

## **ABSTRACT**

*The main problem of this research is the poor of public service quality in The People's Online Complaint Aspiration Service (LAPOR) application at department of communication and informatics in Bandung City. Presumably, such as caused by the slow response of complaint disposition, unclear information about the complaint and complaints that were not followed up. This issue is not accordance with Stantard Operation Procedure (SOP).LAPOR that has been predetermined.This research focuses on the object of the 2020 COVID -19 (Phsyical Distancing) complaint report through LAPOR in Bandung City. This research aims to describe analyze the quality of public services through LAPOR object of the 2020 COVID-19 (Phsyical Distancing) complaint report at department of communication and informatics in Bandung City. MReferring to the issue above, this research method use descriptive qualitative with a case study approach.in order to describe, analyze and limit the existing problems. The data collection technique use three methods such as interviews, observation and documentation.Based on the result of the research that obtained, it can be seen that the quality of public services on the object of the 2020 COVID -19 (Phsyical Distancing) complaint report through LAPOR is quite optimal.Continuing from the result of the research, there were 89 complaints on the 2020 COVID- 19 (Phsyical Distancing) report that were submitted through LAPOR in Bandung City. As many as 74 complaints had a status of "completed", 1 complaint "on process", and 14 complaints had a status "not followed up".Thus, in order to encourage the quality of public services, the responsiveness and clarity given to the public complaints could be used as indicators to improve service quality, especially online based public complaint management to achive the expected services.*

**Key Words : Public Services Quality, The People's Online ComplaintAspiration Service (LAPOR!)**