

Online Complaints System Constraints And Management (Supervision) Functions In Malang City Regional People's Representative Assembly

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Abstract: *The Regency/ City Regional People's Representative Council (Regency/ Municipal DPRD) is a regional people's representative institutions that are domiciled as organizing elements district/ city government. Regency/ Municipal DPRD consists of embers of political parties election participants who are elected through general elections. Regional People's Representative Assembly has three functions in its role as a representative of the people, namely legislation, budgeting and supervision. Supervision is in the form of monitoring the implementation of regional regulations that have been mutually agreed upon with regional leaders, as well as overseeing the use of the approved*

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budget previously in the budget. At the same time as a place to accommodate aspirations and complaints from people. Where in its implementation there must be obstacles. Either on the system or media used as well as in existing management functions. So this journal will discuss regarding the constraints of the online complaint system for the public and the management function (supervision) especially those at the Malang City Regional People's Representative Assembly Office.

INTRODUCTION

Regional People's Representative Assembly regency/city (district/city DPRD) is a representative body of the people the area that is domiciled as an element organizer government area district/city. Regional People's Representative Assembly consists of members of participating political parties general election elected through general election. Regional People's Representative Assembly is mentioned in the 1945 Constitution article 18 paragraph 3 : "Provincial, regional government counties, and cities have Council Regional People's Representatives who are members, its members are elected by election general". At the time the Law comes into effect, Law Number 25 of 1999, Regional People's Representative Assembly included in the scope of government area. However, after the enactment of the Law Number 22 of 2003 concerning arrangement and position assembly deliberation people, board People's Representative, House of Representatives Regions, and the house of representatives regions as well as law number 32 in 2004 concerning local government, Then the Regional People's Representative Assembly is no longer an element local government but is Separate Regional Legislative Body from local government.

Regional People's Representative Assembly has three functions in their role as representatives of the people. As for The first function, namely legislation, is the function of the DPRD which is reflected in the status of Regional People's Representative Assembly as a legislative body area (province, municipality, and districts). The function of this legislation is the function of Regional People's Representative Assembly in formulating regional regulations, which has become the duty and authority from the Regional People's Representative Assembly. The second function is the function budget which includes discussion regarding the budget and also regional income. It is implemented to discuss and also provide approval of the design of Regional Revenue and Expenditure Budget (APBD) proposed by the government area. The last function is the supervision function. Where this is a function principal of the Regional People's Representative Assembly. The function demands Regional People's Representative Assembly oversees or monitors every implementation of local regulations that have been agreed with local leaders, as well as overseeing the use of appropriate budgets previously approved in the Regional Revenue and Expenditure Budget (APBD).

So to realize function properly, the quality of Regional People's Representative Assembly member is very decisive. Preparation of appropriate regional policies really depends on the skills of the members Regional People's Representative Assembly . in addition, to solve life's problem, the people it represents. But on in fact, Regional People's Representative Assembly members still have some obstacles in implementing his job. The constraints in question can be in the form of internal constraints, external constraints as well as administrative obstacles that will discussed further in this journal.

METHOD

The type of research used in making this journal is research descriptive with a qualitative approach. Descriptive research is a method research whose purpose is to make a description, picture or painting systematically, factually and accurately regarding the facts, characteristics and the relationship between the phenomena under investigation. This study try to describe, analyze and interpret the problem and then draw conclusions from problems that exist in the council agency Regional People's Representatives (DPRD) with look at the situation, conditions, and factors which influence. then served systematically written. The research location is in the Regional People's Representative Assembly of Malang and the research site used is the website of the DPR RI and the City DPRD.

The focus in this research is Constraints faced by the Regional People's Representative Assembly of Malang in implementing the three it's function as its representative role people and see how far the website online complaints are well enforced in the Regional People's Representative Assembly. Data collection techniques are carried out with interviews and documentation. This study uses primary data in the form of interviews and secondary data and in the form of data obtained from the website official DPR RI and DPRD Malang City.

This research uses the method analysis later descriptive interpreted using qualitative data analysis. According to Miles and Huberman (1984) in Sugiyono (2012:247- 252) qualitative data analysis consists of of three activities, namely data reduction, presentation of data, and drawing conclusions.

FINDINGS AND DISCUSSION

Online Complaint System Constraints

Provisions of Article 72 letter g and Article 81 letter j of Law Number 17 at 2014 about assembly people's consultation, council People's Representative, House of Representatives Regions, and the House of Representatives Region, as amended with Law no. 42 Last 2014 by Law No. 2 of 2018 in conjunction with Article 7 letter g and Article 12 letter j of DPR RI Regulation Number 1 of 2014 concerning Code of Conduct as has been changed several times lastly with DPR RI Regulation No. 2 In 2018 that the DPR and DPRD to absorb, collect, accommodate, and follow up public complaints and

aspirations.

As mentioned above, Complaints are expressions of not feeling pleasure, dissatisfaction or complaints that submitted by the public to the DPR RI and DPRD on a problem related to the supervisory function in the context of implementing the law, implementation of state finances and government policies. Whereas Aspiration is the strong desire of community submitted to DPR RI and DPRD in the form of statement of attitude, opinion, hope, criticism, input and suggestions related with duties, functions and authorities DPR RI and DPRD.

The DPR RI has made a online complaint website so that all people can express their aspirations and complaints easily on line. As for the method or process flow the complaint is as follows:

- a. Complainant creates and sends online complaint letter on the Web Complaint.
- b. Analyst analyzes complaints to then make suggestions to be forwarded to the commission / agency according to the problem area.
- c. Head of Analysis 1 and 2 correcting material and improvement of the analysis results problem.
- d. The Head of Division approved the analysis results problem
- e. PU makes official notes and letters web.
- f. Bureau corrects and provides initial analysis results, then make a copy to forward.
- g. Deputy approves and proceeds a copy to the leadership of the DPR RI and Leader of AKD
 1. The leadership of the DPR accepts the results analysis.
 2. AKD leaders receive results analysis.
- h. PU creates documentation and answers to complainants.
- i. The complainant received an answer on Complaint Web.

Currently, there are 4,810 complaints recorded through letters, 641 complaints via the website, and 108 complaints via sms with various problem. As for the problem in question, can seen in the following image:

Table 1 Online Complaint System Constraints

NO	BIDANG PERMASALAHAN	MASA PERSIDANGAN				
		I	II	III	IV	V
1	Aparatur Negara/Kepegawaian	11	4	10	2	1
2	Perburuhan/Tenaga Kerja	3	7	1	1	2
3	Ekonomi Keuangan	17	7	7	3	1
4	Pendidikan Riset dan Teknologi	21	8	2	5	1
5	Kesehatan	25	7	2	0	0
6	Agama/Sosial/Pemberdayaan Perempuan	4	1	2	2	2
7	Kehutanan/Lingkungan Hidup/ESDM	40	4	1	1	2
8	Pertahanan	3	2	3	7	0
9	Luar negeri	3	1	3	1	0
10	Informasi	1	0	1	0	0
11	Pemerintahan Dalam Negeri/Otonomi Daerah/Kepemiluan	9	3	8	2	0
12	Pertanahan dan Reformasi Agraria	3	8	5	14	0
13	Hukum/HAM/Keamanan	139	46	73	31	6
14	Pertanian/Perkebunan	1	1	0	1	1
15	Kelautan Perikanan	1	2	0	0	0
16	Perhubungan	2	1	0	0	0
17	Pekerjaan Umum/Perumahan Rakyat	2	2	4	0	0
18	Pembangunan Pedesaan/Kawasan Tertinggal/Transmigrasi	1	0	0	0	0
19	Perdagangan/Perindustrian/Investasi/BUMN	13	0	2	1	0
20	Pemuda Olahraga	0	0	0	0	0
21	Pariwisata/Seni/Budaya	0	0	1	0	0
22	Umum	0	0	0	0	0
JUMLAH		299	104	125	71	14

In contrast to the DPR RI in DPRD Malang city where still not made special website for complaints and aspirations of the people of Malang City. This matter because there are obstacles such as lack of expertise of City DPRD members. It's unfortunate that certain fields are becoming surveillance object. Resource Humans and Non-Humans in DPRD Malang city is also still limited. However, the Malang City DPRD has make another alternative that is e-mail Malang City DPRD official as a place where the poor people too can submit a complaint or aspirations by sending a online letter to e-mail Malang City Council.

In our interview some last week with members of the City Council Malang, said that the DPRD Malang City received aspirations from community but not a little students protesting in a bad way. This make Malang City DPRD reluctant respond to problems. It confirms that it turns out that there are still many people Malang city who doesn't know that can submit complaints and aspirations through online media.

Management Function Constraints in the form of : Supervision in Malang City DPRD

Not only follow up complaints and aspirations of the community, but the Malang City DPRD is also in charge supervise and monitor every implementation of local regulations that have been agreed with the leadership area, as well as supervising the use of approved budget previously in the budget. In the formation of regulations regions,

some of which are carried out by DPRD Malang City is planning, preparation, discussion, validation or determination, invitation, then dissemination. the obstacle that experienced related to the formation of regulations is when the Regional Regulation (Perda) judged to be against the rules higher legislation, is considered unable to accommodate interests national, unable to accommodate context social local, and against the public interest.

As for the supervision of the DPRD Malang City against the 2014 APBD carried out through field visits and hearing with the head of the work unit. The supervision is carried out by three stages. At the quarterly stage first (January to April) work unit expected has doing activity is at least 20%. Monthly chess (May, June to August) third expected activities have reached a minimum of 60%. For the third quarter (September to December) is expected to have reached 100%. After the hearing by the head of the work unit with the DPRD it turns out that the activity was not carried out according to with the expected target or not run at all, then the DPRD give recommendation for improvements to the Regional Head.

Referring to it above, the obstacles faced by DPRD Malang City are in the form of:

- a. Internal Constraints
 1. Lack of member expertise Malang City DPRD in doing duty and responsibilities carried out.
 2. DPRD Human Resources DPRD Human Resources ability.
 3. There is communication that is not in line with other factions.
- b. External Constraints
 1. Difficult and slow to Difficult and slow to project implementation.
 2. Lack of complementary data to do process Supervision in the City Council poor.
 3. Factor political, not yet maximum control function Malang City DPRD because influenced by political factors, will affect a decision taken by board member.
- c. Administrative Constraints
 1. DPRD has no basis the law governing oversight function.
 2. There is no authority to There is no authority to to the executive if it happens deviation.

Factor pusher so that supervision of the ongoing budget as expected. There is Direct Supervision Community aspirations can help the monitoring process DPRD in implementing the City Budget Poor. Networking aspirations Public conducted for obtain information data from community as input in the budget planning. Information is used to guarantee so that the determination of direction and policy general APBD in accordance with aspirations community that covers the needs and real wishes from the community not just political aspirations. In addition, the aspirations of the people is an important aspect before general direction and policy. The budget is set. Ability DPRD members in recruiting people's aspirations will be able produce series data/information

regarding needs and the real wishes of the community and assist DPRD members in order to supervise budget implementation.

CONCLUSION

DPRD has three functions in their role as representatives of the people. The first is the legislative function in which the DPRD take part in making regulations area. The second function is budget which includes discussion regarding the budget and also regional income. It is implemented to discuss and also provide approval of the design of Regional Revenue and Expenditure Budget (APBD). The last function is the function supervision. This function requires DPRD supervise or monitor any implementation of local regulations that have been agreed with local leaders, as well as overseeing the use of appropriate budgets previously approved in the APBD.

In doing third function is not an easy matter. DPRD must have difficulties and obstacles that must be faced in every activity. As with the obstacles that faced by members of the DPRD Malang. With the obstacles that have mentioned in the discussion, does not mean Malang City DPRD then lost control, but there is an effort from the members to find alternatives or solutions that easy to use and apply well for members of the DPRD themselves as well as for Malang City community.

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