

**ANALISIS PARTISIPASI MASYARAKAT BERBASIS ELEKTRONIK
MELALUI SP4N LAPOR! DALAM PENINGKATAN PELAYANAN
PUBLIK DINAS BINA MARGA DAN SUMBER DAYA AIR KOTA
BEKASI**

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ABSTRAK

Penelitian ini bertujuan untuk menganalisis partisipasi masyarakat berbasis elektronik melalui SP4N-LAPOR! di bidang pelayanan publik Dinas Bina Marga dan Sumber Daya Air (DBMSDA) Kota Bekasi, serta mengevaluasi bentuk keterlibatan dan pengalaman masyarakat sebagai pengguna dalam mendorong peningkatan transparansi dan akuntabilitas kinerja pelayanan publik. Penelitian ini menggunakan pendekatan kualitatif deskriptif dengan teknik pengumpulan data berupa wawancara, observasi, dan studi dokumentasi, yang kemudian dianalisis melalui tahap reduksi data, penyajian data, dan penarikan kesimpulan. Analisis dilakukan dengan mengacu pada teori e-participation (Hennen dkk., 2020) khususnya fungsi monitoring yang mencakup e-information dan e-deliberation serta teori Digital Civic Engagement (Mossberger, Tolbert & McNeal, 2007) melalui indikator interest, knowledge, dan discussion. Hasil temuan penelitian menunjukkan bahwa partisipasi elektronik masyarakat Kota Bekasi melalui SP4N-LAPOR! ditandai dengan pengawasan dari masyarakat. Pengawasan dilakukan dari adanya keterbukaan informasi (e-information) berjalan cukup baik melalui fitur pelacakan status laporan dan ruang diskusi (e-delibeartion) bersifat evaluatif-tertutup melalui Survei Kepuasan Masyarakat. Hasil temuan yakni konsep interest terpenuhi karena permasalahan infrastruktur seperti kerusakan jalan dan genangan banjir dirasakan langsung oleh warga sehingga mendorong partisipasi pelaporan. Konsep knowledge belum terpenuhi karena masih ditemukan kesenjangan pengetahuan teknis pada sebagian pengguna walaupun sosialisasi sudah dilakukan oleh Diskominfostandi Kota Bekasi di 12 kecamatan. Konsep discussion terpenuhi melalui kolom komentar serta integrasi SP4N-LAPOR! dengan platform Sapa Warga Jawa Barat dan Patriot Single Window, meskipun kualitas deliberasi publik

masih perlu ditingkatkan. Penelitian ini menyimpulkan bahwa SP4N-LAPOR! telah mengubah posisi masyarakat Kota Bekasi dari penerima layanan yang pasif menjadi aktor pengawasan yang aktif dalam mendorong transparansi dan akuntabilitas pelayanan publik DBMSDA.

Kata Kunci: Partisipasi Masyarakat, E-Partisipasi, SP4N-LAPOR!, Transparansi, Akuntabilitas, Pelayanan Publik

**ANALYSIS OF E-BASED PUBLIC PARTICIPATION THROUGH SP4N
LAPOR! IN IMPROVING PUBLIC SERVICES PROVIDED BY THE
BEKASI CITY DEPARTMENT OF ROADS AND WATER RESOURCES**

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ABSTRACT

This study aims to analyse e-participation via SP4N-LAPOR! in the public services provided by the Dinas Bina Marga dan Sumber Daya Air (DBMSDA) Kota Bekasi, as well as to evaluate the forms of public engagement and the experiences of citizens as users in promoting greater transparency and accountability in public service performance. This study employs a descriptive qualitative approach, utilising data collection techniques such as interviews, observation and document analysis, which are subsequently analysed through the stages of data reduction, data presentation and drawing conclusions. The analysis was conducted with reference to e-participation theory (Hennen et al., 2020) – specifically the monitoring function, which encompasses e-information and e-deliberation – as well as Digital Civic Engagement theory (Mossberger, Tolbert & McNeal, 2007) through the indicators of interest, knowledge and discussion. The research findings indicate that the electronic participation of the citizens of Bekasi City via SP4N-LAPOR! is characterised by public oversight. This oversight is facilitated by the availability of information (e-information), which functions reasonably well through the report status tracking feature, whilst the discussion forum (e-deliberation) operates in an evaluative yet closed manner via the Public Satisfaction Survey. The findings indicate that the concept of ‘interest’ is fulfilled because infrastructure issues, such as road damage and flooding, are directly experienced by residents, thereby encouraging participation in reporting. The concept of ‘knowledge’ has not yet been fulfilled, as gaps in technical knowledge are still found among some users, despite awareness-raising activities having been carried out by the Dinas Komunikasi, Informasi, Statistik dan Persandian (Diskominfostandi) Bekasi City across 12 sub-districts. The ‘discussion’ concept was fulfilled through the comments section and the integration of SP4N-LAPOR! with the ‘Sapa Warga Jawa Barat’ and ‘Patriot Single Window’ platforms, although the quality of public deliberation could still be

improved. This study concludes that SP4N-LAPOR! has transformed the role of Bekasi City residents from passive service recipients to active oversight actors in promoting transparency and accountability in the public services provided by the DBMSDA.

Keywords : Community Participation, E-Participation, SP4N-LAPOR!, Transparency, Accountability, Public Services