

Concept of Public Service in Indonesia (Literacy Analysis of Public Service Implementation in Indonesia)

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Abstract

Public service is a process of helping others in certain ways that require sensitivity and interpersonal relationships to create satisfaction and success. Every service produces products, both in the form of goods and services (Depdagri, 2004). While the main reference in the implementation of public services (Law No. 25 of 2009 on Public Service), it is explained that public services are activities or series of activities to meet the needs of services in accordance with the laws and regulations for every citizen and resident of goods, services, and / or administrative services provided by public service providers. Poor public service in Indonesia is no secret. Among the state apparatus still seems to complicate the service, so it appears if it can be complicated why it should be facilitated; if it can be slowed down why it should be accelerated; The affairs of the state cannot be finished by us alone, and so on. Such patterns and attitude patterns are certainly not in line. Public service is a basic function of government, as governments have historically existed and been held to meet the interests and needs of the community or its members. Public service is a product of public bureaucracy received by users and the public at large. Therefore, public services can be defined as a series of activities carried out by public bureaucratic institutions to meet various forms of needs and interests of user communities. The government basically has the basic function of service in accordance with the history of the formation of the state / government with the concept of the state as a night watcher, therefore the government is obliged to serve its people to meet various needs of the community, especially basic human needs such as security, peace, and others. In contrast to various service products in the form of goods that are easy in quality value, in terms of service products in the form of services that are not easy to be in the quality value. However, goods and services are often complementary or complementary to each other, making it difficult to separate from each other. A product in the form of goods is often accompanied by a service, such as car sales business accompanied by service services in the form of warranty and service. Likewise, service services are also often accompanied by the existence of goods services. For example, electricity installation services will certainly be accompanied by the installation of electricity poles and other supporting equipment. Service services are intangible goods, so they do not appear (intangible). Although the form is not visible, but in the process of its implementation can or can be observed and felt, for example a service can be judged to run quickly, slowly, pleasantly, difficult, cheap, or expensive in terms of cost.

Keywords

Concepts of public service; efficiency; and participatory



I. Introduction

Public service is a process of helping others in certain ways that require sensitivity and interpersonal relationships to create satisfaction and success. Every service produces products, both in the form of goods and services (Depdagri, 2004). While the main reference in the implementation of public services (Law No. 25 of 2009 on Public Service), it is explained that public services are activities or series of activities to meet the needs of services in accordance with the laws and regulations for every citizen and resident of goods, services, and / or administrative services provided by public service providers. Development is a systematic and continuous effort made to realize something that is aspired. Development is a change towards improvement. Changes towards improvement require the mobilization of all human resources and reason to realize what is aspired. In addition, development is also very dependent on the availability of natural resource wealth. The availability of natural resources is one of the keys to economic growth in an area. (Shah, M. et al. 2020)

Poor public service in Indonesia is no secret. Among the state apparatus still seems to complicate the service, so it appears if it can be complicated why it should be facilitated; if it can be slowed down why it should be accelerated; The affairs of the state cannot be finished by us alone, and so on. Such mindset and attitude patterns are certainly not in line with the current reform era, namely various efforts to improve the situation including public services.

In Indonesia, efforts to improve services have also long been implemented by the government, among others through Presidential Decree No. 5 of 1984 on Guidelines for Simplification and Control of Licensing in the Business Sector. This effort was continued by the Decree of the Minister of State for the Utilization of State Apparatus No. 81/1993 on Guidelines for Public Service Governance. To further encourage the commitment of the government apparatus to improve the quality of service, it has also issued Presidential Decree No. 1 of 1995 on Improvement and Improvement of The Quality of Government Apparatus Services to the Community. In the latest development has also been issued The Decree of the Minister of Finance No. 63 / KEP / M.PAN / 7/2003 on The General Guidelines for the Implementation of Public Services.

II. Research Method

This research uses a library research approach or literature study. To find data on literacy studies can refer to books, research journals that have been published both locally and internationally, scientific writings, research that has been done by others before and articles published in both magazines and newspapers. According to Lofplad (Lexy Moleong, 1984:47), the main data sources in qualitative research are words and actions, the rest is just additional data such as documents and others. This research has several characteristics that distinguish from other types of research, such as: natural background, humans as tools (instruments), qualitative methods, the existence of limits determined by phokus, descriptive and others.

III. Result and Discussion

3.1 Efficient Public Service

The Efficient Principle in the implementation of public services, defined as the best comparison between inputs and outputs in the implementation of public services. If the output is achieved with minimal input, it can be assessed the category "efficient". Input in the implementation of public services can be money, energy, time, and other materials used to produce output. That is, in terms of the price of public service implementation can be affordable economic capabilities of the community as recipients of public service results. People can get public services in a relatively short time, quickly and do not require much energy (inefficiency). By using the capabilities of modern technology, the process of implementing public services will be able to be done quickly and efficiently.

Implementation of the principle of efficiency in public services can be seen from the perspective of public service providers and public service users. From the perspektif of public service providers, public service organizations must always strive for cheaper service prices and there is no waste of public resources. Public services should involve as few employees as possible and be provided in a short period of time. From the perspective of public service users, public service will be achieved at a low cost, short time, and not much energy waste. For example, the creation of ID cards (Identity Cards) can be served online using information technology.

Other experience on the efficiency of public service implementation, according to Dwiyanti (2008; 148), that; In the city of Adelaide, Australia, there are examples of interesting cases regarding the process of renewal of driver's license (driver's license) and STNK (Vehicle Number Certificate). One week before the sim and STNK expire, the owner of the sim or STNK will be able to receive a new SIM or STNK. If he still needs a driver's license or STNK, he must pay to the Department of Transportation so that the driver's license or STNK is valid. Conversely, if the person concerned no longer needs a driver's license or STNK, he does not need to pay and consequently the driver's license or STNK he received had become unnecessary (applicable).

If we examine further, there is a contradiction between the implementation of public services in Indonesia and the implementation of public services in Australia, where in Indonesia shows the occurrence of conditions so "inefficiency" in the implementation of public services, and on the other hand seen a very efficient process in the implementation of public services in Australia. This condition can certainly be used as a comparison to improve the quality of public services.

3.2. Responsive Public Servants fficient Public Service

In the implementation of public services requires responsiveness to various problems, interests and needs of elements of society served by government elements. The principle of responsiveness or capture power is the ability of public service organizing organizations to identify all the needs of the community, prioritize the needs of the community / members, and develop it into the form of various programs to implement public services to its people. In essence, the main purpose of the implementation of public services is to meet all the interests and needs of the community, as Osborne and Gaeler (1996; 194), that.

"The main purpose of the implementation of public services carried out by government elements is to meet various forms of needs of public service users to obtain the desired and satisfactory public service. Therefore, public service providers must also be able to identify various forms of needs and wants of citizens, then provide public services

in accordance with the wants and needs of the citizens. Some management experts, such as Peters and Waterman, as well as Drucker and Deming, place the importance of listening to the aspirations of customers or users. They advise managers to bring their employees directly together with customers. Hewlett-Packard asks customers to create presentations that illustrate their needs.

To improve the responsiveness of public service organizing organizations to customer needs, there are two strategies that can be used, implementing the KTC strategy (know your customers) and implementing the model.

The following is specifically an empiris description of public service practices in Indonesia from three aspects, namely:

1. Service efficiency.
2. Service responsiveness.
3. Non-partisan service.

According to Rahyunir Rauf (2013;24), that; "It has become a common sight in the implementation of public services, there are many disappointments from the public as an element of public service recipients, generally mentioning public services in their implementation relatively, long, long, slow, and expensive."

3.3. Efficiency of Public Service

The principle of efficiency in the process of the implementation of public services can be defined as the best comparison between input and output elements. The input elements intended here can be cost, time, and energy. In terms of input, the process of implementing public services can be said to be efficient if the process of implementing public services uses cheap and not wasteful resources. It was further stated by Dwiyanto (2002), that; "Since the establishment of the regional autonomy policy until March 2, 2006, the Ministry of Home Affairs has received 5,054 regulations on local taxes, local levies, and third-party donations. After review, a total of 3,966 Perda entered the category worthy of implementation, 156 regulations need to be revised and 930 perda entered the category worth canceling. Of the regulations that deserve to be canceled, the Ministry of Home Affairs has canceled 506 perda and 24 regional regulations. The cancellation of the Regulation is done because it is contrary to higher regulations. Local tax levies overlap with the imposition of taxes carried out by the central government. For example, the plantation comoditas tax overlaps with the earth and building tax (UN), while the oil and gas processing tax collides with the added tax (VAT). The cancellation of the Regulation is also caused by the substance that is regulated is the authority of Pemda. For example, the latest and tera levy is carried out by the district / city government, even though it is the authority of the provincial government.

There are also local regulations on some that were canceled because they agreed with the principle of general interest in the administration of government, giving birth to economic disincentives that damaged patterns of trade, investment, consumer products, inhibited the inflow of goods between regions, thus causing high-cost economic costs. Cancellation of the regulation is also done because the arrangement is biased, for example set as a levy but the levy is like taxes. (Indonesian media, March 30, 2006, in Dwiyanto). Since the enactment of Law No. 22 of 1999 on Local Government, which was later updated with Law No. 32 of 2004 on Local Government, there have been many local regulations, especially in districts and cities that overlap so that there are not a few citations that result in double levies. The business world is difficult to develop because business actors not only face a long and convoluted bureaucracy, but also too much levy levies.

3.4. Public Service Responsiveness

The principle of bureaucratic responsiveness in a process of implementing public services to the demands and needs of the ever-evolving community waraga is still in the relatively low category. How low the responsiveness of the government bureaucracy apparatus to the various interests and needs of citizens, and the low rate of adoption of the use of technology (computers) to respond to the volume of work continues to increase. The response of government apparatus or elements of public service organizers to the interests and needs of the community as elements served in the process of organizing public services is still in the relatively low category, resulting in services provided to service users less in accordance with what becomes needs and interests.

The strategy implemented to increase the responsiveness of public services to citizens is through the institutionalization of citizen charters or public service contracts. Citizen charter is an approach to the implementation of public services by placing service users as the center of attention. In this case, the needs and interests of public service users should be the main consideration in the overall implementation of public services. Citizen charter has encouraged all public service providers and users and other stakeholders to jointly agree on the type, procedure, time, and cost of performing public services. This agreement should also be able to consider the balance of rights and obligations between providers and users of public services. Because the formulation of the agreement is done by involving citizen citizens of the user community, the citizen charter will be able to make it easier for public service providers to be able to know and understand all forms of interests and needs of citizens about the organization of public services.

In its implementation the process of implementing public services must be done without discriminating against public service users who in this case are elements of society. To be able to organize public services in a non-partisan manner or in a non-discriminatory form in the implementation of public services, there are three principles that must be held or implemented by the government apparatus, namely.

1. First, it is the basis of legal equality. Public service providers must be able to provide equal access for all citizens to obtain public services. Citizens can access public services without getting different treatment in the process of organizing public services, for example the provision of public services must be based on the number of incoming forms, not based on close relationships, positions, or even the satisfaction of paying outside of official fees (bribery).
2. The second is to apply the principle of neutrality of the government bureaucracy in the field of practical politics, which prohibits all civil servants from becoming members and/or administrators of political parties. The enactment of Government Regulation No. 5 of 1999 which was later refined with PP No.12 of 1999 needs to be strengthened again considering that the election of the head of the daerah is now carried out directly. The electoral system of regional heads directly provides the possibility of a conspiracy between bureaucrats and political parties. In the process of KDH elections in some areas, the bureaucratic element has become an effective tool to conduct campaigns and the deployment of public resources.
3. The third is to implement a bureaucratic code of ethics in the implementation of public services. Some things need to be done by government unusrs including providing strict and clear sanctions to employees who practice discrimination in the process of implementing public services, not imposing all forms of recommendation letters for public service dispensation, and prohibiting citizens of the user community to be able to provide "incentives" to public service providers with a form of threat of sanctions for both parties if breaking it.

IV. Conclusion

1. The concept of public service implementation as stipulated in Law No. 25 of 2009 on public services is quite good. It's just that in its implementation is still not ideal, because the concept is quite good it has not been supported by the threat of proper and appropriate punishment. As stated in Article 34 is ideal enough to provide rules on the conduct of professional public service implementers, but if further examined in Article 54 to 58 which regulates sanctions, none of the threat of punishment can be imposed on public service implementers who violate the rules of conduct of public service implementers as set forth in article 34. So that if the executor violates the ethics of conduct in the implementation of public services there are no punitive sanctions that can be imposed for violations of public service ethics.
2. The perspective of New Public Service and Good Governance is considered the most appropriate for the current conditions in addressing public problems in Indonesia. The strategy implemented to increase the responsiveness of public services to citizens is through the institutionalization of citizen charters or public service contracts. Citizen charter is an approach to the implementation of public services by placing service users as the center of attention. In this case, the needs and interests of public service users should be the main consideration in the overall implementation of public services. Citizen charter has encouraged all public service providers and users and other stakeholders to jointly agree on the type, procedure, time, and cost of performing public services. This agreement should also be able to consider the balance of rights and obligations between providers and users of public services. Because the formulation of the agreement is done by involving citizen citizens of the user community, the citizen charter will be able to make it easier for public service providers to be able to know and understand all forms of interests and needs of citizens about the organization of public services.

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