

**PUBLIC COMPLAINT HANDLING SERVICES ABOUT PUBLIC STREET LIGHTING AT THE DINAS KEBERSIHAN RUANG TERBUKA HIJAU SURABAYA CITY**

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**ABSTRACT**

Complaints are an important factor to assist the government in improving the quality of public services. During 2016-2020 in the City Government of Surabaya, the Green Open Space Cleaning Service was ranked as the top 5 Regional Apparatus Organization that received a lot of complaints. The highest complaint was related to public street lighting in the city of Surabaya. The purpose of this study was to determine the service for handling complaints about public street lighting (PJU) at the Dinas Kebersihan Ruang Terbuka Hijau (DKRTH) Surabaya City. This research uses qualitative methods with qualitative data analysis techniques. The results showed that the complaint handling service of the Dinas Kebersihan Ruang Terbuka Hijau (DKRTH) was based on the Peraturan Daerah No. 4 Tahun 2014 Pasal 38 Ayat 2 concerning the Complaint Handling System, namely: 1). In the institutional aspect, there are a series of work rules, allowed and prohibited actions in handling complaints, and information provided to the public. 2). Procedural aspects, response when receiving complaints and follow-up complaints. 3). Integrative, available channels between officers and available media channels for the public. 4). Comprehensive in nature, examines the type and nature of complaints.

**Keywords:** *Public Service, Complaint Handling, Public Street Lighting.*

**A. INTRODUCTION**

The implementation of public services is obliged to serve every citizen, build public trust in public services, the need to improve quality and ensure the provision of public services. But in the implementation of public services there are always problems in terms of the service quality of the apparatus which is not fast and responsive as well as difficult access in providing satisfaction to the community, especially related to complaints or complaints from the community as service recipients (customers) who are also involved in building public services.

**Table 1.1**  
**Number of Public Service Complaints in East Java 2016-2020**

No.	Year	Number of Complaints
1.	2016	346
2.	2017	385
3.	2018	562
4.	2019	424
5.	2020	372

Source: East Java Region Ombudsman Annual Report 2016-2020.

Based on the table above, the Ombudsman of the Republic of Indonesia, East Java Region states that the number of public complaints against public services from 2016 with 346 complaints, in 2017 with a total of 385 complaints, in 2018 there was an increase with 562 complaints, then in 2019 it decreased by 424 complaints. and in 2020 the number was 372 complaints. These complaints are not only about public dissatisfaction with the public services provided, but public service providers are the target of public complaints about services provided to agencies such as: Local Government, Police, Government / Ministry, Land Agency, BUMN / BUMD etc.

**Table 1.2**  
**Group of Reported Agencies in East Java in 2020**

No.	Agency Group	amount
1.	Local government	134
2.	Police	51
3.	National Defense Agency	36
4.	BUMN / BUMD	28
5.	Government Agencies / Ministries	26
6.	Judicial Institution	15
7.	Miscellaneous and Unknown	14
8.	Non-Ministerial Government Institutions	11
9.	Banking	10
10.	State Education Institutions	9
11.	Private Entity / Individual	6
12.	Prosecutor	5
13.	State Commission / Non-Structural Institution	4
14.	Individual	4
15.	Government hospital	4
16.	Indonesian national army	2

17.	Private Educational Institutions	1
18.	Private Hospital	1

Source: East Java Region Ombudsman Annual Report 2020

Most of the complaints with the reported location were from the public(Ombudsman.go.id)is in the city of Surabaya. Starting from 2016-2019, the local government that often gets a lot of complaints is the Dinas Kebersihan Ruang Terbuka Hijau (DKRTH). Dinas Kebersihan Ruang Terbuka Hijau (DKRTH) as one of the Regional Apparatus Organizations for the City of Surabaya is a service that has duties and functions in the implementation of development, development, management and maintenance in each field, namely Public Street Lighting (PJU), cleanliness, road cleaning and preservation. , garbage transportation, waste and waste management and waste utilization as stated in the Peraturan Walikota Surabaya No. 37 Tahun 2018.

**Table 1.3**  
**Number of Complaints from the Dinas Kebersihan Ruang Terbuka Hijau (DKRTH) 2016-2020**

No.	Year	Number of Complaints
1.	2016	399
2.	2017	410
3.	2018	253
4.	2019	240
5.	2020	134

Source: Dinkominfo.go.id Accessed 2021.

Based on the data above, the Dinas Kebersihan Ruang Terbuka Hijau (DKRTH) has always been the 5 regional apparatus organizations (OPD) that are in the top position in 2016 reaching 1st place with a total of 399 complaints, in 2017 it was ranked 1st with 410 complaints, in 2018 it was ranked 2 with a total of 253 complaints and in 2019 it was at level 1 with a total of 240 complaints. In 2019, it received 240 complaints with the 1st position. In 2020 with 134 complaints it was ranked 4th out of the top 5 DPOs. Various types of complaints from the public that were addressed to DKRTH, namely, handling of public roads (PJU) going out, downsizing trees, trimming trees, cleaning garbage and transporting dry waste.

In handling the handling of complaints from the Regional Apparatus Organization (OPD) of the City of Surabaya, the handling of complaints has been regulated as contained in the Regional Regulation of the City of Surabaya No. 4 of

2014 concerning the Implementation of Public Services as the Regional Government is obliged to formulate a complaint handling mechanism and provide a means of complaints in accordance with the provisions of laws and regulations. Complaints received will help the government cited from (Renaldy, 2016) to be used in improving service quality and the government can make a check and balance. Complaints submitted by the community become a form of community participation or involvement in the delivery of public services, if complaints are not immediately handled it will result in a decrease in the level of public trust in the government as a public service provider. The government in handling complaints or complaints needs to listen to community complaints, quickly solve problems, and it is natural and easy for the community to be contacted. In tune with the opinion of (Tumber et al., 2018) An organization must have a specific procedure for handling complaints, namely by means of an appropriate and responsive attitude and the value of politeness is important when receiving complaints from customers.

Based on the news compiled from (Pressreader.com, 2019) which are often reported to be around the eastern region starting from Kenjeran, Tambaksari, Gubeng, Mulyorejo, Sukolilo and Rungkut especially along the MERR (Middle East Ring Road). Public complaints ask to add PJU lights and make repairs related to the PJU lights that go out. From public complaints against PJU, the handling of complaints against PJU goes out can be immediately handled by DKRTH, but in adding PJU lights, the service cannot meet people's expectations of adding PJU lights due to established priorities and procedures so that DKRTH cannot fully carry out according to the will and the wishes of the people. This problem is related to the Surabaya City Peraturan Daerah Kota Surabaya No. 4 Tahun 2014 Pasal 38 Ayat 2 concerning Complaint Handling System criteria for institutional aspects according to (Daron, 2016) which contains information that is conveyed to the public. For the addition of PJU lights, the community has not received information regarding the reason for the addition of PJU lights not immediately carried out by the Surabaya City Dinas Kebersihan Ruang Terbuka Hijau (DKRTH).

Based on public reviews on the social media of the Surabaya City Dinas Kebersihan Ruang Terbuka Hijau (DKRTH), there were statements from the Surabaya community regarding complaints of public street lighting (PJU) where Surabaya residents had difficulty contacting DKRTH officers to complain about the PJU lights going out. This problem is included in the Peraturan Daerah Kota Surabaya No. 4 Tahun 2014 Pasal 38 Ayat 2 Concerning the Complaints Handling System the criteria are integrative and comprehensive, because there is no integration between the parties in responding to incoming complaints and not conducting studies on complaints related to public street lighting (PJU).

The news above shows that public complaints received by DKRTH, especially in the field of public street lighting (PJU) cannot be immediately handled. This is due to the existence of a series of work rules, procedures and studies carried out to be able to handle complaints against public street lighting (PJU) on Jalan Raya Manukan.

The Surabaya City Dinas Kebersihan Ruang Terbuka Hijau(DKRTH) carries out its duties and authorities by observing the regulations stipulated in the handling of complaints in the Peraturan Daerah Kota Surabaya No. 4 Tahun 2014 Pasal 38 Ayat 2 Concerning the Complaint Handling System, in the complaint handling system there are things that are considered, namely institutional aspects, procedural aspects, integrative and comprehensive in nature.

Based on the background that occurred in the Surabaya City Dinas Kebersihan Ruang Terbuka Hijau, especially in handling public complaints. Researchers are interested in finding out how the service for handling public complaints about public street lighting at the Surabaya City Dinas Kebersihan Ruang Terbuka Hijau. This study aims to determine the service for handling complaints about public street lighting at the Surabaya City Dinas Kebersihan Ruang Terbuka Hijau.

## **B. LITERATURE REVIEW**

### **Public service**

The term public service comes from English which is composed of two syllables, namely, Public (public) and Service (service). The word Public depends on the context and can be interpreted by society at large, government or anything related to the public interest held by the government. Meanwhile, what is meant by the word Service is not to be served but to serve. Definition of public services according to(Juniarso & Sodik, 2009: 19)public services are services provided by the government as state administrators to the community in order to meet the needs of the community itself and have the aim of improving the welfare of the community. Another opinion expressed by(Suhartoyo, 2019) public service is defined as providing services (serving) the needs of people or communities who have an interest in the organization in accordance with predetermined basic rules and procedures.

### **Complaint**

Public complaints are quoted from (Syukri, 2009: 29) is a very important source of information for the efforts of service providers to correct errors that may occur, while at the same time consistently maintaining and improving the resulting services so that they are always in accordance with predetermined standards.

Several types of complaints according to Dyah Hariani (2008: 245-246) are quoted from(Mursalim, 2018) classified, namely: 1. Complaints regarding delays in the service process; 2. Unfriendly clerk; 3. Unclear information, or even complaints regarding various irregularities in the application of service standards; 4. Furthermore, the priority of complaints as stated by Dyah Hariani can also be divided with the following criteria: 1) To what extent is the impact of complaints on the possibility of decreasing the trust of service users in the services provided by the service provider unit; 2) The extent to which the complaints submitted are accompanied by accurate data; 3) The extent to which complaints have an impact on the service management process, and others.

As for the classification of problems in the complaint that Dyah Hariani said, among others: 1. Matters that are important, problems related to safety issues

or relating to human life; 2. Simple problems, regarding formal requests, application answers, apologies, refunds, returning calls, responding to letters and so on; 3. Complex problems, problems related to corruption, discrimination, non-neutrality and so on; 4. The handling of complaints. In handling complaints, the Surabaya City Government has stipulated the (Peraturan Daerah Kota Surabaya No. 4 Tahun 2014 Pasal 38 Ayat 2) Regarding the Complaint Handling System, is the handling of complaints or complaints, basically an activity of channeling, processing the response to these complaints, feedback and complaint handling reports. The complaint handling system according to the NSW Ombudsman (2015) quoted by Irna Amilia & Sri Rahayu (2020) namely a complaint handling system as an organized way to respond to, record, report and use complaints to improve service to customers. In a complaint handling system, there are several things that must be considered in handling a complaint, as follows: 1) Institutional Aspects. The institutional aspect is a concern for agencies in handling complaints because it is seen from an institutional point of view. (Darono, 2016) said there were a series of working rules that were used in following up the handling of complaints, what actions were allowed or prohibited in handling complaints, and information was provided to the public. In this case the handling of complaints by paying attention to institutional aspects will make good complaint handling in serving public complaints; 2) Procedural Aspects. In the complaint handling system, procedural aspects are important in handling complaints. According to Nugroho (2017) the complaint handling system must pay attention to the complaint procedure including the response when receiving complaints from the public and the follow-up on the resolution of public complaints. The procedural aspects serve as guidelines in the complaint handling system; 3) Integrative. The complaint handling system that serves public complaints must be well integrated. Complaint handling system that is well integrated (Wina, 2007: 49) due to the availability of communication channel media that is connected between officers and the availability of communication channel media for the community so that they can be integrated in carrying out their duties and jobs properly. The complaint handling system requires a complaint handling communication channel in the agency so that all community needs that are the responsibility of the agency can be answered and resolved; 4) Comprehensive. In the complaint handling system carried out by every agency that provides complaint handling services, it must be comprehensive. According to the Indonesian Basic Dictionary (KBBI) quoted by (Mentari, Yoesoef, A., 2017) comprehensive means being able to properly capture (receive) and review public complaints or complaints as a whole. In this case, the complaint handling service carried out by the agency takes into account a comprehensive complaint handling system the need to capture (receive) complaints from the public in the form of complaints, suggestions, criticisms and conduct an assessment of the type and nature of complaints from the community whether the complaint is very urgent and the need for immediate handling of complaints.

### **C. METHOD**

In this study using a qualitative approach to describe the service for handling public complaints about public street lighting at the Surabaya City Green Open Space Cleaning Service. Researchers chose the research location at the Surabaya City Green Open Space Cleanliness Office because this Regional Apparatus Organization was the top five that received many complaints, especially regarding public street lighting. This study uses the Peraturan Daerah Kota Surabaya No. 4 Tahun 2014 Pasal 38 Ayat 2 Regarding the Complaint Handling System, there are four things that will be considered in the complaint handling system, namely, Institutional Aspects, Procedural Aspects, Integrative and Comprehensive.

This study uses interview data collection techniques, observation and documentation. Data analysis techniques using Miles and Huberman (2014: 33) where qualitative data analysis is carried out through several stages, namely, data collection (Data Collection), data condensation (Data Condensation), data presentation (Data Display), and drawing conclusions or verification (Conclusion / Verification).

### **D. EXPLANATION**

In the results of this study the researcher will present the data obtained during conducting the research. From the results of this study also answer the formulation of the problem of how public complaints handling services about public street lighting at the Surabaya City Green Open Space Cleaning Service In this study refers to the Peraturan Daerah Kota Surabaya No. 4 Tahun 2014 Pasal 38 Ayat 2 concerning the Complaint Handling System, which contains 4 things in the complaint handling system, namely, Institutional Aspects, Procedural Aspects, Integrative and Comprehensive in Character. Of these four things, the research results can be described as follows:

#### **Institutional Aspects**

In handling complaints, the institutional aspect is one of the aspects contained in the complaint handling system related to the organizational structure, regulations related to norms and organizational processes, behavior, results and accountability of public institutions. In an institutional aspect, there are a series of working rules that are used in following up the handling of complaints, actions that are allowed or prohibited in handling complaints and information provided to the public. This research will describe the service for handling public complaints about the handling of public roads (PJU) by the Dinas Kebersihan Ruang Terbuka Hijau] (DKRTH) in terms of institutional aspects, including: 1. There are a series of working rules used in following up on handling complaints work rules are things that are carried out and obeyed in activities or activities at work. Every agency that administers public services has working rules in carrying out its duties. The Dinas Kebersihan Ruang Terbuka Hijau (DKRTH) has working rules in handling public complaints related to public street lighting (PJU), including: 1) Complaints received were received by the Section Head, PJU staff, and each District Head from various media channels such as the CC 112 media center, Wargaku and so on; 2) Complaints received by each rayon are channeled to the

PJU Officer Unit for follow-up; 3) Starting to go to the location / field at 07.00 am arriving at the office at 15.00 in the afternoon; 4) There are 8 divisions of work areas, namely Central Surabaya, North Surabaya, South Surabaya, West Surabaya (1 & 2), East Surabaya (1 & 2), and Taman Surabaya. The location of the rayon is centrally located at Green Open Space Cleaning Service (DKRTH). This aims to facilitate coordination between fellow officers; 5) There are 3 shifts division of working hours, namely, shift 1 07.00-15.00, shift 2 15.00-23.00, and shift 3 23.00-07.00; 6) 1 unit of the Task Force consists of 4 people, namely 1 driver and 3 technical officers; 7) There are 8 units of skywalker trucks, each of which runs 1 unit of skywalker truck and 1 unit of reserve skywalker truck; 2. Actions that are permitted or prohibited in handling complaints. In handling complaints, of course there are actions that are allowed or prohibited. This is necessary because basically as an organizer of handling complaints relating to the public. Dinas Kebersihan Ruang Terbuka Hijau (DKRTH) has actions in handling public complaints about public street lighting, including maintaining and repairing public street lighting according to the main tasks and functions of assets belonging to the Surabaya City Government and in housing that will make complaints for repairs or additions. public street lighting must hand over the authority of the facility to the Surabaya City Government; 3. Information Provided to the Public. Information in handling complaints is something that is needed to be conveyed to the public. Because this illustrates that there is transparency and accountability carried out by complaint handling administrators. Information provided by DKRTH in handling public complaints related to Public Street Lighting, among others, provides information to the public about public street lighting on social media for the Surabaya City Dinas Kebersihan Ruang Terbuka Hijau and the confirmation is also channeled to other agencies that are members of the Whatsapp group in handling complaints from the people of the City of Surabaya. However, based on the research results, there are people who are not given information regarding the sustainability of their complaints about the implementation of adding public street lighting.

### **Procedural Aspects**

The procedural aspect is an aspect that contains about the flow that becomes a guideline in the handling of complaints. In the procedural aspect contains from the beginning of the complaint entered until the complaint is resolved. The existence of response or quick response in the handling of complaints quoted from Bisri & Warsono (2017) in the form of answers from agencies and become a follow-up to the complaints that have been entered. This research will explain the service of handling public complaints about public street lighting by DKRTH seen from procedural aspects through: 1. Response When Receiving Complaints from the Public. The response from agencies / institutions to public complaints is an important thing to pay attention to. Public service providers are required to have a responsive attitude towards public complaints. The responsiveness of the agency's response will affect the level of community satisfaction. The Surabaya City Dinas Kebersihan Ruang Terbuka Hijau, especially the Public Street Lighting Team, responds to public complaints 1x24 hours. The Public Street Lighting Team also responded through various lines or external media provided by the Surabaya City



Government and other agencies in collaboration with the Dinas Kebersihan Ruang Terbuka Hijau, while internally there are channels that have been provided by the Dinas Kebersihan Ruang Terbuka Hijau for the community through social media and face-to-face (coming in person) and also making phone calls to complainants or the public. There are examples of public complaints received by the Surabaya City Dinas Kebersihan Ruang Terbuka Hijau from other media such as citizens and in the form of a public request letter, as shown below.



Figure 1. Citizen Complaints (Source: Author's Documentation for 2021)

2. Follow up on Community Complaint Resolution. Complaints received by the Surabaya City Dinas Kebersihan Ruang Terbuka Hijau, especially the Public Street Lighting Team, the complaint service provider agency is tasked with following up complaints that have been received so that they can be resolved properly. Complaints from residents can be immediately followed up if the problem is a routine problem such as a short circuit that causes the lights to go out or other things that make the PJU lights go out and if in this routine problem the PJU Team has a lack of capacity for the equipment they have brought, then they will return to DKRTH to do the preparation receipt to pick up goods from the warehouse. It is different with the addition or installation of street lights which require the process and time required by DKRTH because it is related to assets. For routine problems, it usually requires the preparation of goods to be provided and used in solving problems that occur. Preparation of goods is in the warehouse of the Dinas Kebersihan Ruang Terbuka Hijau (DKRTH). Warehouse storage and preparation of goods used to prepare the needs of the officer unit (task force) in the field of public street lighting (PJU). The warehouse for storing and preparing goods becomes a place used to store and prepare goods and the unit of officers requires the preparation of receipts with the signatures of the Head of District and Section Head to be able to retrieve the necessary items.



Figure 2. Complaint Resolution Follow-up Activities (Source: Dinas Kebersihan Ruang Terbuka Hijau 2021)

The picture above is a follow-up activity for resolving public complaints against public street lighting (PJU) carried out by the Surabaya City Dinas Kebersihan Ruang Terbuka Hijau(DKRTH). The PJU team made repairs to damaged lighting points and short circuit cables by getting complaints from the public.

In general, the procedure for handling complaints from the PJU Team in following up on community complaints is as follows: 1. The Head of the PJU Section gives a letter of assignment to each PJU rayon to carry out maintenance, repair and replacement of the PJU; 2. After receiving the assignment letter, the Rayons gave directions and assignment letters to the task force for maintenance, repair and replacement of PJU according to complaints from residents; 3. The task force prepares the equipment needed to follow up on complaints from residents, if the goods needed by the residents exceed the quota carried, the task force will carry out the bombing and ask for approval from the district head and section heads and given to the warehouse to get the items needed; 4. The task force that arrives at the location identifies the PJU assets belonging to the city government or not the city government, if it does not belong to the city government, it returns

to the PJU district and if it belongs to the city government, follow up on complaints from residents; 5. After completing the PJU complaint, then give the report to the PJU rayon and return to the office at 15.00 in the afternoon.

### **Integrative**

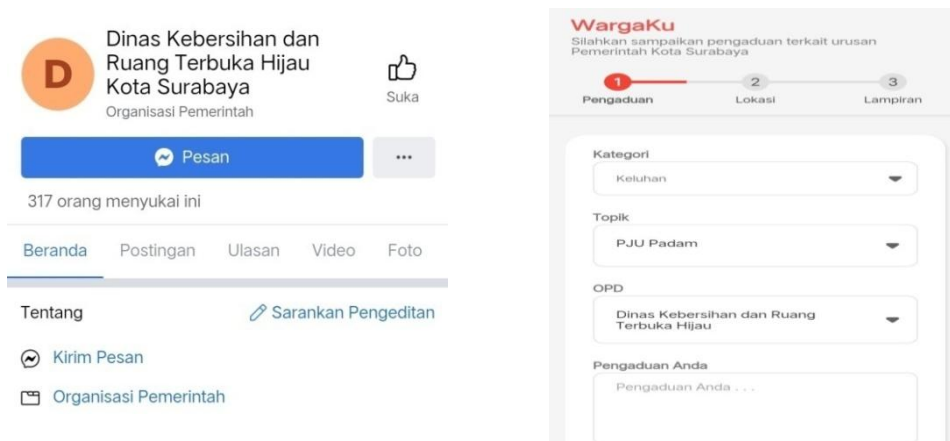
The public complaint handling system must be well integrated. Integrated is the connection from one side to another. The connection between each other will facilitate the settlement of complaints handling by the complaint handling agency or the public as complainants. This research will describe the service for handling public complaints about public street lighting (PJU) by the Surabaya City Dinas Kebersihan Ruang Terbuka Hijau (DKRTH) seen from the integrative nature through:

### **Availability of Media Communication Channels that are Connected to Other Officers**

Integrated an organization quoted from Syaroh & Widowati (2018) is an involvement between one field and another in carrying out its roles and responsibilities. In handling a complaint, clear communication between officers is needed. Because communication is an important tool to connect one person to another. Therefore, the existence of a communication channel between fellow officers is an important factor in handling complaints. DKRTH already has a communication channel between fellow officers in handling public complaints related to PJU, namely through the Whatsapp group which includes the Head of Section, Staff and each District of Public Street Lighting as well as other agencies such as Command Center 112 and Wargaku. Meanwhile, through HandyTalkie, which is also connected between officers and Command Center 112, one frequency is also connected to the channel media.

### **Availability of Media Communication Channels for the Community**

Media channels for the community are needed by the community, because the public can make complaints easily so that they can be responded to quickly by the agencies. Dinas Kebersihan Ruang Terbuka Hijau (DKRTH) of the City of Surabaya has provided a media channel for the public to make complaints related to public street lighting that can be externally such as Command Center 112 and Wargaku. Meanwhile, from internally, there are Facebook, Twitter, Instagram, Surabaya City Dinas Kebersihan Ruang Terbuka Hijau and can come face to face by bringing complaints in the form of application letters and can be via telephone owned by this agency



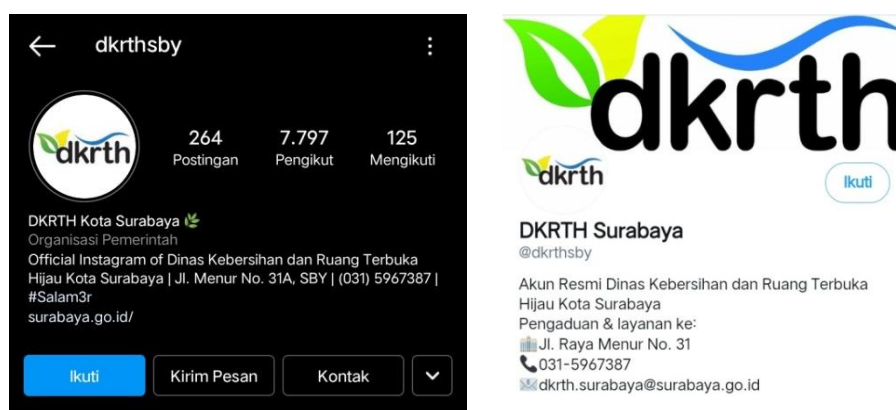


Figure 4. Media Channels for the Community

Source: Facebook : Dinas Kebersihan Ruang Terbuka Hijau Surabaya City  
Twitter : @dkrthsby  
Instagram : dkrthsby  
My citizens : Dinas Kebersihan Ruang Terbuka Hijau Surabaya City

### Comprehensive

Comprehensive is a thing that is able to accept and review something as a whole. In the service of complaint handling needs to be comprehensive that is able to receive public complaints and review the complaints in order to be followed up and resolved properly. Assessment is required in the handling of complaints quoted from Wachid (2020) because it is an activity contained in operational procedures so that the handling of complaints, follow-up, and complaint resolution submitted by the community can be completed on time. A comprehensive complaints handling system will review the nature and type of community complaints. In this case the complaint handling service conducted by the agency with attention to the complaint handling system will see from the comprehensive side, as follows:

#### Assessing the Types and Nature of Complaints

Before taking follow-up actions to resolve complaints, it is necessary to examine the types and characteristics of a complaint. This is done to be able to solve problems from public complaints that can be resolved appropriately and accurately. The Surabaya City Dinas Kebersihan Ruang Terbuka Hijau (DKRTH) conducts an assessment of complaints from the types of public complaints to the nature of complaints from the public that are urgent (important) and ordinary. Of course, DKRTH provides more services to the community to meet the needs of the community for public street lighting (PJU) in their respective regions.

There is an assessment of the type and nature of complaints carried out by the PJU Team (general street lighting), as follows:

##### a. Type of Complaint

1. Complaints about the addition of public street lighting (PJU)
2. Complaints about the installation or addition of lampposts.
3. Public street lighting (PJU) complaints are partially or completely out.
4. Complaints about the PJU electricity network being shorted, the PJU electric current was leaking (electric pole) and there were disconnected cables.

b. Nature of Complaints

1. Complaints that are urgent (important), such as a public street lighting pole (PJU) collapsing, the PJU is hit by a lightning strike, and the PJU goes out completely on a major road.
2. Complaints that are normal in nature, such as complaints from the public asking for additional PJUs and installing or adding PJU lights in the village.

## E. CONCLUSION

Based on the findings of research at the Dinas Kebersihan Ruang Terbuka Hijau Surabaya City, it can be concluded that the institutional aspect is running quite well, this is indicated by the existence of a series of work rules, permissible and prohibited actions in handling complaints and information provided to the public, but the Dinas Kebersihan Ruang Terbuka Hijau City of Surabaya does not provide information to people who submit applications for additional street lighting. In the procedural aspect, it has run well, this is indicated by providing a response to the community 1x24 hours and there are also procedures that are carried out by the Public Street Lighting Team as well as follow-up to the community. In complaint handling services that are integrative, The Surabaya City Dinas Kebersihan Ruang Terbuka Hijau has been well integrated, it can be seen from the availability of communication channels between officers through WhatsApp groups and HandyTalkie and for the public there are also many available media from various media provided. The Surabaya City Dinas Kebersihan Ruang Terbuka Hijau Surabaya City, especially the Public Street Lighting Team, has also provided comprehensive complaint handling services, by showing an assessment of the types and nature of public complaints. As for the types of complaints, such as complaints about the addition of public street lighting (PJU), complaints about the installation or addition of lampposts, complaints about partial or total blackouts of street lighting (PJU), complaints about the existence of a shorting PJU electricity network, the PJU electric current leaks (stump pole) and there are disconnected cables and the nature of complaints is urgent (important) and complaints are normal in nature. Researchers provide suggestions for the institutional aspects of the information provided to the public to be able to provide information on the implementation of the settlement of complaints that are complained of so that they can find out when the installation or addition of street lights was made.

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