

**PENERAPAN APLIKASI SISTEM PENGELOLAAN PENGADUAN PELAYANAN
PUBLIK NASIONAL (SP4N) LAYANAN ASPIRASI DAN PENGADUAN ONLINE
RAKYAT (LAPOR) DALAM MANAJEMEN PENGADUAN MASYARAKAT DI KOTA
BANJARMASIN**

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ABSTRACT

The motivation behind this study is to depict and investigate the administration of public grievances through SP4N-LAPOR! as well as knowing how the public help process in the use of the SP4N-LAPOR application! furthermore, is an internet based yearning administration that makes it more straightforward for people in general to submit protests to the public authority. With the executives assuming a significant part during the time spent carrying out the SP4N-LAPOR application! in open objections. Since protest the board is a significant figure the way to deal with execution or public administrations. Endeavors to answer the issues and exploration goals are completed involving a more inside and out grumbling administration hypothesis. The exploration strategy utilizes a subjective elucidating approach. Information were gathered with essential information and optional information to 6 sources. The example was resolved utilizing perception, interview and documentation methods. Information examination utilizes information decrease, information show, and reaching determinations. The aftereffects of the review show that grievance the executives in the use of SP4N-LAPOR! be the response in understanding a superior grievance. With the board assuming a significant part in the execution of the SP4N-LAPOR application framework! with great assistance.

Keywords : *Application SP4N-LAPOR! Application, Public Complaint Management*

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