

The Role of *Lapor Sleman* Application in Enhancing Information Transparency of Sleman Regency Government

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Abstract--Law No. 14 of 2008 requires government transparency in providing public information access. The Sleman Regency Government implemented this mandate through the *Lapor Sleman* application, despite mixed user reviews among its 10,000+ downloaders. This research examines how this application enhances public information transparency using a qualitative approach through interviews, observations, and documentation. The study applies the Technology Acceptance Model (TAM) theory with five constructs to analyze compliance with Information Commission Regulation No. 5/2016. Results demonstrate that *Lapor Sleman* successfully increases information transparency by meeting both TAM indicators and transparency requirements, evolving beyond a simple application into a multi-channel reporting service. The integration into Sleman Digital platform represents an innovative response to implementation challenges. This study contributes to e-government literature by analyzing the relationship between technological acceptance and public information transparency. To maximize *Lapor Sleman*'s potential, the research suggests periodic evaluations, improved inter-agency coordination, expanded public education initiatives, and strategic integration with the national *SP4N-LAPOR!* platform. These recommendations provide a roadmap for strengthening *Lapor Sleman* as an inclusive, responsive technology-based public service model that can be adapted by other regional governments seeking to enhance transparency through digital platforms.

Key words: *Lapor Sleman*; Public information transparency; Public service application; Sleman Digital; Technology Acceptance Model (TAM).

I. INTRODUCTION

The enactment of Law No. 14 of 2008 concerning Public Information Disclosure Act marks a significant milestone in Indonesia's governance, mandating transparency and public access to government-held information [1]. This legal framework underscores the government's obligation to foster open communication with citizens, ensuring accountability and participatory governance. Public information transparency is a cornerstone of good governance, enabling citizens

to monitor, evaluate, and engage in governmental processes [2]. The Sleman Regency Government, as part of its commitment to transparency, has introduced digital innovations such as the *Lapor Sleman* application.

Lapor Sleman serves as a public service tool, facilitating two-way communication between the government and citizens [3]. Despite its adoption by over 10,000 users, the application has received mixed reviews regarding its effectiveness. User feedback from Google Play and App Store reveals public perception issues regarding the application's responsiveness and functionality. Many users report delayed responses from government officials and technical difficulties, suggesting challenges in both perceived ease of use and perceived usefulness key constructs of the Technology Acceptance Model (TAM). These user experiences directly impact how the application contributes to information transparency, as effective two-way communication is essential for meaningful government-citizen engagement. The contrast is particularly notable as Sleman received recognition in early 2025 for public service excellence by the Ministry of Administrative and Bureaucratic Reform, yet its digital implementation through *Lapor Sleman* has garnered poor user ratings.

The Technology Acceptance Model (TAM), developed by Davis [4], provides a theoretical lens to assess how users perceive and utilize *Lapor Sleman*. TAM's constructs: perceived usefulness, perceived ease of use, attitude toward using, behavioral intention to use, and actual system use align with the indicators of public information transparency: (1) announcing public information, (2) providing public information, (3) servicing information requests, and (4) managing information documentation [15]. These user

experiences directly impact on how the application contributes to information transparency, as effective two-way communication is essential for meaningful government-citizen engagement and building public trust in transparency initiatives.

Several researchers have previously studied the *Lapor Sleman* application from different perspectives. The application's general effectiveness as a complaint-handling system has been evaluated [5]. How the application fits within Sleman's smart governance program has also been focused on [6]. The application's impact on public service delivery efficiency examined as well [7]. Most recently, how the application aligns with the government's vision and mission statements was analyzed [8]. However, a critical gap exists in the current literature as none have specifically examined *Lapor Sleman's* contribution to public information disclosure within the framework established by the Information Commission Regulation No. 5 of 2016 concerning Methods and Technique for Evaluating Public Agency Information Disclosure. Furthermore, no previous research has integrated TAM constructs with public information transparency indicators to assess the effectiveness of government transparency platforms.

The purpose of this research is to analyze how the *Lapor Sleman* application contributes to enhancing public information transparency in Sleman Regency Government. This study will provide significant contributions by: (1) offering empirical evidence on how digital applications can advance public information transparency in local governance, (2) identifying specific factors that influence user acceptance of government transparency platforms, and (3) developing actionable recommendations for improving digital transparency tools.

The findings of this research are expected to provide valuable insights for the Sleman Regency Government to improve its public information disclosure systems and serve as a reference for other local governments in developing similar applications. Moreover, this study contributes to the broader development of public service application concepts in Indonesia, potentially

influencing e-government transparency initiatives nationally and contributing to the development of more effective digital public service applications.

II. METHOD

This study employed a qualitative research design with a descriptive approach to examine the role of the *Lapor Sleman* application in enhancing public information transparency within the Sleman Regency Government. Qualitative methods were selected to capture stakeholder experiences while maintaining contextual relevance [9]. The research followed a systematic flowchart typical of qualitative inquiry: problem identification, literature review, data collection, qualitative data collection, triangulation analysis, and conclusion formulation.

This study used Davis's Technology Acceptance Model (TAM) [4] as its theoretical framework. TAM consist of five main components that served as variables: Perceived Usefulness (PU), which measures a person's belief that an application increases their productivity; Perceived Ease of Use (PEOU), which reflects a person's belief that an application reduces the effort in accessing information; Attitude Toward Using (ATU), which captures a person's positive or negative feelings toward an application; Behavioral Intention to Use (BI), which indicates a person's willingness to continue using an application; and Actual System Use (AU), which represents the actual implementation pattern. In addition, this study also uses indicators of public information disclosure based on the standards of the Information Commission Regulation No. 5 of 2016 [10].

Primary data were collected through semi-structured interviews with three key informants from Dinas Komunikasi Informatika (Diskominfo) Sleman (the application's administrators) and two active citizen users, ensuring balanced perspectives from both service providers and recipients. Secondary data were derived from government reports, application usage statistics, and policy documents to triangulate findings and strengthen validity [11]. Data collection integrated three complementary techniques: in-depth interviews exploring experiences with the application's transparency

features; non-participant observation at Diskominfo Sleman offices examining operational workflows; and document analysis of Standard Operating Procedures, public feedback, and transparency reports providing institutional context.

The data analysis technique employed triangulation to ensure validity and reliability through cross-verification from multiple sources. The analytical process followed Miles and Huberman's interactive model [12], progressing from data reduction (selecting and simplifying raw data from interviews, observations, and documents) to data display (organizing information to reveal relationships between TAM variables), pattern identification (identifying correlations between user responses and TAM components), and verification through member checking with informants. This approach enabled the research to map the application's effectiveness against TAM constructs while evaluating its compliance with regulatory transparency standards, particularly regarding information disclosure, service responsiveness, and documentation management as mandated by the Information Commission Regulation No. 5 of 2016 [10]. The methodology's rigor was further enhanced through cross-verification of data sources, ensuring the findings accurately reflected the application's role in Sleman's e-governance ecosystem.

III. RESULT AND DISCUSSION

The *Lapor Sleman* application, managed by Dinas Komunikasi Informatika (Diskominfo) Sleman has significantly improved public information transparency in Sleman Regency by enabling residents to submit aspirations, complaints, and reports, fostering direct government-community communication. Implemented in 2017 under Sleman Regional Regulation No. 11 of 2016 concerning the Formation and Composition of Regional Government Apparatus of Sleman Regency, the system aligns with the regency's vision of becoming a "Smart, Prosperous, Competitive Shared Home." This section analyzes the *Lapor Sleman* impact using Technology Acceptance Model (TAM) constructs and transparency

indicators from the Information Commission Regulation No. 5 of 2016 to evaluate its impact, emphasizing good governance, economic innovation, and technology-driven public service enhancement [13]-[15].

Perceived usefulness (PU) refers to the degree users believe a technological system enhances their performance [4]. The study found both *Lapor Sleman* administrators and users perceive high usefulness of this application in supporting public information transparency in Sleman Regency. As shown in Fig. 1, *Lapor Sleman* interface facilitates direct citizen-government communication, addressing a critical need identified in previous e-governance.

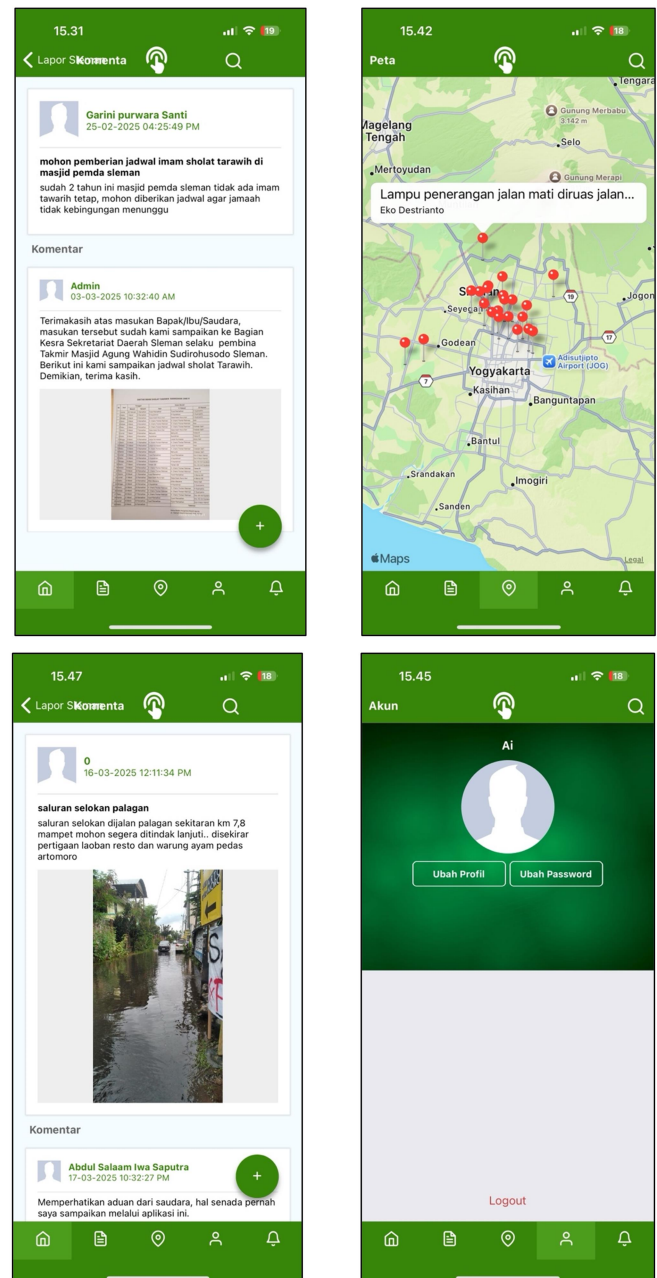


Fig. 1. Sleman Report Application View

The service flow in the *Lapor Sleman* service, whether through the *Lapor Sleman* application or other channels (Instagram DM, X tweet, WhatsApp, Instagram comments, LAPOR-SP4N application, and others), begins when the public submits a report, which is then received by the operator (admin) on duty in the Public Communication and Complaints Section, Public Information and Communication Sector, Sleman Regency Communication and Informatics Service. The admin responds to the report, categorizes it, and assigns it to the relevant agency or service, or forwards it to the head of the service if necessary. Subsequently, the relevant party analyzes and follows up on the report, after which the follow-up results are sent back to the admin to be responded to through the system. The report status is changed to “resolved” once the agency reports back to the admin, who then provides a response to the reporter's account, declaring the report complete.

Informant Rinto as main of *Lapor Sleman* administrator, emphasized this utility: “I think this application really supports the openness of public information in Sleman Regency, this is an application that accommodates complaints and aspirations from the community to the government which is open to the public of Sleman and can be accessed by all Sleman resident who have registered in this application” (Rinto, December 31, 2024). The application enhances transparency by allowing citizens to track complaints and follow-up to track complaints and follow-up actions in real-time. Fig. 2 illustrates how the system visibility of government actions significantly impacts public trust.

Informant Rohman as one of *Lapor Sleman* administrator explained: “The contribution lies in the publication report, each report received is then followed up by the relevant Regional Apparatus Organization, then there will be a reply comment that the complaint has been handled. This applies to all reports received. And the reply that the complaint has been handled is also accompanied by photo evidence” (Rohman, March 17, 2025).

The application also facilitates data-driven governance by publishing annual complaint statistic (Fig. 3). Informant Irfan as a citizen user *Lapor Sleman* confirmed the application's

usefulness: “In my opinion, *Lapor Sleman* application is very useful in supporting public information transparency. I once reported a pothole problem near my house, now I can see directly that my report is being followed up. All processes are transparent, from receiving the report to its resolution” (Irfan, March 17, 2025).



Fig. 2. Form of Transparency Follow-up



Fig. 3. Top Complaint Topics 2024

Following Davis's conceptualization [4], perceived ease of use (PEOU) represents the degree to which users believe using a system would be free from effort. Despite positive perceptions of usefulness, challenges in the system's operational efficiency prompted integration with a more comprehensive platform. As Jogiyanto stated [4], when users perceive a technology system as easy to use they are more likely to adopt it.

The *Lapor Sleman* application has been widely recognized as an effective tool for enhancing public information transparency in Sleman Regency, with users praising its real-time updates on complaint resolution and government accountability. As Irfan (March 17, 2025) noted, "In my opinion, the *Lapor Sleman* application is very useful in supporting public information transparency. I once reported a problem with a pothole near my house, now I can see in real time that my report is being followed up. All processes are transparent, from receiving the report to its resolution. In my opinion, this shows the Sleman Regency Government's commitment to information transparency."

Both *Lapor Sleman* administrators and users reported that *Lapor Sleman*'s interface was intuitive, with minimal learning requirements. However, several challenges emerged such as slow inter-agency coordination, server downtimes, and incomplete user data submissions. Despite its user-friendly design and accessibility features, challenges such as slow agency responses and technical issues led to its integration into the Sleman Digital platform in November 2024, streamlining services and improving efficiency while maintaining its simplicity for users. This led to November 2024 integration into *Sleman Digital* application, a comprehensive platform (Fig. 4).

The Sleman Regency Government has integrated the *Lapor Sleman* application into the Sleman Digital platform, offering a more centralized and easily accessible public service experience. As explained by Rinto, the main admin of *Lapor Sleman*, "So *Lapor Sleman* has now merged into Sleman Digital. If the public wants to report problems such as potholes, garbage, not only through the *Lapor Sleman* application with the green logo but also through a

new platform called Sleman Digital. In Sleman Digital, there is *Lapor Sleman*, which is one of its main features. The Sleman Government does provide convenience with many platforms that can be used by the public if they want to report complaints or convey their aspirations" (Rinto, December 31, 2024). This innovation is a form of government commitment to increase accessibility and efficiency in providing public services.

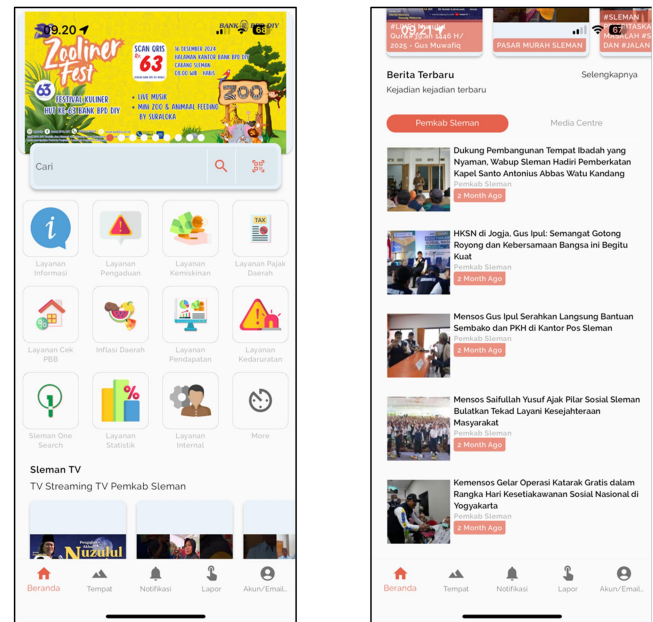


Fig. 4. Main View of Sleman Digital Application

Sleman Digital is a comprehensive single-platform application designed to streamline public services by integrating multiple features, including the previously standalone *Lapor Sleman* complaint system, tax checks, emergency services (firefighters, hospitals), 24-hour CCTV monitoring, tourist location information, news channels, and free Wi-Fi access. According to officials like Rinto, Rohman, and Henny, the platform simplifies access for residents by consolidating services into one app, eliminating the need for multiple downloads. Registration via phone number further enhances convenience, allowing users to report issues or utilize other features, such as Sleman's news and tourism info, through a unified system, ultimately improving efficiency and accessibility for the public.

The study reveals a dominant positive of attitude towards using (ATU) among *Lapor Sleman* administrators and users. According to Santi & Erdani [4], attitude toward using reflects

whether users find a system beneficial or detrimental. In this case, the administrators *Lapor Sleman* strongly believe that *Lapor Sleman* enhances open governance and accountability. As Rinto say: “This application is an important breakthrough in realizing openness in complaint management.

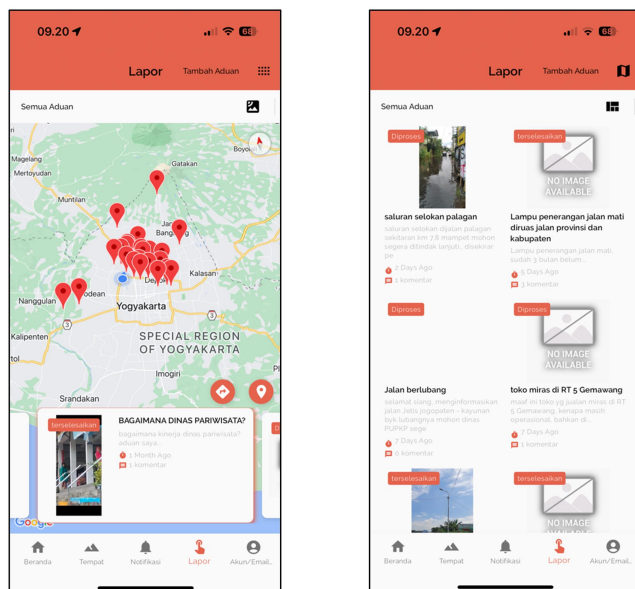


Fig. 5. Sleman Report View in Sleman Digital Application

Previously, complaint management tended to be closed and there was no clear mechanism for the public to monitor its progress. With this application, all processes become more open” (Rinto, March 17, 2025). The positive attitudes are reinforced by formalized procedures (Fig. 6), which provide the structural framework necessary for consistent implementation.

 PEMERINTAH KABUPATEN SLEMAN SEKRETARIAT DAERAH BAGIAN HUBUNGAN MASYARAKAT		Nomor SOP 11/SOP-KP3.KSLM-01/2017 Tanggal Pembuatan 6 Juli 2017 Tanggal Revisi 18 Juli 2017 Tanggal Pengesahan _____ Nama SOP "Prosedur Pelayanan Pengaduan 'Lapor Sleman'"
Dasar Hukum 1. UU No. 25 Tahun 2009 tentang Pelayanan Publik 2. UU No. 9 Tahun 1998 tentang Kemerdekaan Menyampaikan Pendapat di Muka Umum 3. UU No. 14 Tahun 2008 tentang Keterbukaan Informasi Publik 4. Peraturan Presiden RI No. 76 Tahun 2013 tentang Pengelolaan Pengaduan Pelayanan Publik 5. Permen PAN & RB No. 24 Tahun 2014 tentang Pedoman Penyelenggaraan Pengelolaan Pengaduan Pelayanan Publik Secara Nasional		Kualifikasi Pelaksana 1. Pendidikan: ST, D3 (Teknologi Informatika, Ilmu Komunikasi, Hukum, Sosial) 2. Pengetahuan: Bidang Pelayanan Publik, Teknologi Informasi, dan Kehumasan.
Keterkaitan 1. Kelambanan dalam menanggapi aduan dan permasalahan masyarakat akan menyebabkan buruknya citra pemerintah		Peralatan/ Perlengkapan Pedoman, ATK, Komputer, Telepon, Faksimile, Internet Pencatatan dan Pendataan 1. Laporan monitoring permasalahan harian 2. Laporan identifikasi permasalahan bulanan

Fig. 6. Standard Operating Procedures Report Sleman

The existence of this Standard Operating Procedures demonstrates the Sleman Regency Government's commitment to upholding information openness and transparency, as

acknowledged by both *Lapor Sleman* administrators and users of the *Lapor Sleman* application. Fig. 7 shows that one of the informants, as user in this application, expressed positive feedback, praising the application effectiveness and transparency in resolving his complaint on Sleman Regency's social media platform.



Fig. 7. Appreciation of Sleman Report Users

The supporting informants as user for this application revealed that the information they frequently seek or report revolves around public services and community issues, such as blocked roads, fallen trees, malfunctioning streetlights, and noise disturbances, often discovered randomly while browsing the application. Additionally, they praised the transparency of information management and complaint documentation, noting that all complaints and government responses are visible to users, with follow-up actions, such as photo evidence of resolved issues, demonstrating accountability and openness. The design of the *Lapor Sleman* application (Fig. 8) shows transparency between users, which allows users to see all complaints submitted and their resolution.

The research found strong behavioral intention to continue using *Lapor Sleman* among both *Lapor Sleman* administrators and user. As Davis in [4] noted, behavioral intention to use (BI) reflect users' willingness to continue using a technology system. Rinto expressed high commitment: “Very interested in continuing to develop and use this application. I see great potential in utilizing technology to increase

government transparency” (Rinto, March 17, 2025). Fig. 9 shows the Community Satisfaction Index (IKM) of user satisfaction, which is very good as see from the scores obtained.

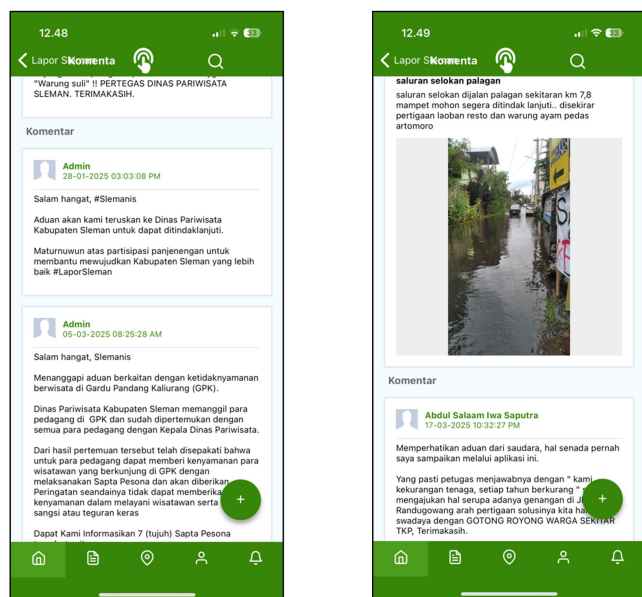


Fig. 8. Transparency between users of the *Lapor Sleman* application



Fig. 9. Result of the Sleman Regency Community Satisfaction Index 2024

Plans to integrate with the national *SP4N-LAPOR!* System further demonstrates institutional commitment to the platform’s continued development. According to Santi & Erdani [4], actual system use represents the concrete implementation and utilization patterns of a technology. The usage data from *Lapor Sleman* administrators (Fig. 10) shows significant adoption with 7,139 reports submitted and 138,245 users registered as of March 2025.



Fig. 10. Usage Data in the Sleman Report Application

The *Lapor Sleman* application has recorded 7,139 reports and 138,245 users since its launch until March 2025, with informants as user of *Lapor Sleman* stating they primarily access it to submit complaints or track their progress, though not as frequently as other social media platforms. Irfan explained, “When you access this application, it is often when you are complaining about something... My experience while using *Lapor Sleman* is satisfactory” (Irfan, March 17, 2025). The complaint handling process takes 1-7 days for simple complaints and up to two weeks for complex complaints, with Diskominfo Sleman serving as the administrative hub that coordinates with relevant department of Regional Apparatus Organization in Sleman Regency.

The findings demonstrate a strong correlation between TAM constructs and the achievement of transparency goals. Table I presents this relationship, illustrating how each TAM component contributes to specific aspects of information disclosure as mandated by the Information Commission Regulation No. 5 of 2016.

TABLE I

Relationship between the Results of the Discussion of TAM Theory and Indicators

Construct TAM Theory	Research Findings	Public Information Disclosure Indicators (Information Commission Regulation No. 5/2016)
Perceived Usefulness	<i>Lapor Sleman</i> increased transparency in public complaints through real-time tracking and visible follow-ups. Before the application, complaints were poorly organized and difficult to track.	Announcing public information through complaint follow-up publications, increasing access to information as all users can view complaint statuses and photographic evidence of resolutions.

Construct TAM Theory	Research Findings	Public Information Disclosure Indicators (Information Commission Regulation No. 5/2016)
Perceived Ease of Use	Simple interface design facilitates easy use, though challenges with server stability and inter-agency coordination led to integration into Sleman Digital.	Fast access to complaint services and expanded availability of public information through the integrated platform, combining various public services in one application.
Attitude towards Using	Both <i>Lapor Sleman</i> administrators and users express positive attitudes, believing the application supports transparency and appropriate government responsiveness.	Well-documented complaint management increases public trust, with Standard Operating Procedures providing the legal foundation for information transparency.
Behavioral Intention to Use	High interest in continued use due to satisfaction with information transparency, supported by positive Community Satisfaction Index results.	Sustainability potential for the complaint service, with planned SP4N-LAPOR! integration strengthening the transparency framework.
Actual System Use	Effective documentation facilitates community complaints, with increased public trust in government responsiveness.	Effective documentation facilitates community complaints, with increased public trust in government responsiveness.

The integration of TAM with transparency indicators reveals that perceived usefulness and attitude toward using most strongly influence actual system use, particularly in the context of government accountability. This supports Nurdin et al. arguments [16] that technology acceptance in public sector innovations is deeply tied to institutional transparency. Furthermore, the findings suggest that ease of use, while important, becomes secondary to usefulness when transparency benefits are clearly demonstrated. *Lapor Sleman* application demonstrates that successful e-government applications must balance technical ease-of-use with meaningful

transparency outcomes.

IV. CONCLUSION

The research findings demonstrate that the *Lapor Sleman* application plays a significant role in enhancing public information transparency in Sleman Regency. The application successfully meets all four indicators of public information disclosure as outlined in the Information Commission Regulation No. 5 of 2016. Analysis through the Technology Acceptance Model (TAM) reveals the *Lapor Sleman* effectiveness in transforming government service delivery and public trust.

For perceived usefulness (PU), the application provides a structured, transparent complaint system that increases information accessibility. For perceived ease of use (PEOU), the simple and user-friendly design facilitates adoption with the integration into Sleman Digital application in November 2024, addressing previous technical challenges. Regarding attitude toward using (ATU), both *Lapor Sleman* administrators and users express positive sentiments, supported by clear standard operating procedures (SOP) that strengthen trust in Sleman Regency Government. High behavioral intention to use (BI) is evidenced by strong 2024 Community Satisfaction Index results. While the actual system use (AU) shows impressive engagement with 7.139 reports and 138.245 registered users in 2025. Despite situational usage patterns, user satisfaction remains high, demonstrating *Lapor Sleman*'s success as a public service application.

Study limitations include technical infrastructure challenges, Regional Apparatus Organizations (OPD), and varying response times. Recommendations include strengthening IT infrastructure, developing integrated OPD coordination procedures, implementing real-time monitoring dashboards, reinforcing the regulatory framework, and exploring integration with SP4N-LAPOR! These improvements would maximize the application's potential in supporting transparent governance.

Future research should examine ease-of-use factors with larger user samples, social factors affecting public trust in government applications, and effective interdepartmental coordination

models for public service complaints. This study highlights how digital tools transform government transparency, creating an inclusive and responsive technology-based public service model for other regions.

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