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The Influence of Digital Literacy and Information Technology on the Use of SP4N LAPOR!

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Abstract

The National Public Service Complaint Management System - People's Online Aspiration and Complaint Service (SP4N-LAPOR) is integral to Indonesia's governance framework, facilitating citizen participation and grievance redressal. This study examines the dynamics of citizen engagement through SP4N-LAPOR in 2023, revealing a significant 30% increase in complaints totaling 176,853, primarily directed at Ministries/Institutions rather than Regional Governments, highlighting uneven awareness and utilization at the local level. The research focuses on East Kotawaringin Regency, Central Kalimantan Province, assessing the impact of digital literacy and community information technology use on SP4N-LAPOR adoption. Utilizing random sampling and multiple linear regression analysis, findings indicate substantial influences: digital literacy (X1) significantly affects engagement ($t = 2.039$, $p < 0.05$), as does community information technology use (X2) ($t = 9.512$, $p < 0.001$), jointly explaining 49.7% of SP4N-LAPOR usage variance. This underscores the imperative to enhance digital literacy and promote IT accessibility to bolster public interaction with SP4N-LAPOR, offering actionable insights for policy and practice to improve governance responsiveness nationwide.

Keywords: SP4N-LAPOR, Digital Literacy, Information Technology, Online Complaints.

INTRODUCTION

Services are oriented towards the implementation of government, one of which is public services that must meet the public's expectations, aspirations, and desires. So that the government is not only required to be oriented towards services that only meet predetermined service standards (Azzahra, 2023). However, the government must be able to provide innovative and responsive services and to change so that it can continue to provide services in accordance with the needs, desires, and circumstances that are developing in the community at that time. This statement can be analyzed by paying attention to Law Number 25 of 2009, which discusses the principles of public service management procedures, which must be fair, accountable, objective, confidential and responsive. This bureaucratic reform is the background for both central and regional governments in implementing the concept of E-Government in facing a digitalism-oriented paradigm of change which is considered to be able to realize Good Governance (de

Carvalho Soares et al., 2022). The practice is a form of collaboration between the Regional Government and the Central Government in realizing the implementation of government that can provide the value of effectiveness, efficiency, transparency, accountability and cleanliness from the practice of KKN and improve the quality of public services (Salam, 2023).

The government is required to provide changes in services so that their usefulness increases to the community, increasing their efficiency and effectiveness (Zahran et al., 2023). This encourages the government to innovate with the development of information technology, which is happening today (Freddy et al., 2022). So, to realize this governance is in line with the Laws and Regulations that regulate SPBE, namely Presidential Regulation Number 95 of 2018.

The concept of an e-Government or Electronic-Based Implementation System is concrete evidence of the implementation of technology digitalization to realize a bureaucracy that can provide excellent service by utilizing technology in the implementation of public services in Indonesia (Savandha et al. 2024). According to the Ministry of State Apparatus Empowerment and Bureaucratic Reform of the Republic of Indonesia, 27,400 government applications have now been formed, both central and regional. With services that are now digital-based, it what proves that there is a change in habits in the use of the internet by the public in order to face these changes, it is necessary to have a literacy concept that is emphasized to the public when dealing with digital media in order to be able to understand the various implementations of digital-based services and use information sources provided by the government known as digital literacy (Hubaib et al., 2023). According to digital literacy, it is an ability possessed by actors who use information and communication technology to find, evaluate, utilize, create and communicate information with cognitive and technical skills (Nasrullah, 2018)

People with digital skills that meet the standards of internet and information technology use belong to a group that can use access to social services provided by the government by using information technology properly. Thus, digital literacy is considered to be able to accommodate the community in facing technological developments in various sectors, one of which is public services.

The government is obliged to implement public services to the community in the form of public services, as stated in Law Number 25 of 2009 concerning public services. To improve the quality of public services, the government can go through a public complaint management system, namely with feedback by the community as a form of participation from the community who receive public services (Firman et al., 2024). Therefore, a nationally integrated, responsive and effective public service complaint management system is needed to be managed by government administrators to optimize responsive public services. So, in realizing the bureaucracy, the government must be able to provide space for the public to submit complaints or complaints if, in service activities, they get things that are not in accordance with what is promised by the service provider. In accordance with the mandate of good governance, it requires an integrated complaint system in one door, and the system has been integrated nationally so that the public can channel

their aspirations and complaints through one complaint channel nationally and formed in one system. Through community service complaints, the government can measure the performance of government results, both central and regional (Winarsih, 2005).

This regulation encourages the government to establish a national public complaint management system. This is the background for the formation of a system with the concept of no wrong door policy, which in its implementation, guarantees that complaints reported by the public will be channeled to public service providers based on the provisions of the authority to handle these complaints. The establishment of the Regulation of the Minister of State Apparatus Empowerment and Bureaucratic Reform Number 3 of 2015 stipulates the establishment of the National Public Service Complaint Management System – People's Online Aspiration and Complaint Service (SP4N LAPOR!).

User data SP4N LAPOR! In Indonesia, at the end of 2023, there was an increase in the number of reports with a total of 176,853 reports, an increase of 30% from 2022. The number of reports is dominated by reports to Ministries and Institutions of 60.39%. Meanwhile, the follow-up presentation of the report in 2023 is 85.2%. This is not going well for SP4N LAPOR! in local government agencies, people tend to come directly to the service place or related agency if they want to make a complaint (Azizah & Barnad, 2022). Several obstacles to infrastructure, technological devices, human resources, and people's digital literacy towards the application must be analyzed more deeply. This study was conducted to find out how the level of use of the SP4N LAPOR! in agencies at the local government level. In this study, data and information from SP4N LAPOR were used! In East Kotawaringin Regency, Central Kalimantan Province (Nasrullah, 2018).

The number of whistleblowers is calculated in the SP4N LAPOR! In East Kotawaringin Regency, Central Kalimantan Province is still relatively low. This phenomenon indicates that the implementation of SP4N LAPOR! in East Kotawaringin Regency is not implemented optimally. This is motivated by the lack of role of the local government in socialising the SP4N LAPOR! The public is considered not yet digitally proficient in understanding the procedures for using online complaint services. This is also evidenced by the fact that there are still complaint services that are direct in nature and are addressed to emails from relevant agencies or OPDs or through WhatsApp, which is unofficial. Meanwhile, SP4N LAPOR!, which has clarity regarding the report completion system, will support the process of improving the quality of public services.

The low public participation in the use of the SP4N LAPOR! It must also be supported by a good and adequate aspect of information technology to increase the effectiveness and efficiency of services (Liliana et al., 2024). Services that utilize information technology must be supported by quality ICT components so as to provide convenience for users when using services and avoid excessive interruptions during the service process. Quality information technology must be supported by hardware, software, data, procedures and capable brainwave components. So that with adequate information technology, it can produce quality public services by combining efficiency and technical effectiveness with sensitivity to the community's needs. Information

technology is measured by paying attention to several aspects, namely resources, reliability, ease of use, flexibility, and security, to provide a good user experience for its service users.

RESEARCH METHODS

This study uses a quantitative approach. The quantitative approach stands under the auspices of the positivism paradigm, which means exists, and is interpreted as real or concrete and absolute according to. The data source used in this study is primary data obtained from the results of distributing questionnaires to respondents and documentation. The population in the study is people in East Kotawaringin Regency in 2022 aged 17 years and over which amounted to 321,917 people. The sampling technique used is a random sampling technique Sample calculation using the Slovin formula in:(Sirajuddin, 2017)(Sugiyono, 2018)

Information:

n = number of samples

N = total population

e = error tolerance (set at 10%)

Based on the calculation of the sample, a sample of 100 respondents was obtained. The questionnaire instruments used in the study include:

The measurement scale used in this questionnaire research is the Likert Scale (Table 1).

Table 1. Likert Scale

Scale	Code	Value
Strongly Agree	**SS**	**5**
Agree	**S**	**4**
Nervous	**R**	**3**
Disagree	**TS**	**2**
Strongly disagree	**STS**	**1**

The instrument testing in this study uses validity testing which is the degree of accuracy between the data that occurs in the research object and the power that can be used by the researcher. Therefore, the researcher used Pearson's Product Moment coefficient formula to test the validity of the research. Explanations related to the validity or not of a statement can be through a significance test or comparison of the value of r calculation and r table. If r calculates > r table and the resulting value is positive, then the statement indicator with a positive value is also good.

Variable operationalization is a function given to a variable that gives meaning, specifies activities, provides an operation needed to measure the variable itself. This research is oriented in

finding the influence of one variable on another variable consisting of independent (free) variable X1 and variable X2 and one dependent variable (bound) namely variable Y. In variable X1 acts in digital literacy and variable X2 acts in information technology, then variable Y in this study plays a role as the impact of digital literacy in the use of online aspiration and complaint services through SP4N LAPOR! in East Kotawaringin Regency. The analysis of the influence between independent variables on the dependent uses multiple linear regression analysis using SPSS Version 25 software by conducting a hypothesis test (T test). The accepted work hypothesis is that digital literacy and information technology affect the use of SP4N-LAPOR! in East Kotawaringin Regency (Moh. Nazir, 2005).

RESULTS AND DISCUSSION

Respondent Profile

The profiles of the respondents in this study can be seen through tables 1 to 3 which are grouped by gender, age and type of occupation which are presented below:

Table 1. Gender of Respondents

No.	Gender	Sum	Percentage (%)
1.	Man	38	62%
2.	Woman	62	38%
Total Respondents		100	100%

Based on the table above which shows the characteristics of the respondents, the number of women is more, namely 62 people while men are 38 people. The results of the characteristics of the respondents above were obtained by the researcher by providing a questionnaire through a google form which was randomly distributed to the people of East Kotawaringin Regency.

Table 2. Age of Respondents

No.	Age(Years)	Sum	Percentage (%)
1.	17-25	69	69%
2.	26-30	10	10%
3.	31-35	11	11%
4.	36-40	4	4%
5.	>40	6	6%
Total Respondents		100	100%

Based on the age category above, the number of respondents is dominated by the age range category of 17-25 years with a percentage figure of 69%. Furthermore, the second highest

age category is filled by the age range of 31-35 years with a percentage of 11%, followed by the age category of 26-30 years with a percentage of 10% and the age range of 40 years and above which occupies the fourth largest percentage figure, which is 6%. Finally, with a percentage figure of 4%, it is filled by the age range of 36-40 years. Based on the percentage of respondents seen by age category, the age range of 17-25 years is the composition of the population that is considered productive in using digital-based government services, one of which is SP4N LAPOR!.

Table 3. Type of Respondent's Job

It	Job Type	Sum	Percentage (%)
1.	Students / Students	66	66%
2.	Civil Servants	15	15%
3.	Self employed	8	8%
4.	Other	11	11%
Total Respondents		100	100%

The table above illustrates 100 respondents who were taken as representatives of the population categorized by type of occupation. The largest number is students with 66% of respondents, then civil servants with a percentage of 15%, followed by other types of work with 11% of respondents and finally with the smallest percentage figure is self-employed at 8%.

Validity Test, Reliability Test and Normality Test

Testing the instrument using the validity test method is used to measure the degree of accuracy between the research object and the power that can be implemented by showing the validity of the research instrument. According to validity, it is the degree of accuracy between the data that occurs in the research object and the power that can be used by the researcher. In terms of testing, the validity test shows that an instrument has a high degree of validity if the validity test results are correct while the data test results that are not relevers indicate a low level of validity. In this validity test, the researcher used the SPSS Version 26 program using a level of 5% which showed the results of the valid test if r calculated from the validity test > r table with a confidence threshold level of 95%. Below are the results of the validity test that has been processed:(Sugiyono, 2016)

Table 4. Validity Test

Variable	Question	R.Table	R Calculate	Information
	DS 1	0.195	0.833	Valid
	DS 2	0.195	0.780	Valid
	DS 3	0.195	0.841	Valid
	DS 4	0.195	0.780	Valid

Variable	Question	R.Table	R Calculate	Information
	DE 1	0.195	0.773	Valid
	DE 2	0.195	0.666	Valid
Digital Literacy	DE 3	0.195	0.781	Valid
	DE 4	0.195	0.737	Valid
	DSF 1	0.195	0.668	Valid
	DSF 2	0.195	0.757	Valid
	DSF 3	0.195	0.869	Valid
	DSF 4	0.195	0.813	Valid
	DC 1	0.195	0.738	Valid
	DC 2	0.195	0.656	Valid
	DC 3	0.195	0.722	Valid
	DC 4	0.195	0.730	Valid
	RT 1	0.195	0.786	Valid
	RT 2	0.195	0.723	Valid
	RT 3	0.195	0.706	Valid
	RT 4	0.195	0.769	Valid
	RE 1	0.195	0.408	Valid
	RE 2	0.195	0.337	Valid
	RE 3	0.195	0.354	Valid
	RE 4	0.195	0.274	Valid
Information Technology	FL 1	0.195	0.662	Valid
	FL 2	0.195	0.580	Valid
	FL 3	0.195	0.683	Valid
	FL 4	0.195	0.721	Valid
	SS 1	0.195	0.308	Valid
	SS 2	0.195	0.615	Valid
	SS 3	0.195	0.383	Valid
	SS 4	0.195	0.393	Valid
	KM 1	0.195	0.710	Valid
	KM 2	0.195	0.719	Valid
User Convenience	KM 3	0.195	0.722	Valid
	KM 4	0.195	0.724	Valid
	KM 5	0.195	0.709	Valid
	KP 1	0.195	0.813	Valid
	KP2	0.195	0.726	Valid

Variable	Question	R.Table	R Calculate	Information
	KP3	0.195	0.756	Valid
	KP4	0.195	0.796	Valid
	KP5	0.195	0.703	Valid

The researcher obtained the result that with the number of samples totaling 100 people, the r table used was 0.195. The r rate is calculated on each variable and all items from the questionnaire are greater than the r table. So, based on the results of the validity test, the researcher concluded that all items of each questionnaire question were declared valid.

Testing research instruments with reliability tests is useful in measuring a questionnaire that has been processed by researchers who are considered to have indicators of a variable. The reliability test is a measuring tool in obtaining consistent results from the measuring instrument with reliable and consistent results so that reliable results can produce the same analysis test. stated that reliability is shown in the form of numbers, if the coefficient is high, the consistency or reliability of the answers by the respondents is also high. Thus, the researcher used the Cronbach's Alpha formula, which is a useful method for assessing a reliable variable if the value of Cronbach's Alpha is >60% or 0.60. The following is a table of the results of the reliability test tested in the study, namely:(Ahmaddien & Syarkani, 2019, p. 23)

Table 5. Reliability Test

Variable Questionnaire	Reliability Coefficient	Critical Value	Information
Digital Literacy	0.949	0.60	Reliable
Information Technology	0.742	0.60	Reliable
The use of the SP4N LAPOR!	0.906	0.60	Reliable

Based on the results of the reliability test above, the author obtained the test results that the three variables used in this study, namely X1, X2, and Y1, were declared to be feasible. This result is based on the reality coefficient value of the three variables having a value greater than the value of Croncbah's Alpha.

The normality test was carried out to obtain the residue of a regression model that was normally distributed or not. The normality test is a test to find out whether the independent, dependent or both variables are distributed normally, close to or not. In this test, it is oriented to obtain normally distributed data results. In testing this instrument, the researcher used a non-parametric statistical test Kolmogorov-Smirnov (1-KS) using the SPSS Version 26 program. A data can be said to be normal if the degree of significance is >0.05. The following is a table of the results of the 1-KS test tested in this study.(Ahmaddien & Syarkani, 2019, p. 42)

Table 6. Normality Test

One-Sample Kolmogorov-Smirnov Test		
		Unstandardized Residual
N		100
Normal Parameters[a,b]	Mean	.0000000
	Std. Deviation	5.39744747
Most Extreme Differences	Absolute	.087
	Positive	.074
	Negative	-.087
Test Statistic		.087
Asymp. Sig. (2-tailed)		.060c
a. Test distribution is Normal.		
b. Calculated from data.		
c. Lilliefors Significance Correction.		

The 1-KS test that has been carried out by the researcher is based on the Sig value. Based on the table above, the Sig value is obtained at 0.60. So by paying attention to the requirements of the 1-KS test, the data used in this study was declared to be normally distributed with a sig result of 0.60 > 0.50.

Multiple Linear Regression Analysis Test

The multiple linear regression analysis test is an instrument test of a linear model by paying attention to the number of independent variables, namely >1. Multiple regression analysis consists of more than one independent variable (X) and more than one dependent variable (Y) and is carried out to predict and change the value of the variable. The multiple linear test is useful for determining the influence of an independent variable, namely X, on the dependent variable, namely Y. In this study, there are three variables, namely independent variables including X1 digital literacy, X2 is information technology and independent variables, namely Y1 is forgiveness and ability of SP4N LAPOR! service users. The following is a table of the regression test results of multiple linear regression analysis carried out using the SPSS program:(Ghozali, 2018, p. 63)

Table 7. Multiple Linear Regression Analysis Test

Coefficientsa						
Type		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	4.607	5.330		.864	.390
	Digital Literacy	.125	.061	.147	2.039	.044

	Information Technology	.526	.055	.685	9.512	.000
a. Dependent Variable: SP4N LAPOR!						

Based on the regression test table of multiple linear analysis above, the multiple regression equation using the model can be described:

$Y = \alpha + \beta 1\ X1 + \beta 2\ X2$

$Y = (4.607) + 0.125\ X1 + 0.526\ X2$

Through the multiple linear regression equation, the researcher obtained the results of data interpretation, namely:

1. The value of the constant a which has a positive value means that it shows a unidirectional influence between the independent variable and the dependent variable of 4,607. Based on these results, if the digital literacy and information technology variables are valued at 0 percent, the aggressiveness value of using SP4N LAPOR services is 4,607
2. The results of the test on the digital literacy variable obtained a regression coefficient value with a positive value of 0.125 which shows a unidirectional influence between the dependent variable and the independent variable.
3. The results of the test on the information technology variable obtained a regression coefficient value with a positive value of 0.526 which showed a unidirectional influence between the dependent variable and the independent variable.

Partial hypothesis test (T-test)

Partial hypothesis test, namely the T Test, is an effort to test the hypothesis that is researched by testing the influence of each dependent variable partially on independent variables. This hypothesis testing aims to test the correctness of the hypothesis of a study that states that there is no difference from the two mean samples taken. The T-test is used to see the level of significance in testing the hypothesis of a study by looking for T-Statistics values. The hypothesis test is guided by t according to , and the hypothesis test partially has criteria in taking the results of the hypothesis test, namely if the requirement of Ho is rejected and Ha is accepted if t counts > t table, then Ho is rejected and the requirement of Ho is accepted and Ha is rejected is t calculated < t table The test carried out in this study partially looks at the variables of digital literacy and information technology affect the variables of the use of SP4N LAPOR services and the results are obtained which is presented in the table below, namely:(Sugiyono, 2013)

Table 8. Test T

ANOVAa

Type		Sum of Squares	Df	Mean Square	F	Sig.
1	Regression	2845.529	2	1422.764	47.851	.000b
	Residual	2884.111	97	29.733		

Total	5729.640	99			
a. Dependent Variable: SP4N LAPOR!					
b. Predictors: (Constant), Information Technology, Digital Literacy					

Coefficientsa

Type		Unstandardized Coefficients		Standardized Coefficients		
		B	Std. Error	Beta	t	Sig.
1	(Constant)	4.607	5.330		.864	.390
	Digital Literacy	.125	.061	.147	2.039	.044
	Information Technology	.526	.055	.685	9.512	.000

a. Dependent Variable: SP4N LAPOR!

Based on the results of the T test that has been tested, the result is obtained that the t-value of the table for the variable X1 is 1.988 by paying attention to the results in the output table "ANOVA", namely in the residual. In the T test for the X1 variable, the result of the calculated t value was 2,039 > the table was 1,988, so based on the results of the T test, the Ha value was accepted, meaning that digital literacy had a great influence on the use of the SP4N LAPOR! in East Kotawaringin Regency. In addition, the test results on the X2 variable with a Table T value of 1,988 were also obtained based on the results in the output table "ANOVA", namely on the residual. In the T test for the X2 variable, the result of the calculated t value was obtained of 9.512 which showed that the calculated t (9.512) > the table t was 1.988 so that based on the results of the T test, the Ha value was accepted, meaning that information technology has a significant influence on the use of SP4N LAPOR! in East Kotawaringin Regency.

Correlation Coefficient

The correlation coefficient is an analytical tool that is useful in displaying the close relationship between independent variables and bound variables. The correlation coefficient is useful in measuring the association between two variables whose magnitude is in the range of +1 to -1. In measuring the correlation coefficient, it is based on Guilford's criteria and the level of influence presented in the following table:

Table 9. Guilford Criteria

Coefficient Interval	Influence Level
0,8 - 1	Very Strong
0,6 – 0,79	Strong
0,40-0,599	Strong Enough
0,00-0,199	Weak
0,20-0399	Very Weak

In the correlation coefficient test in this study, the results shown in the following table are obtained:

Table 10. Model Summary

Model Summary									
Type	R	R Square	Adjusted R Square	Std. Error of the Estimate	Change Statistics				
					R Square Change	F Change	df1	DF2	Sig. F Change
1	.705a	.497	.486	5.45281	.497	47.851	2	97	.000
a. Predictors: (Constant), Information Technology, Digital Literacy									

The Model summary table above shows the acquisition of a correlation value of 0.705 which states that there is a relationship between the dependent digital literacy variable and information technology with an independent variable, namely the use of the SP4N LAPOR! service. Based on the correlation interpretation reference table, the correlation value (R) is 0.705 which states a strong positive relationship between the variables X1, X2 and the variable Y1.

Coefficient of Determination

Based on the summary model table that has been presented earlier, the magnitude of the determination coefficient value known as R Square is also obtained. Based on the statement, (Bahri, 2018, p. 192)the determination coefficient shows how well the regression model formed between variable X and variable Y. The results of the test conducted previously obtained an R Square value of 0.497 which is equivalent to 49.7%. The researcher carried out an analysis of the R Square results and it was obtained that the dependent variable showed a contribution of 49.7% to the independent variable and 50.3% which was likely to be influenced by factors not stated in the study. And, obtaining the value of the determination coefficient in the research carried out is included in the category of quite influential independent variables.

CONCLUSION

The analysis and processing of data that has been carried out by the researcher obtained test results that can be concluded regarding the research problem, namely

1. Digital literacy and information technology variables on the use of SP4N LAPOR! in East Kotawaringin Regency has a relationship that significantly influences each other both for the Regional Government of East Kotawaringin Regency and the people of East Kotawaringin Regency. The value of the digital literacy variable is 2,039 which is obtained through the T value of the X1 variable table. Meanwhile, the value of information technology is 9,512 obtained through the T value of the variable table X2
2. The level of digital literacy has a significant influence on the use of online aspiration and complaint services through SP4N LAPOR!. This is based on the results of the analysis test

carried out by the researcher which showed the results of the t-test to test the hypothesis in the study obtained the results of the t-value of the X1 variable calculation which was 2,039 > t table was 1,988 which was carried out with the support of the SPSS program for statistical testing.

3. The quality of information technology has a significant influence on the use of online aspiration and complaint services through SP4N LAPOR!. This relationship is based on the results of an analysis test using a t-test conducted by the researcher using SPSS which shows the obtained t-value of X2 count of 9.512 which shows t-count (9.512) > t table (1.988).

From the results of sample tests on the community in East Kotawaringin Regency, it is known that there is a relationship between the level of digital literacy and the level of community information technology use of the SP4N LAPOR! application, plus the lack of socialization of the Regional Government to the community about the existence of the SP4N LAPOR! which can be used by the public for complaints in addition to coming directly to the relevant agencies or using email and WhatsApp. The need for good cooperation between stakeholders through optimising the SP4N LAPOR! This will provide optimal reciprocity for community services in the region.

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