

Cyberphobic Society: Public Services Via the Laika Application in Kendari City from a Legal Sociology Perspective

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ABSTRACT: The rapid pace of technological progress makes it difficult to understand its impact on society. The cyberphobic community's struggle to access public services easily and efficiently is a social issue that affects the administrative compliance of Kendari City residents. This qualitative research aims to provide a legal sociological perspective on the compliance of cyberphobic communities in meeting administrative requirements in Kendari City. The study adopts a socio-empirical approach and includes interviews with cyberphobic community members, village heads in Kendari City, and community leaders. The research findings reveal that the LAIKA application's public service program has both positive and negative impacts. Three social dynamics affect the administrative compliance of cyberphobic communities: awareness of the need to complete administrative data, fulfillment of the community's rights to complete administration, and efforts to protect the community's rights in obtaining government protection. Therefore, cyberphobic individuals have the right to basic government services. Legal sociology studies suggest that Kendari City's cyberphobic community is a social phenomenon that requires the involvement of community groups to address the social issues it faces.

KEYWORDS: Cyberphobia, Society, Administration, Sociology, Law

INTRODUCTION

The Kendari City government has introduced a new way for people to access public services and interact with the government through the Kendari Integrated Public Service (LAIKA) application.¹ This initiative has generated concerns among people who suffer from cyberphobia, as they find it difficult to use technological facilities. The policy of providing public services through the LAIKA application is worth studying because it has both positive and negative impacts on the people of Kendari City. On the one hand, the LAIKA application offers convenience and time efficiency in handling administrative tasks. On the other hand, cyberphobic people face difficulties in using the application, which hinders their ability to handle administrative tasks. To use the LAIKA application, people need to download and operate it, which can be challenging for those who are not familiar with using technology. The government needs to find ways to address the concerns of cyberphobic people and ensure that they can access public services without any difficulty.

Some people suffer from anxiety or worry when it comes to using technological facilities.² They are known as cyberphobic people. For them, the presence of the LAIKA application in administrative matters at the Subdistrict and District Offices creates a specific problem. They struggle to fulfill their population data-related needs such as creating a population domicile, business domicile, business permit, domicile certificate, and other certificates. As a result, cyberphobic people have to make independent efforts to meet their administrative requirements, even though it takes a lot of time. They may involve other people in administrative management or make individual efforts.

Three social dynamics influence the administrative compliance of the cyberphobic society in Kendari City. These are awareness of the cyberphobic society regarding the obligation to complete administrative data, fulfillment of the community's rights towards the government which requires complete data, and efforts to safeguard the community's rights in obtaining

¹ Dwi Maya Loka, Akhyar Abdullah, and Faturachman Alputra Sudirman, "Identifikasi Pelayanan Publik Berbasis E-Government Pemerintah Kota Kendari Pada Masa New Normal," *NeoRespublica: Jurnal Ilmu Pemerintahan* 4, no. 1 (2022): 205–18, <https://doi.org/10.52423/neores.v4i1.51>.

² Odiase Jerry Edobor and Sam Aleruchi Egbuchu, "Influence of Cyber-Phobia on Examination Performance of JAMB Candidates in Obio/Akpor Local Government Area of Rivers State, Nigeria," *KIU Journal of Social Sciences* 5, no. 4 (2020): 349–56, <https://doi.org/https://www.ijhumas.com/ojs/index.php/kiujoss/article/view/718>.

government services. This dynamic is evidence of the close relationship between service quality and public compliance with government policies.³ Even with limited knowledge regarding the operation of the LAIKA application, the public is still encouraged to complete their administrative needs. Therefore, the cyberphobic society has the right to obtain human rights and legal protection from government services because they have taken various steps to carry out their administrative responsibilities towards the government.

The above phenomenon reveals a form of cyberphobic public obedience to the implementation of the public service system through the LAIKA application. According to Supena,⁴ two things influence people's legal compliance with the implementation of the law, namely; (1) normative law enforcement, namely people obey the law because they avoid sanctions and (2) social law enforcement, namely people obey the law because they get benefits.

Previous researchers have discussed a lot about public services through the use of technology. However, to make it easier for readers, these studies are classified into four discussion themes. The first theme discusses cyber law such as the work of Edobor and Egbuchu,⁵ Mambile and Mbogoro,⁶ Kuleshova et.al.⁷ The second theme discusses society and cyber such as the work of Pitchan and Omar,⁸ Liu et.al,⁹ Wang et. all,¹⁰ and Alim.¹¹ The third theme discusses technology-based public service innovations such as the work of Hartatik et. al,¹² Melinda et.al,¹³ Maghfiroh et.al,¹⁴ and Oktaviana et.al.¹⁵ Finally, the fourth theme discusses the effectiveness of technology-based public services such as the work of Rantung,¹⁶ Tengku et.al,¹⁷ Sanjaya et.al¹⁸ and Husnani and Febrianti¹⁹. Based on these themes, it was discovered that research on cyberphobic society and its relationship to technology-based public services has not received maximum attention from researchers. Universally, previous research only

³ Tia Mulya Mahdani and Ismet Ismatullah, "The Influence of Taxpayer Awareness, Motor Vehicle Tax Sanctions and Service Quality on Taxpayer Compliance in Paying Motor Vehicle Tax," *Akuntansi* 1, no. 4 (2022): 16–25, <https://doi.org/10.29407/jae.v6i1.14751>.

⁴ Cecep Cahya Supena, "Suatu Tinjauan Tentang Alasan Manusia Mentaati Hukum," *MODERAT: Jurnal Ilmiah Ilmu Pemerintahan* 7, no. 4 (2021): 856–63, <https://doi.org/10.25157/moderat.v7i4.2551>.

⁵ Jerry Edobor and Egbuchu, "Influence of Cyber-Phobia on Examination Performance of JAMB Candidates in Obio/Akpor Local Government Area of Rivers State, Nigeria."

⁶ Cesilia Mambile and Peter E. Mbogoro, "Cybercrimes Awareness, Cyber Laws and Its Practice in Public Sector Tanzania," *International Journal of Advanced Technology and Engineering Exploration* 7, no. 68 (2020): 119–26, <https://doi.org/10.19101/IJATEE.2020.762051>.

⁷ Galina P. Kuleshova, Elena A. Kapitonova, and Georgy B. Romanovsky, "The Legal Basis of Countering Cyber-Terrorism in Russia and in Other Countries from the Standpoint of Its Social and Political Dimension," *Russian Journal of Criminology* 14, no. 1 (2020): 156–65, [https://doi.org/10.17150/2500-4255.2020.14\(1\).156-165](https://doi.org/10.17150/2500-4255.2020.14(1).156-165).

⁸ Muhammad Adnan Pitchan and Siti Zobidah Omar, "Cyber Security Policy; Review on Netizen Awareness and Laws," *Jurnal Komunikasi: Malaysian Journal of Communication* 35, no. 1 (2019): 103–19, <https://doi.org/10.17576/JKMJC-2019-3501-08>.

⁹ Heng Liu et al., "Recurrent Emotional Contagion for the Crowd Evacuation of a Cyber-Physical Society," *Information Sciences* 575 (2021): 155–72, <https://doi.org/10.1016/j.ins.2021.06.036>.

¹⁰ Pinghui Wang et al., "Challenges and Measurements for Governance of Modern Cyber Space Society," *Bulletin of Chinese Academy of Sciences* 37, no. 12 (2022): 1686–94, <https://doi.org/10.16418/j.issn.1000-3045.20221117002>.

¹¹ Alim Puspianto, "Peran Media Baru Dalam Membentuk Cyber Society," *An-Nida': Jurnal Komunikasi Dan Penyiaran Islam* 11, no. 1 (2022): 98–123, <https://doi.org/10.61088/annida.v11i1.439>.

¹² Linda Hartatik, Meidi Saputra, and Nuruddin Hady, "Inovasi Pelayanan Administrasi Kependudukan Melalui Sistem E-Siap Online Di Dinas Kependudukan Dan Pencatatan Sipil Kabupaten Blitar," *Integralistik* 33, no. 2 (2022): 52–59, <https://doi.org/10.15294/integralistik.v33i2.33543>.

¹³ Mona Melinda, Syamsurizaldi Syamsurizaldi, and Muhammad Ichsan Kabullah, "Innovation of Online Population Administrative Services (PADUKO) by The Department of Population and Civil Registration of Padang Panjang City," *Nakhoda: Jurnal Ilmu Pemerintahan* 19, no. 2 (2020): 128–43, <https://doi.org/10.35967/njip.v19i2.115>.

¹⁴ Hari Maghfiroh, Chico Hermanu, and Feri Adriyanto, "Prototipe Automatic Feeder Dengan Monitoring IoT Untuk Perikanan Bioflok Lele," *Electrician* 15, no. 1 (2021): 58–63, <https://doi.org/10.23960/elc.v15n1.2160>.

¹⁵ Fina Oktaviana et al., "Pelayanan Administrasi Desa Berbasis Online Di Desa Paremono," *Abdipraja (Jurnal Pengabdian Kepada Masyarakat)* 1, no. 1 (2020): 49, <https://doi.org/10.31002/abdipraja.v1i1.3205>.

¹⁶ Margareth Rantung, "Efektivitas Pelayanan Administrasi Online Di Masa Pandemi Di Dinas Kependudukan Dan Catatan Sipil Kabupaten Minahasa," *Jurnal Ilmiah Mandala Education* 8, no. 2 (2022): 1786–94, <https://doi.org/10.58258/jime.v8i2.3048>.

¹⁷ Muhammad Tengku, "Efektivitas Pelayanan Izin Berusaha Berbasis Online Single Submission," *Governansi* 9, no. 2 (2023): 144–50, <https://doi.org/10.30997/jgs.v9i2.9942>.

¹⁸ I Kadek Bagus Hari Rama Sanjaya, I Nyoman Putu Budiarta, and Ni Made Puspasutari Ujianti, "Efektivitas Kebijakan Perizinan Berusaha Berbasis Digital Di Dinas Penanaman Modal Dan Pelayanan Terpadu Satu Pintu Kabupaten Badung," *Preferensi Hukum* 4, no. 1 (2022): 28–33, <https://doi.org/10.55637/jph.4.1.6422>.

¹⁹ Husnani and Fauza Febrianti, "Pengaruh Pelayanan Administrasi Online Fakultas Tarbiyah Dan Ilmu Keguruan IAIN Batusangkar Terhadap Kepuasan Mahasiswa," *Manapi* 1, no. 1 (2022): 8–12, <https://doi.org/10.31958/manapi.v1i1.60536053>.

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focused on effectiveness, innovation, and the use of technology in public services. Therefore, research is proposed to complement previous research by revealing a legal sociology perspective on cyberphobic society and the public service system through the LAIKA application. Kendari City was used as the research object because in this area there is a government policy to provide public services through the LAIKA application, even though socialization and training regarding the operation of this application has not been well conveyed among the cyberphobic community. This phenomenon certainly threatens the existence of government policies utilizing technological developments and the human rights of cyberphobic people.

This research formulated four main problems in its study, namely; describing public services through the LAIKA application, revealing the social dynamics that influence the administrative compliance of cyberphobic communities, the human rights of cyberphobic communities in public services through the LAIKA application and explaining the views of legal sociology towards cyberphobic communities and the public service system through the LAIKA application in Kendari City.

METHOD

This study is qualitative research that employs a socio-empirical approach in Kendari City. The primary data sources for this research are interviews and literature reviews that focus on cyber law and sociology. The interview results were obtained from various individuals, including cyberphobic society, village heads, and community leaders. In the following paragraphs, the researcher provides a detailed description of the data gathered from these informants.

Table 1: Informant Data				
No.	Informant	Position	Gender	Address
1	Endang	Head of Wua-wua Village	Man	Wua-wua District
2	Wahyudi	Head of Matabubu Village	Man	Poasia District
3	Ferdi	Head of Abeli Village	Man	Puuwatu District
4	Burhanuddin	Head of Baruga Village	Man	Baruga District
5	Bustan	Head of Kambu Village	Man	Kambu District
6	RH	Cyberphobic Society	Woman	Poasia District
7	MD	Cyberphobic Society	Woman	Wua-wua District
8	HI	Cyberphobic Society	Man	Kecamatan Kambu
9	FA	Cyberphobic Society	Woman	Baruga District
10	Bulang	Public Figure	Woman	Wua-wua District

*RH, MD, HI, FA, and WY are cyberphobic societies sampled in this study. Names have been deliberately disguised to maintain the confidentiality of informant data.

The sociological study is based on structural-functional theory with Talcott Parsons' AGIL scheme.

RESULT AND DISCUSSION

All Public Services Through the LAIKA Application in Kendari City

The LAIKA application is part of Kendari City's e-government initiative, aimed at providing public services in a more efficient and accessible manner. This application is used for document management and population administration purposes across all sub-districts of Kendari City. The policy is based on the Instruction of the President of the Republic of Indonesia Number 6 of 2001 and the Instruction of the President of the Republic of Indonesia Number 3 of 2003, both of which outline the national policy

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and strategy for the development of e-government.²⁰ Additionally, Law Number 25 of 2009 emphasizes the importance of transparency in government services to build public trust.

The LAIKA application has made it easier for people to fulfill their administrative needs without having to spend a lot of time. The Kendari City Government has already implemented computerization for population administration services using information and communication technology. With the policy on the use and development of e-government, the Kendari City Government is now promoting the use of e-government and has launched public service applications through the LAIKA app.

The flagship public service program offered by the LAIKA application is the population data service. In order to use the LAIKA application, users need to first download and install it from the Play Store on their smartphones. Once the download process is complete, users can register by entering their Population Identification Number (NIK) which is listed on their active Population Identity Card (KTP). Information regarding the activation of the LAIKA account is provided via WhatsApp. Once the registration process is complete, users can use the LAIKA application as per their requirements.

Based on observations and interviews conducted by researchers in the field, it was found that the positive impact of public services through the LAIKA application (makes it easier for the community and relatively fast administration) has not been felt by all levels of Kendari City society, especially the cyberphobic community, who stated that "The application procedures are not well understood and how to operate it. , because there are many items and displays whose meaning and purpose are not understood, so that in managing administrative services, sometimes FA (48) asks for help from other people in exchange for certain compensation to complete their administrative needs."²¹

In line with MD (39)'s view, he found it difficult to administer the Business Certificate via the LAIKA application because his smartphone could not access the LAIKA application, so MD (39) had to "duplicate all the required documents and then take them to the sub-district office to ask sub-district staff for help in complete MD administrative arrangements (39). So MD (39) needed three days to complete the administrative processing"²².

In general, the people of Kendari City find it easy and time-efficient to carry out administrative arrangements through the LAIKA application. This is proven by previous data that with the existence of public services through the LAIKA application, people often queue long at sub-district offices to take care of administration, not to mention if the official they are going to is not there, people are required to wait quite a long time. This right is in line with information from Burhanuddin that "Kendari City residents no longer need to queue and wait for officials to fulfill their administrative needs because, through the LAIKA application, all administrative needs can be completed at home by using the LAIKA application installed on their respective Smartphones"²³.

Based on the information provided, it is evident that individuals who have a fear of technology tend to fulfill their administrative needs in two ways. First, by involving other people and offering certain rewards, and second, through individual efforts which require a lot of energy and time. Cyberphobic individuals have different circumstances compared to the general public, who have sufficient facilities and skills to operate technology. Therefore, public services provided through the LAIKA application have a dual impact on the people of Kendari City. The positive impact is that it makes administration management easier and more time-efficient for people using the LAIKA application. However, the negative impact is that those with cyberphobia may find it challenging to manage their administrative tasks through the LAIKA application.

Social Dynamics that Influence the Adherence of Cyberphobic Society Administration in Kendari City

Social dynamics are social changes that occur as a result of two-way interactions between individuals and the surrounding community and have psychological relationships that mutually influence each other. The administrative compliance of the cyberphobic society in Kendari City is greatly influenced by the social interactions that occur between the cyberphobic society and the government in fulfilling their rights and administrative requirements. Therefore, researchers discovered the fact that three social dynamics influence the administrative compliance of the cyberphobic society in Kendari City, namely;

1. Cyberphobic Society Awareness of the Need to Complete Administrative Data;

To receive public services from the government, citizens are required to fulfill certain administrative requirements. The public needs to be aware of their rights and obligations as users of public services, as stated in Law Number 25 of 2009 concerning Public Services.

The entire administration is linked to other population data. Like arranging a business permit, "people are required to first prepare a Resident Identity Card (KTP), Introduction from the RT/RW, Proof of Payment of Land and Building Tax

²⁰ Ma'ruf et al., "Implementasi Pelayanan Publik Berbasis Aplikasi Laika Di Kelurahan Tobuuha Kecamatan Puuwatu Kota Kendari," *Jurnal Ilmiah Administrasita'* 14, no. 1 (2023): 22–29, <https://doi.org/10.47030/administrasita.v14i1.484>.

²¹ Interview with FA (48), Cyberphobic Society, 26 September 2023 - Translated

²² Interview with MD (39), Cyberphobic Society, 8 October 2023 - Translated

²³ Interview with Burhanuddin (51), Baruga Village Head, 4 August 2023 - Translated

(PBB), as well as Documentation of the business location. "The data is scanned in a PDF file and then uploaded to the LAIKA application²⁴".

Based on the above, the cyberphobic people of Kendari City will experience certain obstacles if they do not fulfill the administrative requirements. This is what raises awareness among cyberphobic people to complete population and other administrative data even though they experience certain obstacles in operating the LAIKA application. According to Wahyudi, in his interview with researchers, he stated that "Kendari City residents who have problems operating the LAIKA application receive assistance from local sub-district employees or other people who understand the operation of the LAIKA application²⁵".

The cyberphobic society's awareness of administrative compliance is proven by the maximum efforts they make even though they have limited knowledge regarding the operation of the LAIKA application. The benefits that cyberphobic people can achieve if they obey the administration are avoiding administrative sanctions and obtaining benefits in the form of licensing and other facilities from the government.

The Kendari City Government cannot work alone in making the public service program successful through the LAIKA application without public awareness to fulfill administrative requirements. For this reason, Bustan (36) as head of the Kambu sub-district emphasized that "The growing public awareness of the importance of administration has greatly influenced the development and progress of human resource development in Kendari City²⁶".

2. Fulfillment of The Rights of The Cyberphobic Society Towards The Government Which Requires Complete Data

The essence of public services is to provide happiness for implementers, administrators, and the community who use or benefit from public services. Therefore, each party must understand and care about their rights and obligations in public services. Rights and obligations in public services must be implemented in a balanced, proportional, professional, and humanistic manner. Good public services are a form of good cooperation between implementers, administrators, and the community as users or beneficiaries of public services. Public service is not only about rights and obligations but also about the heart and humanist side of providing public services so that all parties are happy and comfortable.²⁷

The rights of the cyberphobic community to government services must be supported by the obligations of the cyberphobic community to comply with and fulfill the requirements of public service standards. Apart from that, the cyberphobic community is also obliged to maintain the maintenance of facilities and infrastructure and actively participate in complying with and fulfilling the provisions of the provision of public services. The researcher's interview with RH (29) stated that "The LAIKA application is operated online, but in managing the administration, supporting population data is required to obtain services.²⁸"

From our discussion, it is clear that cyberphobic communities feel compelled to comply with the administration's requirements to ensure their rights are upheld. However, the LAIKA application poses a problem for these communities as it is difficult for them to access the services they need. To address this issue, the Kendari City government needs to provide special assistance to these communities to ensure they can access public services. One way to do this is through extensive promotion and education of the LAIKA application among cyberphobic communities.

3. Efforts to Safeguard and Care for The Rights of Cyberphobic Societies in Obtaining Government Protection

The public service program is the community's right to receive quality services by the principles of service objectives, knowledge of the truth of the contents of service standards, monitoring the implementation of service standards, receiving advocacy, receiving responses to complaints submitted, receiving protection and fulfilling other rights in public services.

For people who do not receive services according to good service standards from service providers, the community has the right to provide recommendations to improve services as soon as possible to service providers. Therefore, cyberphobic people continue to strive to obtain rights to their services to protect and maintain their rights and obtain government protection if there is a case. For example, cyberphobic community administrative service rights in land purchases. A land whose rights are transferred to another person certainly requires administrative proof issued by the sub-district which includes witnesses. With the land transfer administration issued by the sub-district, the cyberphobic community can protect their property rights and receive protection from the government if one day there is a problem.

According to HI (49) in his interview with researchers, "It is very important to complete land administration, especially land that is purchased (transferred) from other people because land without administrative transfer of rights from

²⁴ Interview with Endang (550), Wua-wua Village Head, 11 August 2023 - Translated

²⁵ Interview with Wahyudi (51), Matabubu Village Head, 29 October 2023 - Translated

²⁶ Interview with Bustan (36), Kambu Village Head, 6 October 2023 - Translated

²⁷ Mahdani and Ismatullah, "Pengaruh Kesadaran Wajib Pajak, Sanksi Pajak Kendaraan Bermotor Dan Kualitas Pelayanan Terhadap Kepatuhan Wajib Pajak Dalam Membayar Pajak Kendaraan Bermotor."

²⁸ Interview with RH (29), Cyberphobic Society, 18 August 2023 - Translated

the sub-district is often claimed by other people. "With the administration of the transfer of rights from the sub-district, the administration can be used as concrete proof of the right to ownership of the land."²⁹

In line with the opinion of HI (49) above, Bulang (36) added that "land that is purchased from another person and has the administration of the transfer of rights from the sub-district government will receive protection from the sub-district government if there is someone who claims or disputes the ownership rights of a plot of land"³⁰.

Based on the discussion above, it can be concluded that one of the social dynamics that influence the administrative compliance of cyberphobic communities is to maintain and protect the rights of cyberphobic communities and obtain protection from the local government.

Cyberphobic Society Human Rights in Public Services through the LAIKA Application in Kendari City

Many people who are afraid of technology find it difficult to manage administrative tasks using the LAIKA application. Therefore, it is important for public services implemented in Kendari City to be based on the principles of human rights. This should be taken into consideration during the planning, drafting, and implementation of the services in the community. Providing public services is an obligation of the state to promote, fulfill, and perfect human rights.³¹ Despite Indonesia's ratification of human rights instruments, there are still various problems within society.³² To ensure that the human rights of those who are cyberphobic are met, the Kendari City government must provide special attention to create equitable justice. This can be achieved by providing massive assistance and outreach programs specifically aimed at helping cyberphobic individuals with the operation of the LAIKA application.

After conducting a search of research literature on the implementation of human rights in Indonesia, it was found that certain factors can impact human rights issues. These factors include technical preparation, national implementation mechanisms, and the intervention of parties with an interest in human rights development programs in Indonesia.³³ The main human rights issue affecting public service programs in Kendari City is the lack of preparation and execution by the Kendari City government in educating the community on how to use the LAIKA application for public services.

The government's efforts to present human rights values at the local level began in 1990 through the concept of human rights in the city.³⁴ These efforts are made so that human rights values are not only centered in the center of state government. The aim of implementing human rights in government programs consists of three forms³⁵, namely: (1) respect, namely the obligation of government administrators to support the acceleration of the fulfillment of people's human rights. In the sense that government administrators do not take actions that could hinder the management and fulfillment of people's human rights; (2) protect, namely the obligation of government administrators to be actively involved in providing guarantees for the protection of human rights to their people, as well as the obligation to take action to prevent violations by certain parties; and (3) fulfill, namely the government's obligations and responsibilities to take legislative, administrative and legal steps, and prepare a budget to realize human rights.

The three forms above each contain an element of obligation to conduct or require the government to take certain steps to protect the law and human rights of the community. Legal protection is very important to provide to the community because legal protection is a safeguard for human rights which aims to provide space for the community to enjoy all their rights as citizens.³⁶

According to Ferdi³⁷, "The Kendari City government needs to prepare a separate budget to carry out activities to strengthen the implementation of public services through the LAIKA application. This activity is a form of responsibility of the Kendari City government which dares to develop services". This development must also be in line with human resource development. According to researchers, this activity aims to create a comprehensive understanding of the LAIKA application for public services so that all levels of society can enjoy their human rights in the public service space.

²⁹ Interview with HI (49), Cyberphobic Society, 5 July 2023 - Translated

³⁰ Interview with Bulang (36), Public Figure, 9 September 2023 - Translated

³¹ Rommy Patra, "Penyelenggaraan Pemerintahan Daerah Yang Berbasis Hak Asasi Manusia," *Jurnal Pendidikan Kewarganegaraan Undiksha* 10, no. 3 (2022): 125–37, <https://doi.org/https://doi.org/10.23887/jpku.v10i3.51746>.

³² Lukman Hakim and Nalom Kurniawan, "Membangun Paradigma Hukum HAM Indonesia Berbasis Kewajiban Asasi Manusia," *Jurnal Konstitusi* 18, no. 4 (2022): 869, <https://doi.org/10.31078/jk1847>.

³³ Hakim and Kurniawan.

³⁴ Sabrina Nadilla, "Pelokalan Hak Asasi Manusia Melalui Partisipasi Publik Dalam Kebijakan Berbasis Hak Asasi Manusia," *Jurnal HAM* 10, no. 1 (2019): 85, <https://doi.org/10.30641/ham.2019.10.85-98>.

³⁵ Andi Akhirah Khairunnisa, "Penerapan Prinsip-Prinsip Hak Asasi Manusia Dalam Pembentukan Produk Hukum Oleh Pemerintah Daerah," *Jurnal Manajemen Pemerintahan* 5, no. 1 (2018): 65–78, <https://doi.org/https://ejournal.ipdn.ac.id/JMP/article/view/451>.

³⁶ Anang Dony Irawan, Kaharudin Putra Samudra, and Aldiansah Pratama, "Perlindungan Hak Asasi Manusia Oleh Pemerintah Pada Masa Pandemi COVID-19," *Jurnal Citizenship Virtues* 1, no. 1 (2021): 1–6, <https://doi.org/10.37640/jcv.v1i1.902>.

³⁷ Interview with Ferdi (41), Puuwatu Village Head, 12 September 2023 - Translated

Legal Sociology Perspective on Cyberphobic Society and Public Service Systems Through the LAIKA Application in Kendari City

Technological advances in public services in Kendari City have a double impact on society. People who understand and follow technological developments certainly feel helped by technological developments, in contrast to people who have concerns or lack knowledge about technological developments (cyberphobia), which of course becomes problematic in fulfilling their rights in that service. Based on this phenomenon, the researcher attempts to examine the legal sociology review of public services through the LAIKA application using Talcott Parsons' Structural-Functional theory. This theory views the involvement of other people in solving social problems being faced by certain groups of society.

The structural-functional theory recognizes four action functions, namely; (Adaptation, Goal Attainment, Integration, and Latency) often termed the AGIL scheme.³⁸ This theory also emphasizes order and ignores the conflict of change in society. Thus, society is a social system consisting of elements that are interconnected to create balance. Therefore, the changes intended must be evolutionary and not revolutionary.³⁹

According to Parsons, the absolute requirement for social resilience must be through the AGIL scheme.⁴⁰ As for the integration of the AGIL scheme (Adaptation, Goal Attainment, Integration, and Latency) in public services through the LAIKA application in Kendari City, the researcher explains below;

Adaptation is a system that overcomes external situations that tend to be dangerous. Thus, the system must first be able to adapt to its environment. Needs are a form of adaptation to the environment. The adaptation scheme aims to create a social life that can survive and adapt to its environment.⁴¹ The cyberphobic society's concerns about meeting its administrative needs are the result of the Kendari City government's policy of implementing public services through the LAIKA application. This public service makes it difficult for a cyberphobic society to take care of administrative needs because it is carried out using technological media facilities. Based on this, cyberphobic people adapt to their environment by looking for other alternatives to fulfill their administrative needs, such as asking other people to help and guide them in getting public services through the LAIKA application.

Goal Attainment is a system that describes the achievement of the main goal of a problem that will be resolved in social circles. By clarifying the main goal, the process of solving the problems being faced by society will be easy to carry out.⁴² Kendari City's cyberphobic society continues to fulfill administrative needs even though there are concerns and a lack of knowledge about operating the LAIKA application. This situation is based on the achievement of the main goal of administrative completeness, namely that cyberphobic people obtain their rights and receive protection from the government if a problem occurs at any time.

Integration is a system that formulates the components of one community's relationship with other communities. In that sense, the integration system manages the levels and strata of society with other societies.⁴³ The involvement of other people in helping to manage the administration of the cyberphobic society in Kendari City is proof that there are components of society that are intertwined with other communities. Sub-district employees and people who help the cyberphobic society to take care of administrative needs are not included in the community who have concerns and difficulties in operating the LAIKA application, but they are still involved directly in helping the cyberphobic society in assisting and fulfilling administrative needs. This condition shows the existence of levels and strata of society with other societies.

Latency is a system that has the function of maintaining, complementing, and improving the social values that apply and develop among social communities.⁴⁴ The cyberphobic society's efforts to ask for help from people who know how the LAIKA application operates in managing administration in Kendari City is a form of maintaining, complementing, and improving social values in the community. In this way, the latency function in maintaining harmonization among the people of Kendari City can be well maintained and maintained.

³⁸ Giuseppe Sciortino, "A Blueprint for Inclusion: Talcott Parsons, the Societal Community and the Future of Universalistic Solidarities," *American Sociologist* 52, no. 1 (2021): 159–77, <https://doi.org/10.1007/s12108-020-09470-0>.

³⁹ Andina Prasetya, Muhammad Fadhil Nurdin, and Wahyu Gunawan, "Sosietas Jurnal Pendidikan Sosiologi Perubahan Sosial Masyarakat Dalam Perspektif Sosiologi Talcott Parsons Di Era New Normal," *Sosietas* 11, no. 1 (2021): 1–12, <https://doi.org/https://doi.org/10.17509/sosietas.v11i1.36088>.

⁴⁰ Endah Ratnawaty Chotim, "Talcott Parsons' Sociological Perspective In Viewing Social Change In Society In The New Normal Era," *Ijd-Demos* 4, no. 1 (2022): 607–17, <https://doi.org/10.37950/ijd.v4i1.238>.

⁴¹ Tengku Hafinda and Zuhilmi, "Perubahan Sosial Dalam Perspektif Sosiologi Talcott Parsons: Sekolahnya Manusia Era New Normal," *Dicis*, 2021, 387–402, <https://doi.org/https://doi.org/10.47498/dicis.v1i1.1039>.

⁴² Chotim, "Talcott Parsons' Sociological Perspective In Viewing Social Change In Society In The New Normal Era."

⁴³ Prasetya, Nurdin, and Gunawan, "Sosietas Jurnal Pendidikan Sosiologi Perubahan Sosial Masyarakat Dalam Perspektif Sosiologi Talcott Parsons Di Era New Normal."

⁴⁴ Hafinda and Zuhilmi, "Perubahan Sosial Dalam Perspektif Sosiologi Talcott Parsons: Sekolahnya Manusia Era New Normal."

Cyberphobic Society: Public Services via the Laika Application in Kendari City from a Legal Sociology Perspective

Guided by the discussion above, researchers can conclude that the cyberphobic community continues to obey the administration even though it has limitations in operating the LAIKA application, indicating that there are legal implications that affect it. The legal implications are, namely; (1) Political juridical, namely that society obeys the law because the law is formed and programmed by authorized state institutions.⁴⁵ (2) Psychological, namely that people obey the law because there is public concern about legal sanctions if they do not obey the law⁴⁶. and (3) Economical, namely that people obey the law because they get economic benefits.⁴⁷

The three legal implications identify the reasons that influence Kendari City's cyberphobic community to continue to comply with administrative law. The public service program through the LAIKA application was created by a state institution so that it can build the confidence and trust of the cyberphobic community (political-legal implications). Finally, the community has taken advantage because it has completed administration (economic implications).

CONCLUSIONS

Public services through the LAIKA application in Kendari City have a double impact on society. Ease of access and time efficiency are positive impacts, while the difficulties and concerns of cyberphobic society in operating public services through the LAIKA application are negative impacts. Three social dynamics influence the administrative compliance of cyberphobic societies, namely; awareness of the cyberphobic society regarding the need to complete administration, fulfillment of the rights of the cyberphobic society towards the government which requires complete administration, as well as efforts to safeguard and care for the rights of the cyberphobic society in obtaining government protection. The human rights problem factor in the implementation of public services through the LAIKA application in Kendari City lies in its implementation and implementation because the government has not prepared the community to implement the service program. The view of legal sociology is that public services through the LAIKA application in Kendari City are a social phenomenon that requires the involvement of other people in solving the problems being faced. Based on this conclusion, this research is limited to discussing public services through the LAIKA application and the conditions experienced by cyberphobic society in fulfilling their administrative rights in Kendari City. Therefore, research does not provide comprehensive information regarding assessing the success of technology in developing human resources. Based on these limitations, it is recommended that further research be carried out as an effort to accommodate broader comparative aspects and find more varied data.

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⁴⁶ Supena, "Suatu Tinjauan Tentang Alasan Manusia Mentaati Hukum."

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