

## ANALYZING THE INFLUENCE OF SOCIAL MEDIA POSTS ON GOVERNMENT POLICY ADOPTION IN PAPUA CITY

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### ABSTRACT

*In recent years, the use of social media has been very high among millennials and the middle class in Papua. This represents a new communication channel, especially in underdeveloped areas, where the political relations between citizens and the government are mostly conducted through conventional means such as demonstrations, dialogues, public hearings, submitting open letters to the government, putting up banners, and open complaint boxes. This article aims to analyze the role of social media in the process of public policy-making in the Province of Papua. The use of social media is very high among the millennial generation in Papua to respond to local government policies. However, its influence on policy change is still limited. Only traffic management policies have changed in response to criticisms on social media. This descriptive qualitative research was conducted through interviews and document analysis. The results show that social media plays a role in voicing public aspirations but has not yet influenced policy decision-making. There is a need for political will from the Papua Local Government to integrate citizens' aspirations into public policies. Further research could formulate a model of the relationship between citizens and the government through social media for more participatory public policies.*

**KEYWORDS** Social Media, Public Policy, Policy Change



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### INTRODUCTION

The relationship between society and policymakers in current development is not only conducted through direct communication such as dialogues, public hearings, or aspiration networks but also through social media (Sazali, 2021). As acknowledged by Scott (2001), social media in a democratic system is considered free from state control, making it a safe environment for communication. Therefore, social media can be used positively to voice public opinions through discussions, organization, and mobilization (Dunan, 2020).

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The advancement of information technology in recent decades has led to the emergence of social media as a new communication channel between society and stakeholders. Social media serves as a platform for society to express aspirations and participate in public policy-making. According to Scott (2001), social media is considered a free space independent of state control, providing a safe environment for the public to express critical views. Thus, interactions on social media have the potential to be utilized as tools for advocacy and social movement organization (Dunan, 2020).

Previous studies have shown that social media has become an important channel for dialogue between society and policymakers, alongside conventional forums such as public hearings and direct aspirations (Purwadi et al., 2021). Therefore, governments and relevant stakeholders need to pay attention to social media as a reflection of public aspirations that can support national development policies. In-depth studies of social media interaction patterns are needed to understand public opinion trends and formulate responsive steps in decision-making.

Thus, social media is perceived to support three stages that need to be strengthened to enhance relations with citizens:

1. One-way communication by disseminating information related to improving the quality of government administration;
2. Limited two-way communication, by conducting public consultations such as facilitating citizens to express aspirations in public policy-making;
3. Advanced two-way communication, by encouraging active citizen participation by involving them in decision-making processes and policy-making (Rahmanto, 2022).

From this perspective, social media serves as a means for citizens to articulate and oversee the public policy-making process. In developed countries, social media applications are used as a means to fulfill citizens' political rights to obtain information and participate in governance. Instagram, Facebook, and Twitter are current platforms and networks that serve not only as channels for individual communication but also as indispensable means for discussing public affairs and state matters. Take Facebook, for example. This platform has supported almost all social, economic, political, and cultural endeavors worldwide (Effing, Hillegersberg, and Huibers, 2011).

By utilizing social media, the public can easily respond, criticize, suggest, or reject government policies. In the context of democracy, public critical responses via social media reflect the freedom to express opinions, criticisms, suggestions, or rejections of government actions in making public policies or addressing public issues. Thus, Information and Communication Technology (ICT) functions to drive policy changes rather than just operational tools.

In other words, government policies that do not align with public aspirations or are not in line with the principle of popular approval can be protested, rejected, or criticized. Consequently, this will lead to policy changes or input for local governments to make improvements or changes in public policies. Thus, in the context of democracy, ICT is a tool to articulate the needs and aspirations of the people (Susanto and Irwansyah, 2021). This phenomenon is known as click activism. It is a new political phenomenon in the virtual world. This term was coined to describe

ideas, cases, people, or groups, movements that are carried out by clicking on the available menus on social media (Lim, 2017)..

The trend of click activism is also evident in Indonesia. One of the peak activities was found during the Indonesian presidential election in early 2019. The presence of social media significantly changed the tactics and strategies of winning presidential and vice-presidential candidates in 2019. This is evidenced by the presence of both candidates' teams handling the dissemination of their campaign materials to voters through various available social media platforms such as Facebook, Twitter, Instagram, and even WhatsApp (Hayat et al., 2021). However, in the case of Indonesia in general, although citizens' social media has been used as a means to control government administration and access various information, there are still gaps, namely, the state's power is still stronger than the political power of social media in the process of making public policies. Therefore, this power gap is the basis for this research.

In recent years, it is known that the use of social media is very high among millennials and the middle class in Papua. The use ranges from sharing photos to posting daily activity statuses, including responding to local government policies. Various public policies were issued during 2010 to 2019, including infrastructure development, free public service programs, and community welfare improvement programs. Some programs are perceived to be driven by political interests because they are seen as the realization of campaign promises made by elected regional heads. This is due to the non-standardized policy-making process. For example, some program dispositions did not involve relevant stakeholders to discuss the pros and cons of the program (Gunawan, 2020).

The use of social media among millennials and the middle class in Papua in recent years is recorded to be very high. In Papua itself, significant growth reaches 65% of internet users and is massive (APJI, 2022). They utilize social media ranging from sharing photos to posting daily activity statuses, including responding to local government policies. The Papua Local Government has issued various public policies during 2010 to 2019, including infrastructure development, free public service programs, and community welfare improvement programs. Some programs are perceived to be driven by political interests as they are considered the realization of campaign promises made by elected regional heads. This is caused by the policy-making process that has not involved consultation with relevant stakeholders. However, social media has the potential to be a means of dialogue and public control over government policies. Therefore, the Papua local government needs to improve the mechanism for drafting public policies to be more responsive to the aspirations and needs of the community reflected in social media (Hasanuddin et al., 2021).

From this perspective, social media serves as a platform that can reflect public reactions such as approval, support, criticism, or even protests against issued policies. Therefore, it is interesting to examine how the Papua Provincial Government responds to public criticism through social media and its implications for policy changes because it reflects public sensitivity to policies and the interaction between the public and local governments, and the government's response to public criticism.

The use of social media by citizens to fulfill their political rights to obtain information and participate in governance is appreciated as a new tradition. This is

a new communication channel especially in Papua because the political relations between citizens and the government are mostly conducted in conventional ways such as demonstrations, dialogues, or public hearings, submitting open letters to the government, putting up banners, and open complaint boxes. This article aims to examine the patterns of the relationship between Papua residents and the government in the policy-making process, including residents' critical attitudes towards policies made by the Papua Local Government and explain their implications for policies. The article is expected to illustrate the phenomenon of social media involvement in city administration, especially in the policy-making process by the Papua Local Government. The article also aims to provide an empirical basis for further research in developing a model of the political relationship between residents and the government through social media in the policy-making process.

### **RESEARCH METHOD**

This research employs a qualitative descriptive approach as its research design. Based on the chosen method, the researcher only develops concepts and gathers facts but does not test hypotheses. This is done by focusing on the use of social media, government responses, and policy changes. Social media users are Papua residents who use smart devices to access social media. Government response will be evident through the reactions made by the Papua Government in response to aspirations (criticisms, suggestions, protests, or opinions) regarding government policies.

The government policies referred to are policies issued by the Papua Government, especially those that have sparked debates among Papua residents, namely: the Papua community development program, community empowerment program, and traffic engineering management program. Meanwhile, policy changes will be examined by analyzing whether public aspirations or pressure through social media can result in changes in terms of policy innovation, policy succession, policy maintenance, or policy termination. The data for this article were collected from interviews with the Papua Provincial Communication and Information Office (Diskominfo).

### **Literature Review**

Theoretically, governing always involves an active process known as dynamic governance. Dynamic governance refers to how policy paths, institutions, and structures chosen adapt to an uncertain and rapidly changing environment to remain relevant and effective in achieving long-term societal outcomes (Latif, Afandi, and Darmawan, 2020).. Therefore, the essence of governance dynamics is how various policies, institutions, and structures collaborate effectively to adapt to uncertain conditions and rapid changes in the surrounding environment. As a result, policies, institutions, and structures remain relevant and effective in achieving long-term public interests. Janssen and van der Voort (2016) even support this view by stating that society is constantly undergoing continuous change, and governance styles must adjust accordingly.

Over the past decade, the communication dimension between the government and citizens has changed due to the emergence of social media. Khan (2017) even

states that social media is a form of "participatory channel to increase awareness and citizen engagement." By utilizing these channels, it is hoped that the government can obtain information related to "the needs and hopes of citizens." For example, many political scientists are interested in systematic approaches to studying the role of Twitter in state politics, such as what topics are currently the focus of state legislative bodies, how policies are shaped before bill drafting (via Twitter?), how they are communicated to the public through Twitter, and how the communicated agenda compares to the actual agenda of state bills (Hashim & Kamarudin, 2023).

According to Leavey (2013), social media platforms or networks are social structures created by individuals or organizations bound by one or more specific types of interdependencies, value preferences, ideas, financial exchanges, friendships, kinships, conflicts, or trade. Generally, there are four types of social media applications. First, social networks, such as Facebook, Google, LinkedIn, MySpace, and Twitter. Second, online publishing or media sharing such as YouTube, Flickr, RSS, SlideShare, and Twitter. Third, online collaborative platforms such as wikis (MediaWiki, Intellipedia, and Scholarpedia) and blogs (WordPress, Blogger, etc.). Fourth, online feedback systems that facilitate comments, voting, ratings, as well as surveys and polls to determine public opinion trends (Škorić, Pan, and Poor, 2021).

The use of social media in governance processes is closely related to openness, transparency, and even anti-corruption (David et al., 2019). The concept of transparency essentially concerns citizens' opportunity to obtain information in governance processes, such as budgets, local regulations, programs, and projects (Zebib, 2022). Bellver and Kaufmann (2005) support this by stating that social media sites, including Facebook, Twitter, YouTube, etc., facilitate the expression of social aspirations. Furthermore, social media has paved the way for more participatory governance, new social dynamics, and more inclusive civil society (Qhamariyah and Nurmandi, 2021).

It is claimed that the use of social media will have implications for policy changes. According to (Peters & Pierre, 2006), policy changes can occur in several ways. First, policy innovation which is the adoption of societal solutions to government policy problems. Second, policy succession aimed at replacing existing policies with new and better ones. Third, policy maintenance, which involves adjusting new policies to keep policies on track. Lastly, policy termination, where policies are deemed no longer suitable and are terminated. In the case of public policy changes in Indonesia, especially in the present era (post-New Order), public access to the policy-making and implementation process is deliberately infused with high doses of politics (Feeney & Porumbescu, 2020). Any public policy that does not align with public interests such as conflicting with values, budget wastage, authority deviation, and inconsistency with alternative policies suggested by the public are usually negatively responded to by the public through social media (Saboor, 2022).

Thus, it is interesting to examine policy changes to depict public critical attitudes and government responses and to see if public critical attitudes impact policy changes. Additionally, there have been no studies exploring how public responses uploaded on social media affect local government public policy changes and

determining the types of policies that can be influenced. Therefore, this article fills that gap by investigating whether and how online opinions posted by Papua social media users influence government public policy agendas at the local level in the Papua Province.

## **RESULT AND DISCUSSION**

### **Public Policy in Papua City**

In the era of direct local elections conducted by voters, regional heads are required to develop strategies consisting of visions, missions, and programs for the community (Kennedy & Suhendarto, 2020). In the future, these strategies will become part of short-term government plans and programs. The visions, missions, and programs of regional heads have outcomes that must be realized because they are part of the commitments and political contracts of regional heads with their stakeholders.

However, the formulation of visions, missions, and programs of regional heads often does not involve political involvement from various parties (stakeholders) and is not done openly by involving public participation. Formulation is mostly made by political elites within the inner circle of candidates (Hemafitria et al., 2021), and even tends to be dominated by the interests of the candidates alone. This results in visions, missions, and programs that are produced, reflecting less the needs and aspirations of the wider community. Some public policies that tend to be part of the perception of the interests of the mayor of Papua are as follows:

#### ***Environmental Development Policy***

The Community Development Program, which is one of the main programs of the Papua Provincial Government as stipulated in Governor Regulation Number 49 of 2013 Chapter IV Article 10 concerning the new student admission route, states that if the applicants exceed the quota of 50 percent, academic selection and verification through home visits need to be conducted. In addition to educational programs, the Indonesian Government through various ministries and agencies also conducts various other environmental development programs in Papua, such as afforestation and forest rehabilitation programs by the Ministry of Environment and Forestry, biodiversity conservation programs by the Ministry of Environment and Forestry, water quality improvement and sanitation programs by the Ministry of Public Works and Public Housing, public awareness enhancement programs on the environment by the Ministry of Communication and Information, as well as community empowerment programs by the Ministry of Village, Development of Disadvantaged Regions, and Transmigration. These programs cover forestry, conservation, infrastructure, public communication, economy, education, and health, aimed at improving the welfare and awareness of the Papua community about the importance of environmental preservation. It is hoped that these environmental development programs by the government can provide benefits to the people and the environment of Papua.

#### ***Community Empowerment Program***



The Government through the Ministry of Village, Development of Disadvantaged Regions, and Transmigration (PDRT) conducts various community empowerment programs in Papua to improve the welfare and quality of life of the people. One of the main programs is the development of community economies through the cultivation of MSMEs, village tourism, agriculture, and animal husbandry.

The development of MSMEs is carried out through business management training, access to capital, and MSME product exhibitions. The goal is to improve the competitiveness of local products so that they can penetrate wider markets. Village tourism programs focus on villages that have natural, artistic, and cultural potentials to be developed into tourist villages. The government provides tourism guide training, village tourism management, and promotion to target villages.

Meanwhile, in the fields of agriculture and animal husbandry, the government provides assistance in the form of seeds, fertilizers, farming tools, and agricultural skills. Animal husbandry is also encouraged with livestock assistance, medicines, and livestock management. This program is expected to improve food security and the welfare of local farmers and breeders. Furthermore, the government is actively building and improving education and health facilities. The construction of schools and community health centers in disadvantaged areas is a priority, complemented by the improvement of teacher and medical staff competencies. Thus, the people of Papua can access higher quality education and health services.

Through comprehensive environmental development programs, it is hoped that the standard of living and welfare of the Papua community can improve evenly. Not only economically growing but also developing in education, health, and quality of life. Thus, social disparities between regions can be reduced, and the Papua community can live prosperously regardless of social, economic, or geographic backgrounds. However, the government is currently intensively implementing community empowerment programs in Papua to improve welfare. However, in its implementation, these programs still face a number of obstacles and complaints from the community.

In the community economic development program, the main obstacles are access to capital, skills and knowledge, and inadequate infrastructure. Meanwhile, community complaints regarding misdirected capital assistance, lack of training and mentoring, to difficulty in competing with external products.

In the field of education and health, obstacles include a shortage of skilled workers, uneven access, and inadequate facilities. Community complaints regarding low-quality education and health facilities, as well as discrimination in services. Thus, despite efforts, the government needs to continue improving community empowerment programs in Papua to be more effective. Community challenges and complaints need to be evaluated to refine programs for the welfare of the Papua community. Collaboration with various parties including civil society is also important to ensure that programs are targeted and meet the real needs of the residents.

#### ***Traffic Engineering Management Policy***

The Papua Provincial Government has endeavored to implement Traffic Management and Engineering (MRE) policies to address congestion issues and improve driving safety in its region. Some MRE policies implemented include restrictions on heavy vehicle operating hours, implementation of one-way systems

on several road sections, road marking and traffic signs installation, and increased patrols and enforcement of traffic violations. However, the implementation of MRL policies in Papua still faces challenges such as inadequate road infrastructure, low public awareness of traffic regulations, and limited personnel and supporting facilities such as traffic signs and CCTV. Therefore, an increase in road infrastructure budgeting, traffic education and awareness to the public, as well as an increase in police personnel and facilities are needed to strengthen the implementation of MRL policies. Thus, it is hoped that MRL policies can operate optimally and the transportation system in Papua becomes more orderly, smooth, and safe.

### **Participation of Social Media Users in Papua City Government Public Policy**

The Papua Province still faces challenges in developing internet access and utilizing social media. Based on data from the Association of Indonesian Internet Service Providers (APJII) in 2023, the number of internet users in Papua has only reached 3.8 million or about 27.6% of the total population. This figure is still very low compared to the national average of 73.7%. However, the growth rate of internet users in Papua is quite rapid with an average annual growth rate of 11.5%. The low internet penetration in Papua is due to several factors, including limited telecommunication infrastructure that reaches all regions, especially in remote areas. In addition, the level of literacy and digital inclusion of Papua's population still needs to be improved so that the benefits of the internet can be felt evenly.

From the number of internet users, it is estimated that around 80% of them have used various social media platforms. The most popular social media among the Papua community are Facebook, Instagram, and WhatsApp. Social media is widely used for communicating with family and friends, seeking information on current issues, to simply for entertainment and leisure. The popularity of social media is in line with the global trend of internet usage where social media has become one of the most accessed content and services by internet users today.

The proliferation of social media users in Papua has the potential to be used to increase participation and aspirations of the community in the formulation of public policies. For example, local governments can use social media as a channel to disseminate public policy information to the general public. On the other hand, the community can use social media as a means to convey criticism, suggestions, and support for policies issued by the Regional Government. Thus, social media has the potential to become a two-way interaction bridge between the government and citizens in the process of formulating responsive and aspirational policies.

The use of social media for public policy has actually been done in Papua, for example, when the government used social media for campaigning and educating the public about the COVID-19 vaccination program in 2023. Another example is when the public used social media as a platform to criticize government policies related to infrastructure development issues in remote areas that were deemed to harm the local community. With these various examples, social media has demonstrated its role as a potential aspiration channel to strengthen community participation.

However, efforts to increase the role of social media in public policy in Papua still face several challenges. First, limited internet access in certain areas hampers



optimal interaction through social media. Second, the diverse level of digital literacy among the community causes the utilization of social media to be not yet optimal. Lastly, the spread of hoaxes and hate speech that are prone to occur also need to be anticipated so that social media remains a healthy and constructive discussion space. Therefore, these various challenges need to be seriously addressed so that social media can play an optimal role as a means of democratizing public policy in Papua that is aspirational and participatory. Data related to public responses to these three policies can be seen in the following table:

**Table 1. Description of Public Criticism of Papuan Mayor's Policy**

No.	Policy	Description of Public Criticism through Social Media
1.	Community Development Policy	<ul style="list-style-type: none"> <li>- It has not touched the needs of people in remote areas</li> <li>- Capital assistance and MSME training are highlighted that they are not yet on target. Many micro-entrepreneurs in rural areas are actually untouched by the program.</li> <li>- Posts and comments about the low quality of education and health facilities are rife</li> </ul>
2.	Community empowerment program in Jayapura	<ul style="list-style-type: none"> <li>- Not on target and has not shown any real impact</li> <li>- Does not touch the priority needs of the community</li> <li>- Does not involve public figures and experts</li> <li>- Community input and expectations are not accommodated</li> </ul>
3.	Traffic Engineering Management Policy	<ul style="list-style-type: none"> <li>- Does not reduce congestion and even makes congestion worse</li> <li>- No transportation alternatives are offered to the Community</li> <li>- Does not involve transportation experts in planning</li> <li>- Public criticism and input on this policy is not considered</li> </ul>

The public criticism data in the table shows some gaps between government policies and the needs of the Papuan people. One of the problems related to the construction of the flyover shows the lack of long-term planning and solutions in overcoming congestion in Jayapura, triggering public demands for more effective and sustainable solutions. In addition, traffic engineering management is highlighted for lack of coordination, expertise in policy implementation, as well as lack

of public participation and experts in decision making, creating the government's inability to respond to public input and response.

**Table 2. Social Media and Changes in Government Policy**

<b>Policy</b>	<b>Reasons for Re-fusal</b>	<b>Support Reasons</b>	<b>Government Response</b>
<b>Community Development Policy</b>	Lack of transparency in implementation Negative impact on various parties (private schools, high schools)	Increased participation in school access for the poor	No change
<b>Program PEMBERDAYAAN Masyarakat di Papua</b>	The government argues public criticism of the programme is premature, yet to see tangible results that take time.		No change
<b>Traffic Engineering Management</b>		The government has considered various technical aspects and expert evaluations before implementing the policy and on some roads good traffic engineering has been seen	Accepted and followed up

Analysis of government management in Papua highlights several weaknesses, such as lack of communication and public participation that require improvement through public forums, open dialogue, and the use of social media. The lack of transparency and accountability needs to be enhanced through easily accessible information publication and effective reporting mechanisms. Coordination and expertise in policy management are also a focus, considering the expansion of coordination between institutions and the enhancement of state apparatus capacity through training and recruitment of the best talents.

Social media platforms such as Facebook, Instagram, or Twitter do not suddenly cause changes in public policy, but at least social media has created a means for visibility and a place to spread messages. As Zeitzoff (2017) pointed out, there must first be some fundamental causes such as "new data sources on conflict" before social media becomes a useful tool for driving public policy changes (Zeitzoff, 2017). First, findings from interviews indicate that social media has provided the Papua community with new strategies to oppose inappropriate Mayor policies. In other words, they can not only resist physically but also electronically. As Gladwell

(2011) mentioned, "this tool changes the dynamics of the public domain," and click activism serves as another dimension for the public to actively engage with government administration (Gladwell, n.d.).

Second, social media has created awareness of public policy issues. It is also found that click activism that occurred in stopping traffic engineering policies was largely based on social media. Facebook and Instagram updates and comments paved the way for Papua social media users' opinions about traffic management rejections to be voiced (Halupka, 2014). Similarly, rapid dissemination and low cost have also allowed policy rejections to succeed.

Third, the transformation of social media has enabled greater flexibility for mass attention and greater sense of responsibility. Reuter and Kaufhold (2018) argue that the current information revolution is more about how people react to events through social media than about the technology itself (Reuter et al., 2018). In the past, when riots occurred in Jakarta, most Papua residents only listened to news on the radio or watched on television. Now, thanks to social media exposure, Papua residents have become more empathetic than in the past. As communication arenas like social media become denser, more complex, and interactive, Papua residents gain greater access to information and more opportunities to engage in public discourse. In addition to obtaining information about traffic management through social media, they can also share images, videos, comments, and 'like' comments and updates related to policy rejections on Facebook.

In another context, Papua residents have taken a more active role thanks to the influence of social media as highlighted by the "active audience theory" by Croteau and Hoynes (Bosch, 2013). At this level, traffic management policies are actively engaged by Papua social media users, in understanding policies in their personal and social contexts in rejecting them.

Fourth, new social media networks provide platforms that cannot be fully prevented or censored by local governments. One might argue that efforts have been made to make censorship more widespread as found in China, but with the porous internet as a vessel, information has its own way of spreading to an audience thirsty for it. When news, testimonies, status updates on social media related to traffic management policies spread, rejections, objections, and complaints are immediately found on most Papua social media users' accounts.

The process of making public policy in a democratic perspective is that the government must have a responsive attitude to the aspirations of the people, so that public policy will be based on public interests. At this level, the community must provide rights or access in the decision-making process or the process of formulating public policy as accommodation of public interests in policies and public participation in the process of formulating public policy.

From a substantive aspect, the community or the public must provide access to dialogue in formulating and making public policy. In this understanding, democracy is a transformative process that allows involved individuals and policymakers to participate in determining policies and advocating for the collection of participation in democracy, collaboration among stakeholders in the policy-making process, and governance management based on dialogue (Krane and Marshall, 2020). Thus, the process of formulating public policy is placed in an open space to carry out the

democratization process where there is a dialogical process between decision-making elements and the use of political decisions in formulating policies.

Thus, public involvement in the process of formulating public policy at least plays a role from initiating program initiation, building agreements on programs to be decided, demanding government transparency to the role of criticizing and providing suggestions on agendas formulated by the government.

However, empirical research results show that the relationship between the public and the government in public policy making, policy issues, and policy implementation is still predominantly dominated by power holders. From this perspective, social media has not yet become a movement capable of influencing the public policy-making process and has not fully upheld state democracy.

### CONCLUSION

This article examines the role of social media in the public policy-making process in Papua. Overall, it is found that social media has provided a new space for Papua's people to express aspirations and participate in policymaking. This is evident from the numerous criticisms, suggestions, and public responses to local government policies conveyed through social media platforms.

However, the influence of social media on public policy changes in Papua remains limited. Only traffic management policies have been successfully halted due to sharp public criticism. While other policies such as infrastructure development and community empowerment programs continue despite receiving negative feedback. This indicates that the Papua local government has not fully responded to the aspirations of the people expressed through social media.

Thus, social media currently only plays a role in voicing public criticism and hopes, but has not been able to significantly influence the policymaking decision-making process. Political will from the local government is needed to be more open and integrate the aspirations of the people expressed on social media into the public policies adopted. It is hoped that this research can provide a basis for strengthening the role of social media in the democratization of public policy in Papua to be more aspirational and participatory.

Practically, the Papua Provincial Government needs to increase responsiveness to protests and criticisms expressed through social media. One way to do this is by developing a specific digital application for public complaints, as has been implemented in Jakarta through the JAKI application. This application allows people to easily express complaints and issues they experience. Public complaints are then systematically, structured, and transparently followed up through the digital platform. With this system, the government can be more responsive in addressing the aspirations of Papua's people expressed through social media. In addition, cross-departmental and agency coordination can also be integrated into the same platform to ensure effective complaint resolution. Adoption of similar mechanisms is expected to strengthen the political relationship between the government and the people of Papua through more constructive social media.

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