

Upholding the Values of Justice for Citizens' Rights in Public Services

Adibah Nabila Syifa Haidar¹, Mei Linda Mughniyanti², Melisya Dwi Asfiantika³, Rahadatul Aisy⁴

adibahhaidar@gmail.com¹, meilinda.mm04@gmail.com²,
melisya2106@gmail.com³, aisyr8982@gmail.com⁴

UIN Siber Syekh Nurjati Cirebon

Abstract: *This research seeks to investigate how the incorporation of justice values in the provision of public services can impact citizens' rights. The primary issue identified is the disparity in access to and quality of public services among different community groups. To address this objective, the research employs a qualitative approach using case study techniques. Data is gathered through in-depth interviews with stakeholders, including government officials, service providers, and community service users. Additionally, an analysis of documents related to public policy was conducted to enhance the research findings. The research findings indicate that the application of justice values in public services is not yet optimal. Many citizens, especially those from marginalized groups, face difficulties in accessing the services they require. Programs that do not take into account the social and economic context are often ineffective. However, there are instances where regions have successfully implemented justice principles, leading to improved access and quality of services through community participation in decision-making.*

Keywords: Justice, citizen rights, public services

Abstrak: Tujuan penelitian ini adalah untuk mengetahui bagaimana hak-hak warga negara dapat dipengaruhi oleh penerapan nilai-nilai keadilan dalam akses pelayanan publik. Adanya perbedaan dalam kualitas pelayanan publik yang diterima oleh berbagai kelompok masyarakat adalah masalah utama yang diidentifikasi. Untuk mencapai tujuan tersebut, penelitian ini menggunakan pendekatan kualitatif dengan teknik studi kasus, di mana data dikumpulkan melalui wawancara mendalam dengan pemangku kepentingan, termasuk pejabat pemerintah, penyedia layanan, dan masyarakat pengguna layanan. Selain itu, analisis dokumen terkait kebijakan publik. Hasil penelitian menggambarkan penerapan nilai-nilai keadilan dalam pelayanan publik masih belum optimal, dengan banyak warga negara, terutama dari kelompok marginal, mengalami kesulitan dalam mengakses layanan yang mereka butuhkan. Program-program yang dirancang tanpa mempertimbangkan konteks sosial dan ekonomi sering kali tidak efektif. Namun, terdapat contoh positif dari daerah yang berhasil menerapkan prinsip keadilan, di mana partisipasi masyarakat dalam pengambilan keputusan meningkatkan akses dan kualitas layanan.

Kata Kunci: Keadilan, hak warga negara, pelayanan publik.

Introduction

The independence experienced by Indonesia is an entry point in the seriousness of realizing development in all fields. One of the measures used in the development of a country is the quality of public services or public service management. The public service in question is the state present to provide services to citizens fairly and evenly.

However, public services still have many weaknesses under the current conditions in the implementation of public services. First, the weaknesses of the implementation of public services include being unresponsive, uninformative, unavailable, uncoordinated, bureaucratic, unwilling to listen to complaints, suggestions, or aspirations of the community, and inefficient. The two main human resource weaknesses are professionalism, competence, empathy, and ethics. (Wahid 2017).

The importance of upholding the values of justice in public services cannot be underestimated. Public services are one form of the state's responsibility to fulfill the rights of its citizens, including access to decent and quality services. Every individual, regardless of social, economic, or cultural background, has the same right to receive fair and equal public services.

Justice in public services includes basic principles such as equality, transparency, and accountability. When access to public services is not carried out fairly, it will create dissatisfaction in the community, worsen social inequality, and reduce public trust in the government. Therefore, upholding the values of justice is crucial to ensure that every citizen can feel the benefits of public services equally. The application of justice values in public services does not only mean fulfilling basic rights but also creating an environment that supports public participation in the decision-making process. Thus, the government needs to develop policies and practices that focus on strengthening citizen rights and responding to community needs and aspirations effectively. Through this approach, it is hoped that public services can be created that are not only of high quality but also fair, so as to build public trust in the government.

In this context, effective and inclusive public services are essential to build public trust in the government. Injustice in access to public services can lead to dissatisfaction, marginalization, and social conflict. Therefore, efforts to create a transparent, accountable, and responsive system to the needs of the community are very crucial. Providing public services quickly and accurately in the era of information and globalization that is so rapid and fast, is absolutely necessary to be implemented because if not, it will give rise to social unrest, even national disintegration which will ultimately lead to division and destruction of the nation and state. (Andhika, 2018).

For reference, the Universal Declaration of Human Rights (UDHR) 1948 document underlines that everyone has the right to an adequate standard of living, including access to public services. In addition, the book "Social Justice in the Liberal State" by John Rawls also provides a deep framework for thinking about the importance of justice in the distribution of resources and services in society.

Citizens have rights and obligations, one of which is to participate in public services. Forms of citizen participation in the supervision of public services, especially in public services in the fields of education and publication can be done in various ways. The term participation means participation, where a

number of parties play a role in an activity. In this case, there are several important elements included in the concept of participation, including:

First, in the study of participation, not only physical involvement but also mental and emotional ideas and feelings are examined. Second, participation can be utilized to inspire individuals who bring their skills to group settings, allowing their initiative and critical thinking to emerge and be focused on the objectives of the group. Third, participation implies that individuals take part in and bear accountability for organizational operations. This demonstrates that an individual's sense of responsibility for completing a task increases with more psychological involvement with the work. (Abdullah, 2018).

Research Methods

A reference study, also known as a reference list, is a series of initiatives related to reference collection, reading, and writing, as well as processing analysis purposes. This method is used in writing this article to collect data to uncover the topics discussed (Zed, 2003).

This method does not involve direct field data collection but uses existing literature or references to answer research questions. Based on this, therefore, the collection of references in the analysis activity is carried out by studying and reviewing a number of journals, books, and documents (printed or online) along with several data sources and other evidence that are considered relevant and credible to the object of study. Researchers search for sources through several stages. The first step is to identify the research problem. Furthermore, literature searches by collecting relevant written sources, these sources can be obtained from libraries, online databases, and other trusted sources. After the literature has been collected, it is important for the evaluation and selection of references, only references that are credible and relevant to the selected topic. The next step is analysis and synthesis, at this stage, the references that have been collected, then synthesize the information to gain a deeper understanding. Synthesis aims to combine findings from various references so that they can answer research questions.

Results And Discussion

The Concept of Justice Values for Citizens

The values of justice for citizens include basic principles that guarantee that the rights of every individual are recognized, respected, and fulfilled by the state and society. Justice is an important foundation in maintaining social order, improving welfare, and maintaining political and legal stability in a country. In more detail, this concept includes several dimensions of justice related to various aspects of citizens' lives. Justice is an action or decision given to something in accordance with the provisions of applicable laws and regulations. Justice is the most basic thing that must exist in social institutions, as is the truth in a system of thought. A law and intuition, even though it seems efficient, if it does not have the

value of justice, must be overhauled and can even be abolished. As the main policy of humanity, truth and justice cannot be challenged (John, 2011).

Justice in general can be interpreted as an ideal element, namely as an idea that is found in all laws. Another meaning of justice is as a result of a decision obtained from the application or implementation of the law. Justice can also be interpreted as goodness, virtue, and truth, namely a moral obligation that binds one member of society to another. The value of justice mandates that all citizens have the same rights before the law. The position of equal rights in the eyes of the law is solely a form of justice without distinguishing humans from various aspects. Justice has elements of equality, equality, and freedom that are communal in nature. The values of justice for citizens are divided into several types based on different aspects, namely :

Social justice is a principle that ensures that all citizens have equal rights to access public resources and services. This principle emphasizes that the distribution of wealth, education, health, and employment opportunities should be fair and equitable. 1) Economic justice refers to the fair distribution of resources and wealth among citizens. This concept emphasizes that every individual should have an equal opportunity to earn a decent income through work or other economic activities. 2) Political justice focuses on the right of every citizen to participate in the political decision-making process. Everyone has the right to vote and be elected in general elections, and to participate in political activities without discrimination.

Forms of Access to Public Services

Public service is an activity or series of activities in order to fulfill service needs in accordance with statutory regulations for every citizen and resident for goods, services, and/or administrative services provided by public service providers.

Mahmudi (2010) stated that public service is all service activities carried out by public service providers as an effort to fulfill public needs and implement provisions of laws and regulations. In this case, what is meant by public service providers are government agencies which include: a) Work units/organizational units of the ministry; b) Departments; c) Non-Departmental government institutions; d) Secretariats of the highest and highest state institutions, for example, the council secretariat (satan), the state secretariat (seating), and so on; e) State-Owned Enterprises (BUMN); f) State-Owned Legal Entities (BHMN); g) Regional-Owned Enterprises (BUMD); and h) Other government agencies, both central and regional including departments and agencies.

In providing public services, public service providers must pay attention to the principles of public service (Dewi & Tobing, 2021), namely: a) Transparency: Public services must be open, simple, and accessible to all parties in need and must be sufficiently and easily understood; b) Accountability: Public services

must be accountable in line with the provisions of laws and regulations; c) Conditional: public services must be provided in accordance with the capabilities and conditions of the service provider and recipient while adhering to the principles of efficiency and effectiveness; d) Participatory: public services must be provided in a way that encourages community participation by taking into account the needs, expectations, and aspirations of the community; e) Non-discriminatory (equal rights): public services must not discriminate based on a person's race, ethnicity, religion, or class.

Integration of Justice Values in Public Services

John Rawls said that justice is "fairness". Philosophically, the word "fairness" means that justice must provide equal opportunities to every citizen. John Rawls argues that there are two principles of justice that should be owned by every level of government of the country: First, everyone should be given the same basic liberties that are given to everyone. Second, social and economic disparities should be arranged so that (a) they can be expected to provide benefits to everyone, especially to those who are least fortunate) and (b) that all the most profitable positions and offices can be given to everyone. (Rawls; 1995).

Services must reach disadvantaged groups in the social system. For example, the development of disadvantaged areas must be prioritized and given greater access. There would be justice if the state built the trans-Papua road. Because the Papuan people have suffered for years since they became an independent country. They often experience development from other countries. But that is an example of fair development in Indonesia. Another example shows that the increase in fuel prices is the best explanation of the first principle of justice, namely that the rich are not allowed to buy subsidized fuel, and only the lower class is entitled to receive it. For a just and good government, policies must benefit the people, especially the poor. Morris Ginsberg argued that injustice arises when the same thing is treated (Morris Ginsberg; 2003).

Therefore, every citizen should have the same right to receive good public services in the context of the country's economic growth. As a public service provider, the government should not behave discriminatively towards lower-class people. All social classes should be treated equally in front of public services, especially those related to legal and security services.

Conclusion

This study emphasizes the importance of implementing justice values in public services to protect citizens' rights. Currently, there are many weaknesses in the implementation of public services, such as a lack of responsiveness and transparency, although public services are the responsibility of the state. The principles of justice in public services include equality, transparency, and accountability. Dissatisfaction, social inequality, and public distrust of the

government can arise as a result of injustice in access to services. To achieve equitable public services, policies are needed that involve public participation and address their needs and aspirations. The implementation of justice must reach all levels of society, especially the less fortunate, so that every individual gets equal opportunities. Emphasis on the principles of social, economic, and political justice is the key to creating an effective, transparent, and inclusive public service system, so as to build public trust in the government. According to Law Number 25 of 2009, "Public service is an activity or series of activities in order to fulfill service needs in accordance with laws and regulations for every citizen and resident for goods, services, and/or administrative services organized by public service providers." However, in reality, many public service providers have not met their ethical standards. Communicative and credible communicators will make their conversations easy to understand and trust by the public.

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