

ABSTRAK

Firman Adiansah, 1228010078, 2026 : Inovasi Layanan Ecis Dalam Penanganan Pengaduan Lingkungan Hidup Di Dinas Lingkungan Hidup Provinsi Jawa Barat

Permasalahan lingkungan hidup di Provinsi Jawa Barat semakin kompleks seiring dengan meningkatnya aktivitas industri, pertumbuhan penduduk, dan urbanisasi yang pesat. Kondisi tersebut menimbulkan berbagai bentuk pencemaran dan kerusakan lingkungan yang membutuhkan respons cepat dari pemerintah. Untuk meningkatkan kualitas pelayanan pengaduan lingkungan, Dinas Lingkungan Hidup Provinsi Jawa Barat mengembangkan Environmental Complaints Information System (ECIS) sebagai inovasi layanan pengaduan berbasis digital. Sistem ini dirancang untuk memudahkan masyarakat dalam menyampaikan laporan pencemaran atau kerusakan lingkungan secara daring serta memungkinkan pemerintah menindaklanjuti laporan secara lebih transparan dan terstruktur. Namun demikian, efektivitas implementasi layanan ECIS sebagai inovasi pelayanan publik dalam pengelolaan pengaduan lingkungan masih perlu dianalisis secara lebih mendalam.

Penelitian ini bertujuan untuk menganalisis implementasi layanan ECIS sebagai inovasi pengaduan lingkungan hidup pada Dinas Lingkungan Hidup Provinsi Jawa Barat. Analisis penelitian menggunakan teori difusi inovasi Everett M. Rogers (2003) yang menekankan lima karakteristik inovasi, yaitu *relative advantage*, *compatibility*, *complexity*, *trialability*, dan *observability*. Metode penelitian yang digunakan adalah pendekatan kualitatif dengan metode deskriptif. Pengumpulan data dilakukan melalui observasi, wawancara, dan dokumentasi dengan informan yang terlibat langsung dalam pengelolaan layanan ECIS. Data kemudian dianalisis melalui tahapan reduksi data, penyajian data, serta penarikan kesimpulan.

Hasil penelitian menunjukkan bahwa penerapan ECIS memberikan keuntungan relatif dalam bentuk kemudahan pelaporan, peningkatan efisiensi waktu, serta transparansi dalam proses penanganan pengaduan lingkungan. Layanan ini juga dinilai cukup sesuai dengan kebutuhan masyarakat dan mendukung penerapan pelayanan publik berbasis digital. Meskipun demikian, masih terdapat beberapa kendala seperti keterbatasan literasi digital masyarakat. Secara keseluruhan, ECIS berperan dalam meningkatkan efektivitas pengelolaan pengaduan lingkungan serta mendorong partisipasi masyarakat dalam pengawasan lingkungan di Provinsi Jawa Barat.

Kata kunci: Inovasi pelayanan publik, ECIS, pengaduan lingkungan.

ABSTRACT

Firman Adiansah, 1228010078, 2026: Ecis Service Innovation in Handling Environmental Complaints at the West Java Provincial

Environment Agency Environmental problems in West Java Province are increasingly complex along with the increase in industrial activity, population growth, and rapid urbanization. These conditions cause various forms of pollution and environmental damage that require a quick response from the government. To improve the quality of environmental complaint services, the West Java Provincial Environment Agency developed the Environmental Complaints Information System (ECIS) as an innovation of digital-based complaint services. This system is designed to make it easier for the public to submit pollution or environmental damage reports online and allow the government to follow up on reports in a more transparent and structured manner.

However, the effectiveness of the implementation of ECIS services as a public service innovation in the management of environmental complaints still needs to be analyzed in more depth. This study aims to analyze the implementation of ECIS services as an innovation in environmental complaints at the West Java Provincial Environment Office. The research analysis uses the theory of innovation diffusion by Everett M. Rogers (2003) which emphasizes five characteristics of innovation, namely relative advantage, compatibility, complexity, trialability, and observability. The research method used is a qualitative approach with a descriptive method. Data collection was carried out through observation, interviews, and documentation with informants directly involved in the management of ECIS services.

The data is then analyzed through the stages of data reduction, data presentation, and drawing conclusions. The results of the study show that the implementation of ECIS provides relative advantages in the form of ease of reporting, increased time efficiency, and transparency in the process of handling environmental complaints. This service is also considered to be quite in accordance with the needs of the community and supports the implementation of digital-based public services. However, there are still several obstacles such as the limitations of people's digital literacy. Overall, ECIS plays a role in increasing the effectiveness of environmental complaint management and encouraging community participation in environmental supervision in West Java Province.

Keywords: Public service innovation, ECIS, environmental complaints.