yaitu komitmen pemerintah sudah cukup memadai. Namun tidak sebanding dengan realita dimana masih terdapat ketimpangan yang diakibatkan oleh Pandemi antara fokus mengurangi dampak pandemi dengan mewujudkan kapabilitas lembaga negara yang lebih representatif.

Kata Kunci: *Open Government*, Kebijakan Publik, Pengaduan Masyarakat

**THE GOVERNMENT'S EFFORTS IN REALIZING OPEN GOVERNMENT
THROUGH ELECTRONIC-BASED COMMUNITY COMPLAINT
SERVICES AT THE MINISTRY OF STATE SECRETARIAT OF THE
REPUBLIC OF INDONESIA**

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ABSTRACT

The issue of handling public complaints and Open Government is a relevant issue in realizing the Reform Agenda where quality Government is a Democratic Government. The concept of Open Government is expected to be able to support democratization by building relations between the state and society towards a more stable direction. In this paper, the case study discussed is an electronic-based community complaint service conducted by the Ministry of State Secretariat in order to face the New Normal period of the Covid-19 Pandemic based on digital innovation. The service is sought to be integrated and responsive in the hope of being able to build political stability. Considering that the government is currently encouraging public participation to play an active role in the development of the country according to democratic principles. The method taken is descriptive qualitative with interviews, observations and also literature studies. The theory used is Grindle's public policy which refers to the variables of content and context. The results of the research obtained are that the Open Government policy has not been fully realized due to limited support for power relations in addition to the situation of uncertainty due to the pandemic so that efforts in order to encourage structuring both in terms of human resources, technology and also the capacity of institutions to be more focused on regulations have not been fully adequate. Although in the researchers' findings, people's preference is also seen as the government's commitment is sufficient. However, it is not comparable to the reality where there is still inequality caused by the Pandemic between focusing on reducing the impact of the pandemic and realizing the capabilities of more representative state institutions.

Keywords: *Open Government, Public Policy, Public Complaints*