

The Concept of Public Services in Pancasila Values

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Abstract: *This study was conducted with the aim of knowing the concept of public service reviewed from the values of Pancasila, and the relationship between service quality and the application of Pancasila values. The method used by the author in this study is library research. This article was written solely based on the author's thoughts on the influence of democratic values on the effectiveness of public services in Indonesia. Therefore, the entire argument in this article is based on a literature review. Pancasila is the first and foremost guardian of the welfare of its people, at least with collaboration means that society and Pancasila have a harmonious relationship. While Pancasila gives meaning to humanity, at least with this cooperation Pancasila means that Pancasila maintains a harmonious relationship, then its devotion also speaks of the meaning of presence in all matters and in all its needs. When Pancasila focuses on maintaining the bonds of unity, public services will hold tightly to the bonds to become a knot that will unite above all differences. Not recognizing differences in treatment, but fostering tolerance and moderation in life and religion. Society as customers has needs and expectations for the performance of professional public service providers.*

Keywords: *Public service, Pancasila, Community*

Abstrak: Penelitian ini dilakukan dengan tujuan untuk mengetahui konsep pelayanan publik ditinjau dari nilai-nilai Pancasila, dan hubungan antara kualitas pelayanan dengan penerapan nilai-nilai Pancasila. Metode yang digunakan oleh penulis dalam penelitian ini adalah penelitian kepustakaan. Artikel ini ditulis semata-mata berdasarkan pemikiran penulis mengenai pengaruh nilai-nilai demokrasi terhadap efektivitas pelayanan publik di Indonesia. Oleh karena itu, keseluruhan argumentasi dalam artikel ini didasarkan pada kajian pustaka atau sastra. Pancasila adalah penjaga kesejahteraan rakyatnya yang pertama dan utama, setidaknya dengan kolaborasi berarti masyarakat dan Pancasila memiliki hubungan yang harmonis. Sementara Pancasila memberi makna kemanusiaan, paling tidak dengan adanya kerjasama ini Pancasila berarti bahwa Pancasila menjaga hubungan yang harmonis maka pengabdianannya juga berbicara makna yaitu kehadiran dalam segala urusan dan dalam setiap kebutuhannya. Dikala Pancasila berfokus pada menjaga tali persatuan, maka pelayanan public akan memegang erat

tali-tali itu menjadi simpul yang akan menyatukan diatas segala perbedaan. Tidak mengenal perbedaan perlakuan, namun menumbuhkan toleransi dan moderasi kehidupan dan beragama. Masyarakat sebagai pelanggan memiliki kebutuhan dan harapan pada kinerja penyelenggara pelayanan public yang professional.

Kata Kunci: Pelayanan Publik, Pancasila, Masyarakat.

Introduction

Introduction The provision of public services is an effort to meet the basic needs and rights of the 1945 Constitution stipulates that the State must meet the basic needs of every citizen to achieve the objective. To fulfill this state obligation, the government owes the community excellent public services fairly without discrimination. In this way, the effectiveness of a government is judged by the good and bad delivery of public services in the community.

Pancasila is an instrument for achieving civilized people. The reason is that quality services are characterized by the application of all Pancasila, from the values of humanity and unity to justice. All these values cannot be separated from the concept of building enjoyable public services between the community and government.

The Pancasila is the first and foremost guardian of his people, collaborating at least with the public in the same way that he speaks of the sense of the presence of the State in every affair and the of his people. When Pancasila focuses on maintaining public services will be strong to maintain these connections the nodes that unite all differences.

In the framework of realizing the rights of the public services have become an important sector of both central and regional and the values of Pancasila are also contained therein, namely the fourth principle states. *“The people are guided by the of deliberation.”* The provision of public services is an implication of the function of the government as a representative and services of the community to achieve the welfare of the people. This was reflected during the administration of the 6th President of the Republic of Indonesia, Mr. Dr. H. Susilo Bambang Yudhoyono, who enacted law number 2009 concerning public services. This law was developed with four objectives. First, it can establish boundaries and relationships regarding the rights, obligations, responsibilities, and authority of each party in the provision of public services by legal regulations. Fourth, it can provide legal protection to public services communities. In the context of the realization of rights, public services have become an important sector of the central. The performance of public services has long been a concern because the scope of its implementation is in direct contact so that the public can directly the

services provided. So far, the problem of public services has not been solved; in fact, the government continues to make efforts to improve public services.

According to the Ombudsman's data, the level of reporting of service problems to the public is currently quite high, 79%, which proves that the public is of the importance of its participation in public control. Enhance the standard of public services. This will give rise to an unfavorable image of the government, that it is the main actor that the public is capable of making efforts to enhance the standard of public services.

The values Pancasila that must be implemented and that constitute the basis for doing good for the Indonesian nation in achieving its ideals have been realized. As long as the Indonesian people have a common desire to construct the nation on the philosophical basis of Pancasila values, all policies of the country especially the implementation of reforms in the country in current reform process, must be implemented. Considering this, it is already necessary to study Pancasila values in the evaluation and efforts and improvements efforts aimed at providing public services, especially in terms of regulating the provision of public services.

Research Methods

This research is research that describes using a qualitative approach. Qualitative method in social science that relies heavily on direct observation of people both in context and in their words. The research aims to understand the phenomena experienced by research subjects such as behavior, perception, motivation, actions, and other holistically. This is done by means of descriptions using words and language in certain natural contexts and with various scientific methods. Data collection methods are based on previously existing data. Secondary data comes from existing data. Secondary data comes from existing information focused on literature reviews, such as articles, papers, and reference books that are relevant to the research topic. Data analysis uses qualitative analysis methods with descriptive division.

Discussion

1. Comprehending the essence and purposes of public services in accordance with the principles of Pancasila.

Pancasila, as the foundation of the Republic, has noble values that serve as guiding lines for national and state life. An important aspect of Pancasila the spirit of maintenance, justice, and prosperity, which is manifested in The welfare of the community as the main objective of which is based on the prosperity spirit of Pancasila.

The welfare of the community is the main objective of the public, which is based on the spirit of prosperity of Pancasila. Public service providers are responsible for programs that deliver real benefits to improve the quality of life of the community.

These programs should be designed and implemented with the aim of improving the welfare of society as a whole so that every individual can benefit from the services provided.

With the spirit of well-being upheld services, hope that every program and policy developed by the government will have a significant positive impact on the well-being of society. A public oriented towards the well-being of society and an inclusive, equitable, and just environment for all in society. By upholding the values of well-being, public services are a means to create a prosperous, just, and equitable society, in the noble Pancasila.

The spirit of Pancasila contains the values of cooperation, deliberation, and kinship, which form the basis for building harmonious relationships between the government and the cooperation in public services refers to the collaboration between the government and society to address common problems and achieve common goals. Deliberation in public services privileges dialogue, discussion, and consultation with the community in decisions concerning public services. Khinsip in public services refers to the warm, actually respectful, and caring relationship between service providers and the communities they serve.

2. The concept of public service in the values of

The position of Pancasila as the basis of the state means Pancasila is the basis of the state and the organizer of the life of the state of Indonesia. The position of Pancasila as the basis is consistent with that stated in the constitution of paragraph 4. Thanks to this special position, he also played an important role in the process of organizing the life of the articles of the constitution of 1945 set out which indicates the function of the Pancasila in the process of implementation of the life of the state. (Handayani & Dewi, 2021)

To ensure the long-term survival of the Indonesian nation-state, we must uphold the Pancasila ideals for future generations, so that the essence of noble values can be preserved and become a guideline for Indonesian society at all times (Sariputta & Najicha, 2023).

Currently, Pancasila remains the basis of the Indonesian state and the life vision of the Indonesian people which must be internalized and applied in daily life. Pancasila is also one of the values upheld in the life of the nation and state in Indonesia. (Yasila & Najicha, 2022).

The concept of public service has existed since Indonesia was not yet independent called the colonial era. The development of capitalism did indeed exist in the colonial bureaucracy. This has an impact on service organizers' responsibility within the bureaucracy often lies only with superiors, not with the public. Then loyalty and the responsibility of public service providers are often only to their superiors. (Hasan, 2021).

The definition of public service in values includes several important aspects, including, Belief in the one and only God: Public services must be provided with due regard to spiritual values. This includes service ethics that prioritize honesty and integrity and provide a sense of security and comfort to the community. An example of the concept of public service in the Pancasila of God Almighty in everyday life is the provision of health services in hospitals that prioritize service that is full of empathy, and respecting people with different religious and cultural backgrounds. Just and civilized humanity: Service must respect human rights. Every individual has the right to fair action and equal access to public services. From the concept of public service in Pancasila, just and civilized human values life are social assistance programs that guarantee that citizens, especially disadvantaged groups, have access to basic needs such as food and education.

Indonesian unity: Open administrations should join together society's components, prioritize, a common interface, and respect differences to foster social solidarity. An example of open benefit inside the Pancasila values of Indonesian solidarity is community participation in environmental clean-up activities, fostering solidarity among citizens. Sure if you don't mind give the content you'd like me to shorten. Democracy led by wisdom in representative deliberations: Public services must the community in the decision-making process.

Deliberation and active community participation are the keys to creating appropriate and responsive policies. An Example of the concept of public service in Pancasila Populist values, which is led by wisdom in standard of living namely, from town deliberations that include village communities that involve the community in local development planning, so that the voices and needs of residents are heard and accommodated. Social justice for all Indonesian people: Public services must be oriented towards equality and justice. Focussing on groups that should be fortunate helps reduce social and economic disparities by implementing the values of Pancasila. Public services can become more effective, fair, and relevant to the needs of society, as well as strengthen relations between the government and citizens. Social justice for all Indonesian people, specifically: providing affordable and equitable public transport services in various regions, ensuring that all citizens can move easily, and no discrimination.

3. The connection between the quality of public services and the implementation of Pancasila values.

The application of Pancasila ideals, which serve as a moral and ethical foundation for the provision of public services, is closely linked to the caliber of public services. State authorities are guided by Pancasila ideals, such as justice, humanism, and unity, to deliver high-quality services that are responsive to the demands of the community.

The implementation of Pancasila values has a significant impact on the caliber of public services in Indonesia. As the foundation of the state, Pancasila contains moral and ethical aspects that ought to guide all facets of society's existence, including public services. The following is a discussion of this relationship. Good-quality public services will be achieved if Pancasila values are internalized by all parties involved. This not only increases public trust in the government but also creates healthy relationships among the administration and the people.

Pancasila serves as the moral foundation upon which society and individuals in public service are based. Public services can demonstrate transparency, equity, and solidarity with the people by following Pancasila's values; each principle's specific instructions to create excellent services. Belief in the one and only God: We emphasize that helping the community is an honorable task that requires full responsibility. Just and civilized humanity: This duty requires service providers to treat the world fairly and impartially. Indonesian unity: It is the establishment of constructive links between the people and government that we wish to encourage. Democracy led by wisdom in representative deliberations: It is essential to emphasize the importance of community participation in decision-making. Social justice for all Indonesian people: To ensure fair access for all, we also public services to adopt the values.

Activities performed by persons or groups by certain systems, procedures, or methods to satisfy the rights and interests of others are known as public services. These activities are based on material factors (Moenir, 2006:26). Evaluating service quality involves comparing customer's perceived experiences with their expectations. A service is considered to be high quality and is satisfied when the perceived quality of the service is equal to or higher than what customers expected (Purnama, 2006).

The implementation of Pancasila values in the public can improve the quality of service provided to the community. This includes: Seeing benefits and justice. Public service should uphold the values of morality, dignity, and honesty. And give priority to the welfare of society as the priority. Social welfare, every public service project should be designed for the welfare of society as a whole. In an inclusive and equitable environment. Mutual cooperation and negotiation, promote cooperation between government and society in solving problems and making decisions together.

Conclusion

The delivery of fair and equitable public services is significantly based on Pancasila ideals. Welfare may seem enhanced by high-quality services provided by governments. community and improve ties between people and the government. Understanding the rights and responsibilities in order to improve services is demonstrated by the importance of community involvement in public service oversight. To meet residents' fundamental wants and rights, effective public services needs to be

founded on Pancasila values. Applying Pancasila values to public services enhances community well-being and fosters an atmosphere that is fair and inclusive. In order to guarantee high-quality services as well as improve the government's reputation, community involvement in the supervision of the public sector is crucial. In Indonesia, public services have significance as a.

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