
Forms of Citizens' Participation toward Public Service Supervision in Central Java

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ABSTRACT:

The participation of citizens in the supervision of public services is very crucial, but often citizens as those who have the right to obtain good public services have less understanding and less concern about the public services that they receive. In Central Java, there are representatives of the Central Java Ombudsman as a public service supervisory agency seeks to encourage citizen participation in the supervision of public services. In this study, we explore the forms of citizen participation toward public services' supervision in Central Java. This research uses qualitative method by using observation data collection technique, interview and documentation. Inform an of this study are the citizens who have been given training about the supervision of public services by Central Java Ombudsman representative. There are several points as the results of the study on the participation forms in the public service supervision conducted by citizens; those are; a) Provide feedback, b) Reports, c) Public service standards evaluation, d) Policy implementation supervision, e) Sanction supervision; f) Socialization. The researcher suggests Central Java citizens participation in public service supervision must continue to be pushed and maximized.

KEYWORDS: *Forms of citizens' participation, Public service supervision, Central Java, Good public services*

1. INTRODUCTION

Participation of citizens in the supervision of public services is truly important, but often citizens as those who have the right to obtain good public services are less understand and less concern about the public service they received, even they are afraid to report if they find poor service in public . In fact, it is often considered as the common customs of citizens by giving some amount of money to public service providers. Citizens do not realized that those are included as illegal fees that public service providers are not allowed to get. The maladministration act in public service must be eliminated, according to Hendra Nurtjahjo (2003: 4) in general, maladministration is defined as behavior or act against the law and ethics in a process of public service administration, which includes abuse of authority / position, negligence in action and decision making, neglect of legal obligations, undertake delays, discriminatory acts, reward requests, and others which can be judged to be equivalent to such errors. Citizen participation in the oversight of public services should continue to be encouraged. Imawan reveals that participation is the most important feature of democracy. It means if there is no participation, there is also no democracy. Without the participation of impossible policy products issued by the government can meet the sense of justice of its citizens. According to Imawan (2003: 4-5) there are three aspects of participation; a) There is equal opportunity for every citizen to express his views and interests in the policy formulation process; b) There is an opportunity to fight for such

views and interests both individually and collectively; c) There is the existence of equal treatment, especially from the ruling government, against the views and interests championed by its citizens.

A good public service should be accompanied by citizens' supervision. There is a problem which is often faced in public service. It is about the government apparatus in Indonesian bureaucracy who is assigned to provide good public service for all citizens who is not aware about his position as the public servant, not social elite who ask for community service. (Sulistiyani & Keban, 2004: 17). Government Regulation Number 96 of 2012 as the implementation of Law Number 25 of 2009 on public service in Indonesia mentioned that there is a proportion of access and categories of community groups in tiered services, and the participation of the community in public services provision. In public service, there is an integrated service system implemented with some aims; a) providing protection and legal certainty to public; b) providing closer service to the community; c) shortening the service process; d) realizing a fast, easy, inexpensive, transparent, secure and affordable service process; and e) providing wider access to the community for services. (Komarudin, 2014: 13). This shows the great importance of citizen participation in public services, the providers of public services should engage citizens in the implementation of public services as an effort to build a fair, accountable and transparent public service system.

Central Java is one of the provinces in Indonesia which has some representatives of Ombudsman. The Central Java ombudsman representative as a public service supervisory agency seeks to encourage citizen participation in the supervision of public services. Citizen participation in public services is carried out in various forms. The forms of citizen participation in the implementation of public services in Central Java are further explored in this study.

2. RESEARCH METHODS

This research uses qualitative methods. Qualitative research method is a research method based on post-positivism philosophy, used to examine the condition of natural objects, (as the law is experimental) where the researchers are as a key instrument, the sampling of data sources conducted by purposive and snowball sampling, collecting data techniques uses triangulation (combination), data analysis is inductive / qualitative, and the results of qualitative research more emphasize the meaning of the generalization. (Sugiyono, 2013: 15). Data collection methods in this study uses data collection techniques in the form of observation, interview and documentation. The observations carried out in this study are the observation of how citizens who have been trained by the Ombudsman exercise participation in the public services supervision. This research also apply interview to some informants. The first informant is Executive Ombudsman Chairperson Representative of Central Java as someone who knows about citizen participation forms in public service supervision. The second informant is Ombudsman Assistant Representative of Central Java from Participation Community Division, and Ombudsman Assistant of Central Java from Detection and Report Completion Division. Other informants are citizens who have been trained by Central Java Ombudsman Representative known as "*Konco Ombudsman*". Subsequent data collection techniques are documentation. The documentation is obtained from many activities which include the citizens' participation in public services supervision in Central Java.

3. RESULTS AND DISCUSSION

The absence of certainty about the time frame in service process, the absence of cost certainty, the absence of clarity of the requirements used in the service, and less professional service are the problems of public services in Central Java. These problems need to be solved by doing some improvements of the public services supervision in Central Java. Citizen as service user has the right to get good public service. Citizens are not only customers but have obligations to engage in the supervision of public services.

Forms of citizen participation in public services supervision in Central Java are as follows:

a. Providing inputs (critics and suggestions)

The inputs are given to the public service providers. These can be done by providing critics and suggestions in the suggestion boxes provided by the public service providers. In this case, the Central Java citizens can also give the input through the contacts provided by public service providers.

b. Reports

Maladministration related to the implementation of public services are reported to the head of the public service delivery unit. The head of the public service provider shall deliver any report or citizen's complaint about dissatisfaction in the provision of services in accordance with their authority. If the public service delivery unit does not respond to the settlement of the issue of public supervision or the citizen has not been satisfied with the report, it can be reported to the Ombudsman Representative of Central Java. The Central Java citizen can also assist someone who is experiencing maladministration to report the problem to the appropriate institution. There are several forms of the report as follows; a) Come directly or face to face report ; b) Report via letter; c) Report via grievance box; d) Report via telephone; e) Report via SMS, f) Report via Website; g) Report via electronic mail; h) Report via complaint application; i) Report via mass media, and j) electronics; k) official social media; l) Proactive program (*Program jemput bola*).

c. Evaluation of the public service standards implementation

As citizens, we are entitled to evaluate the implementation of public service standards using public service standard evaluation surveys that can be filled by citizens. Leaders of public service providers must periodically conduct an evaluation or checking toward the service performance in their own environment. The evaluation activities are carried out continuously and the results are periodically reported to the top managers of their respective administrations. The public service providers who have done the job well are needed to be awarded. In contrast, the public services providers whose performances are considered not in accordance with the citizens' expectation should continue to make improvements.

d. Supervision of the policy implementation

The supervision of the policy implementation is carried out since the policy is made. The role of citizens is stipulated in 20th paragraph of Law number 25 on public service which say "a policy related to public services is no longer determined and decided by competent officials and parties but must be carried out by procedures that involve the community either directly

or indirectly". Citizens carry out the surveillance since policies on public services are made, established, and realized. Supervision is conducted on the realization of public service standard policies that have been made. The Central Java citizens can monitor the agreed-upon policies. The policy is based on public service standard that has become the policy of public service providers.

e. Monitoring on sanctions imposition

Monitoring is done by citizens in Central Java by guarding the sanction imposition toward the public service providers who are not in accordance with existing public service standards. The form of citizens' supervision is providing support to public service providers to solve public complaints both direct complaints and complaints submitted through external agencies.

f. Socialization

Citizens in Central Java who have trained by the Ombudsman participated in the socialization activities conducted by the Ombudsman. The socialization was conducted to be revealed to all the Central Java citizens as a whole in various activities such as socialization via radio broadcast or through special events such as Ombudsman's birthday event or socialization to the inner people of the Central Java Ombudsman Representative. The citizens who participate in socializing and educating other citizens about Law Number 25 of 2009 regarding public services and awareness to care for the supervision of public services. The socialization is also in the form of informing the public in delivering complaints to the appropriate agencies. Then, it is also about the socialization of public service information to the public. The socialization is also about giving explanations to the public regarding the obligations and rights of the citizens as users of public services and the rights and obligations of the service providers. Another thing to do is to spread knowledge about public services.

The forms of citizen participation in public service above are in accordance with the theory of Komarudin (228: 2014), the community is given the opportunity to be involved in the process of public service delivery which includes the preparation of public service policies, the preparation of public service standards, supervision and evaluation of public service delivery, and giving awards. Public participation in public services is delivered in the form of inputs, responses, reports and / or complaints to the organizers and related parties with the provisions of legislation or through mass media. Furthermore, the operator shall inform the public about the follow-up of the submission of such input, response, report and / or complaint. Citizen participation in public scrutiny in Central Java can provide benefits in the supervision of public service delivery. The organizers of government can be more familiar with their citizens along with their ways of thinking and living habits, the problems they face, their suggested solutions, contribution in solving problems encountered and so on.

Public service providers can also get an opportunity to improve the services provided while improving the quality of public services. It is about the application of the democracy principle to abolish the abuse of authority by the public service apparatus.

4. CONCLUSIONS AND SUGGESTIONS

Conclusion

Citizen participation in public service supervision is essential. In Central Java, there are citizens who have been trained by the Central Java Ombudsman Representative. Forms of participation in the public service supervision which they do are as follows; a) Providing feedback, b) Reporting, c) Evaluating the public service standards, d) Supervising the policy implementation, e) Monitoring the sanctions imposition ; f) Doing socialization.

Suggestion

The participation of citizens in the public service supervision in Central Java should be encouraged and maximized. The quality improvement of public services should be accompanied by the participation of citizens. All of the Central Java citizens also must have leadership commitment, mind-set change, and cultural-set change.

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