

Legal Basis for The Role of Supervision in Improving the Quality of Public Services

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Abstract: *Public services play an important role in community life because they are directly related to the quality of life of citizens. Strong and continuous oversight serves as a guarantee for public services with transparent, efficient, and effective values. In this research, the aim is to enhance the understanding of the role of supervision in achieving improved quality of public services in Indonesia by highlighting the importance of transparency, accountability, and the prevention of maladministration and corruption. This research uses the literature study method, which includes analysis of various legal references and literature related to public oversight. The research results show that public service oversight occurs through embedded functional oversight and community participation. Law No. 25 of 2009 and Law No. 30 of 2014 provide a clear legal basis for the supervision of public services. In addition, institutions such as the Ombudsman and the Financial Supervisory Agency (BPK) also play an important role in ensuring service quality through external oversight. However, various challenges such as limited resources, complex bureaucracy, and resistance from government officials hinder the effectiveness of oversight. Therefore, it is recommended that the government develop more proactive policies, strengthen regulations, and involve the community in oversight by utilizing information technology to enhance transparency and efficiency. Strengthening complaint and feedback mechanisms is also important to enhance accountability and the quality of public services.*

Keywords: *Public Services, Legal Basis, Service Quality*

Abstrak: Pelayanan publik memiliki peran penting dalam kehidupan bermasyarakat, hal tersebut dikarenakan adanya kaitan secara langsung terkait kualitas hidup warga negara. Pengawasan yang kuat serta berkesinambungan menjadi sebuah jaminan dari suatu layanan publik dengan nilai yang transparan, efisien serta efektif. Dalam penelitian ini memiliki suatu tujuan yaitu agar bisa menambah pengetahuan dari peranan pengawasan untuk bisa mewujudkan kualitas sebuah pelayanan publik yang meningkat di Indonesia dengan menyoroti pentingnya transparansi, akuntabilitas, dan pencegahan maladministrasi dan korupsi. Penelitian ini menggunakan metode studi pustaka, yang meliputi analisis terhadap berbagai referensi hukum dan literatur terkait pengawasan publik. Hasil penelitian menunjukkan bahwa pengawasan pelayanan publik terjadi melalui pengawasan fungsional yang tertanam dan partisipasi masyarakat. Undang-Undang No. 25 Tahun 2009 dan Undang-Undang No. 30 Tahun 2014 memberikan landasan hukum yang jelas dalam pengawasan pelayanan publik. Selain itu, lembaga seperti Ombudsman dan

Badan Pengawas Keuangan (BPK) juga berperan penting dalam menjamin kualitas layanan melalui pengawasan eksternal. Namun, berbagai tantangan seperti keterbatasan sumber daya, birokrasi yang rumit, dan penolakan dari pejabat pemerintah menghambat efektivitas pengawasan. Oleh karena itu, disarankan agar pemerintah mengembangkan kebijakan yang lebih proaktif, memperkuat peraturan, dan melibatkan masyarakat dalam pengawasan dengan memanfaatkan teknologi informasi untuk meningkatkan transparansi dan efisiensi. Penguatan mekanisme pengaduan dan umpan balik juga penting untuk meningkatkan akuntabilitas dan kualitas layanan publik.

Kata kunci: Pelayanan Publik, Dasar Hukum, Kualitas Pelayanan

Introduction

Public services have a very important role in social life, because they are directly related to the quality of life of citizens. Therefore, public services must be carried out effectively, efficiently and transparently in order to meet the expectations and needs of the community. However, the achievement of quality public services cannot be separated from the role of strong and continuous supervision. Supervision serves to ensure that every public service policy and practice runs in accordance with the principles of fairness, transparency and accountability.

Public service activities, related to efforts to fulfill public services in meeting the needs of citizens need in accordance with the appropriate laws and regulations, such public services as services, goods and administration (Regina, 2021). The quality of public services is an important factor that cannot be offered anymore. This is a response to the increasing needs and needs for responsive and efficient services. As customers, people demand fast and precise services in accordance with technological advances. Therefore, complicated, slow, and inefficient bureaucratic procedures must be abandoned. This reality is a challenge for government officials as public servants in meeting these expectations and needs.

According to (Aulia, 2021) stated in Law No. 25 of 2009 related to public services, which has the meaning in it that the presence of high-quality public services is due to a policy in a supervision that has been contained in a regulation based on government governance. Public Service itself is an activity or series of activities in the context of fulfillment of service needs in accordance with statutory regulations for every citizen and resident of goods, services, or administrative services provided by public service providers. Although the provisions have clearly and explicitly regulated the definition of Public Services, violations still apply to almost every institution implementing Public Services, starting from the realm of Ministries to Villages / Sub-districts, even down to the RT / RW and neighborhood levels (Tommy, 2017).

Supervision in the public sector, carried out by various supervisory bodies such as the Ombudsman, the Supreme Audit Agency (BPK), and other government agencies, has a role as a means of control to find and avoid irregularities or abuse of

authority in service delivery. Through proper supervision, the government can ensure that public services are not only implemented in accordance with procedures and services are not only carried out in accordance with procedures and rules, but also emphasize quality improvement and public satisfaction. Law Number 30 of 2014 concerning Government Administration provides a firm legal basis regarding the supervisory duties of state administration, including public services.

Research Methods

This research uses the literature study method by identifying and analyzing from several sources that have information, these sources such as scientific journals, articles, and books that have links to the theme of this research, namely the legal basis of the role of supervision to be able to improve the quality of public services. The purpose of the literature study is to be able to understand several types of journals, articles or books that are used as references by being used as previous research that has themes and discussions similar to this research (Jayanti et al., 2022).

The research process begins with topic identification, followed by a search for relevant references, as well as critical analysis of findings from various sources to inform and provide a deep understanding that integrates the relationship between supervision and public service quality. Constructive value is expected to be a recommendation in the literature study to improve the effectiveness of supervision in the context of public services.

Results and Discussion Concept of Supervision

In KMPAN Decree of the Minister of State Apparatus Empowerment) No. 63/KEP/M.PAN/2003 which discusses general guidelines for an activity in the implementation of public services, as well as functional supervision programs and supervision involving citizens in it and close supervision can be carried out with public services. The definition carried out directly by a leader by paying attention to the rules and regulations listed in the legislation is the definition of close or inherent supervision. (Betty, 2020). The supervisory function in public services includes several important aspects:

1. Ensuring Service Quality: Oversight aims to ensure that public services meet established quality standards.
2. Preventing Maladministration: With supervision, it is expected to prevent irregularities or maladministration in service delivery (Jayanti et al., 2022).
3. Providing Recommendations: Supervisors can provide recommendations for improvement to service providers based on findings during the supervision process.
4. Increase Accountability: Supervision also serves to increase the accountability of service providers to the community.

Legal Basis for Supervision in Public Services

Supervision of public services in Indonesia has a clear and detailed legal basis, which aims to ensure that the delivery of public services takes place in a transparent, accountable and efficient manner. One of the main foundations governing oversight in public services is Law No. 25/2009 on Public Services, which emphasizes the importance of oversight to improve the quality of services to the public. This law regulates the public's right to obtain good services and urges supervision to maintain optimal public service quality standards.

Likewise, Law No. 30 of 2014 which states that a government administration provides a legal basis related to public administration supervision, including the government's obligation to carry out internal supervision to be able to realize governance in the form of good government or can be said to be clean and good.

The Ombudsman of the Republic of Indonesia is an institution that plays an important role in the oversight of public services. After the role of the law. The Ombudsman is tasked with monitoring, assessing and following up on public reports related to services that are deemed lacking in meeting a standard or legal provision. In Law No. 37 of 2008 article 2 which lists regulations related to the ombudsman, the statement in it is about the affirmation that the ombudsman is a state institution that has an independent nature and is free from organic relationships related to agencies and institutions bound to the state. In addition, in carrying out its duties and responsibilities there is no continuity with the authority of a power or other leadership power (Ayu, 2013).

Examination of financial management and responsibility has an important role with the supervision of public services, as recorded in Law No. 15 of 2004 and Law No. 17 of 2003 related to state finances, especially related to the management of the state budget. The purpose of the Supreme Audit Agency or commonly referred to as (BPK) in carrying out supervision is to obtain definite results regarding the use of public funds in the delivery of public services and to be able to streamline and be able to streamline properly in accordance with applicable legal provisions.

The Role of Supervision in Improving the Quality of Public Services

1. Oversight to Improve Transparency and Accountability

Effective oversight in the public service sector plays an important role in improving transparency and accountability. With clear and systematic oversight, every action taken by public officials can be accounted for to the public, which allows the public to evaluate government performance. This is in line with Law No. 14 of 2008 on Public Information Disclosure, which emphasizes the public's right to obtain relevant information (Ministry of Industry of the Republic of Indonesia, 2022).

This transparency provides space for the public to access relevant information about policies and service delivery, thereby promoting public trust in government. In addition, accountability in the management of public resources will ensure that decisions and the use of the budget are carried out in a manner that is in accordance with the principles of good governance. Research shows that public participation in oversight can strengthen government accountability and increase public trust in the government system (Mardalena et al., 2024).

2. Oversight to Prevent Corruption and Abuse of Authority

Corruption and abuse of authority are two major challenges that often hamper efforts to improve the quality of public services. Effective oversight serves as the main bulwark in preventing these two phenomena from occurring. With transparent oversight, both internal and external, every activity related to budget management, resource utilization, and decision-making can be closely monitored.

Internal supervision is one of the important aspects in improving the quality of public services. This includes supervision by direct superiors and functional supervisors who are tasked with evaluating the performance of civil servants (PNS) in providing services to the community. This performance evaluation is regulated in the Minister of Administrative Reform and Bureaucratic Reform Regulation No. 17/2017, which includes six aspects of assessment: service policy, professionalism of human resources (HR), infrastructure, public service information system, consultation and complaints, and service innovation. By conducting regular internal supervision, it is hoped that service providers can improve the quality and efficiency of services provided to the community (Upi, 2020).

In addition to internal oversight, external oversight is also very important to prevent corruption and abuse of authority. External oversight is carried out by the public, the Ombudsman, and legislative bodies such as the DPR and DPRD. The public has a crucial role as a watchdog who can provide reports or complaints regarding dissatisfaction with public services. The Ombudsman of the Republic of Indonesia is tasked with handling public complaints and ensuring that public service delivery is in accordance with established standards. In this context, community involvement in the monitoring process is very important to create accountability and transparency (Upi, 2020).

3. Supervision to Improve Effectiveness and Efficiency of Services

Oversight also plays an important role in improving the effectiveness and efficiency of public services. Evaluating agency performance on a regular basis allows supervisors to identify areas for improvement and make recommendations for improvement. For example, the implementation of the One Stop Integrated Service System (PTSP) is an effort to improve the efficiency of the licensing process

in various government agencies. In today's digital era, the use of information technology has also become part of modern supervisory strategies. E-Government allows the government to provide services online, thus not only easing access for citizens but also increasing transparency in administrative processes. Electronic information systems make it easier for citizens to monitor the use of budget funds and the implementation of government programs.

Challenges in Public Service Oversight

Monitoring of public services is an important aspect for governments to ensure that the services they provide to the public function properly and meet set standards. In practice, however, there are various challenges and obstacles that hinder the effectiveness of such oversight. One of the biggest challenges in public service oversight is the lack of adequate human resources.

Many government agencies do not have enough staff to conduct effective supervision. As a result, supervision becomes less than optimal because the limited number of employees cannot cover all areas to be supervised. In addition, the lack of training and development of supervisory staff is also an obstacle because employees cannot carry out their supervisory duties properly without adequate knowledge and skills.

Constraints in Supervision Implementation

Without strong commitment and support from leaders, monitoring efforts are often neglected. Leaders who do not understand the importance of oversight may result in less budget and resources being allocated to oversight activities. In addition, political pressure can also affect the independence of oversight. Supervisory staff may feel pressured not to report findings that could harm certain parties, thus reducing the effectiveness of their supervision (Paramadina.ac.id, 2023).

Factors that hinder the effectiveness of supervision

Other factors that hinder the effectiveness of public service supervision:

- 1) Complicated bureaucracy, the oversight process is often hampered by a complicated bureaucracy. This can delay decisions and actions needed to improve public services.
- 2) Lack of transparency, without transparency in the public service process, it is difficult for the public to know whether the services provided meet the set standards. Lack of transparency can also impact on the accountability of service providers.
- 3) Low Public Participation, Public participation in the oversight of public services is very important. But often ordinary people are not involved in the monitoring process so that their voices are not heard. As a result, people will feel dissatisfied with the services provided.

- 4) Inadequate information systems, Effective supervision requires accurate data and information. However, many government agencies still have inadequate informationsystems, making it difficult to collect and analyze the data needed for surveillance.
- 5) Unsupportive organizational culture, an organizational culture that does not supportsurveillance can reduce the effectiveness of surveillance. If employees feel that theirsupervision is not valued or is a burden, they may not take their supervisoryresponsibilities seriously. (Mufidatul. 2023)

The Role of the Public in Public Service Oversight

Community involvement in monitoring public services can be seen as a manifestation of their efforts to ensure that the services provided by the government are in line with the expectations and needs of the community. This supervision has enormous significance, considering that the community is the party that feels the benefits or impacts of public services carried out the most. Therefore, public participation in supervision is needed to realize a government system that is clean, accountable, and responsive to the aspirations of the community. Within the legal framework, the role of the community in public service oversight is defined by a number of provisions in relevant laws and regulations. One of the legal bases underlying public participation in oversight is Law No. 25/2009 on Public Services, which emphasizes that citizens have the right to obtain clear information about services provided and the right to file an objection if the service does not meet predetermined standards.

The public can conduct supervision using various methods, including participating indeliberative forums, providing criticism and suggestions through social media, and reportingdirectly to the authorized agency. With the active participation of the community, public service delivery agencies will be more motivated to improve the quality of services they provide. Research shows that community involvement in the oversight process can bring about a significant increase in transparency and accountability in public service delivery (Ayuningtyas, 2023).

Community Participation in Monitoring

Community participation in supervision is a very important aspect of creating quality publicserves. The community not only plays a role as beneficiaries of public services, but also has a role as supervisors who can provide input or constructive criticism. In this context, community participation can be done through various means, both formal and informal.

Formally, the public can participate in oversight through various forums or oversight meetings held by the government or state institutions. These forums provide opportunities for the public to ask questions, make suggestions, or report

problems they encounter with public services. For example, every government agency often organizes public hearings (RDP) or deliberations that are useful regarding a citizen's opinions and complaints directly about the quality of services provided. This participation is important for the government to know a problem and find a solution.

Information technology can be utilized in indirect participation activities by the public. With advances in technology, people are now able to submit criticisms or complaints through social media, complaints applications, or government websites that offer a place for people to express their opinions. This makes it easier for people to engage in oversight without the need to attend formal forums in person. Such participation is crucial to ensure that all levels of society, without exception, can provide useful input to improve public services.

Complaint Mechanism and Feedback from the Community

Complaints and feedback mechanisms from the public are an important tool in monitoring the quality of public services. These complaints serve as a channel for citizens to convey any complaints that occur and problems that befall them related to public services. An effective grievance mechanism can help the government to see firsthand the nature of the problem and to take immediate corrective action.

One of the legal bases underlying public complaints related to public services is Law Number 14 of 2008 concerning Public Information Disclosure which outlines that every community or citizen has a right to obtain information about government policies, and has the right to file complaints about services received. Likewise, Law No. 25/2009 on Public Services regulates the government's obligation to provide a complaint mechanism that can be used by citizens easily. This complaint service can be in the form of a call center, online complaint application, or through the complaint office available at each agency. The feedback received from the public through complaints is very valuable for the government in evaluating the quality of public services provided. The feedback will provide an overview of service aspects that need to be improved, whether in terms of procedures, time, or the quality of human resources related to service delivery.

Policies and Solutions to Improve Oversight in the Public Service Policy Recommendations for Government and Supervisory Institutions

The government needs to take strategic steps to strengthen oversight in the public service. One of the key recommendations is to develop more proactive policies in ensuring accountability of public officials and service institutions. The use of information and communication technology (ICT) can be a very effective tool in optimizing oversight. E- Government systems, for example, can increase transparency by allowing the public to directly access public information, as well

as provide reports or complaints that can be directly processed by oversight institutions. In addition, strengthening regulations relating to the oversight of public services, including in terms of budget governance and the use of public resources, is also urgently needed.

Implementation of Clear Service Standards: The government needs to set clear and measurable public service standards. This is important to provide a reference for service providers in providing quality services. According to Imanuddin (2024), public service standards must be transparent and known by the public in order to protect their rights in receiving services.

Community Empowerment: Involving the community in the monitoring process is a strategic step. Active community participation can be done through public consultation forums and easily accessible complaint applications. Research shows that community involvement can improve the accountability of service providers (Ida, 2004).

Use of Information Technology: The use of information technology in public service oversight can improve efficiency and transparency. Information technology-based applications, such as management information systems, can assist in monitoring the performance of service providers in real-time. **Periodic Evaluation:** Conducting periodic evaluations of the performance of public service providers is essential to identify problems and make necessary improvements. This evaluation should involve feedback from the public to get a comprehensive picture of service quality (Paramadina.ac.id, 2023).

Solutions to Overcoming Challenges in Supervision

Despite the launch of various policies, oversight of public services still faces a number of challenges, both in terms of institutional, budgetary and social aspects. One of the biggest challenges is the limited budget allocated for supervision, as well as the limited capacity of supervisory institutions in carrying out their duties. One solution that can be implemented is the use of information technology to improve the efficiency and effectiveness of supervision. Application-based systems and web portals can make it easier for the public to submit complaints and get quick feedback from supervisory institutions.

Another challenge that often arises is resistance from government officials who consider supervision as a threat to their authority. One solution to overcome this is to build a culture of transparency and accountability within government agencies.

Conclusion

Public services play a crucial role in improving people's quality of life, and to achieve effective, efficient, and transparent services, strong and continuous oversight is essential. Regulations, such as Law No. 25/2009 and Law No.

30/2014, provide a clear legal basis for oversight in the public service, emphasizing the importance of accountability, transparency and public participation.

Through effective oversight, the government can prevent maladministration, improve accountability, and promote transparency in the management of public resources. However, challenges such as a lack of human resources, leadership support, and an organizational culture that does not support oversight remain significant obstacles. Therefore, community involvement in oversight is crucial, where people not only act as beneficiaries, but also as active watchdogs.

Recommendations for the government and oversight agencies include developing more proactive policies, implementing clear service standards, empowering communities, using information technology, and periodically evaluating the performance of service providers. With these measures, it is hoped that oversight in the public service can be improved, which in turn will improve service quality and give citizens more confidence in government. Overall, supervision that is considered to meet the standards and can be said to be good is supervision that not only focuses on how to improve the quality of public services but is able to create a government that is cleaner, accountable, and responsive to the needs of the community.

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