

Function And Role of Pancasila in the Public Service Supervision Sector

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Abstract: *Pancasila as the basis of the state has an important role in the public service monitoring system in Indonesia. This article aims to examine in depth how Pancasila values are applied in monitoring public services in order to create services that are more transparent, accountable and fair. This research uses the literature review method by collecting and analyzing data from various academic sources, such as scientific journals, books and relevant research reports. The results of the study show that Pancasila values, such as social justice and fair and civilized humanity, provide ethical and moral guidance for state officials. The application of these values strengthens integrity, transparency and accountability in public services, thereby increasing public trust in the government. More than that, strengthening Pancasila values in the supervision of public services contributes to the creation of a more harmonious and prosperous society. Thus, the application of Pancasila values is not only symbolic, but must be realized in reality in daily practice to optimize the quality of public services in Indonesia.*

Keyword: *Function, Role Pancasila, Public Service*

abstrak: Pancasila sebagai dasar negara memiliki peranan penting dalam sistem pengawasan pelayanan publik di Indonesia. Artikel ini bertujuan untuk mengkaji secara mendalam bagaimana nilai-nilai Pancasila diterapkan dalam pengawasan pelayanan publik guna menciptakan layanan yang lebih transparan, akuntabel, dan berkeadilan. Penelitian ini menggunakan metode literature review dengan mengumpulkan dan menganalisis data dari berbagai sumber akademik, seperti jurnal ilmiah, buku, dan laporan penelitian yang relevan. Hasil kajian menunjukkan bahwa nilai-nilai Pancasila, seperti keadilan sosial dan kemanusiaan yang adil dan beradab, memberikan panduan etika dan moral bagi aparatur negara. Penerapan nilai-nilai ini memperkuat integritas, transparansi, dan akuntabilitas dalam pelayanan publik, sehingga dapat meningkatkan kepercayaan masyarakat terhadap pemerintah. Lebih dari itu, penguatan nilai-nilai Pancasila dalam pengawasan pelayanan publik berkontribusi pada terciptanya masyarakat yang lebih harmonis dan sejahtera. Dengan demikian, penerapan nilai-nilai Pancasila tidak hanya bersifat simbolis, tetapi harus diwujudkan secara nyata dalam praktik sehari-hari untuk mengoptimalkan kualitas pelayanan publik di Indonesia.

Kata Kunci: Fungsi, Peran, Pancasila, Pelayanan Publik

INTRODUCTION

Pancasila serves as a guideline for achieving social justice in public services. The Fifth Principle, "Social Justice for All Indonesian People," explains the importance of equitable access to and quality of public service delivery. In this regard, monitoring of public services should concentrate on reducing social and economic disparities in society. The government should ensure that all levels of society can access all public services, such as health services, education services, and infrastructure services. Effective monitoring will help identify and address inequities in the distribution of services, as well as encourage the government to take the necessary corrective actions.

Humans cannot be separated from public services, because public services are actually intended for humans. Every individual really needs public services, even from birth they already really need these services. The services provided to humans are in line with the life cycle theory of leadership, where in the early phases of life, the need for physical services is very high, but as they get older, the need for services will decrease.

Meanwhile, in Law Number 25 of 2009 concerning Public Services, article 1 outlines that public services are a series of fulfillment of needs for every citizen and resident related to goods, services, and administrative services provided by public service providers in accordance with applicable laws and regulations. Pancasila itself functions and acts as a moral basis in overseeing the implementation of public services. The values contained in Pancasila, such as justice, humanity, unity, democracy, and divinity, can be applied as guidelines in the implementation of public services. The principle of justice ensures that every layer of society has the right to receive equal and fair services without discrimination.

The value of humanity requires that the implementation of public services be carried out by upholding the dignity of every citizen, while the value of unity encourages the creation of public services that are inclusive and do not differentiate the value of populism emphasizes the importance of community participation in the course of monitoring public services. The community has the right to know, supervise, and provide input on government administration. Meanwhile, the value of divinity provides a spiritual foundation for state administrators to be honest and responsible in carrying out their duties.

In this journal we will discuss further about the function and role of Pancasila in the public service supervision sector, as well as the challenges and obstacles that exist in the process of implementing Pancasila values in the public service supervision sector.

RESEARCH METHODS

This research method uses Literature Review. This method is carried out to organize, interpret, and evaluate information and data that has been collected from various sources such as databases (such as Google Scholar, Publish or Peris, Scopus, etc.) related to the material presented in this article. Literature Review can be defined as a review or critical review of various publications (such as scientific journals, books, articles, research reports, etc.) that have previously existed related to a particular topic. It is like doing "research on

research" with the aim of getting a comprehensive picture of what is known and not yet known about a topic.

RESULTS AND DISCUSSION

Definition of Public Service

The State Administration Institute defines that public service or what we know as public service is one form of realization of the function of state government to serve the community in addition to being a servant of the state. The State Administration Institute also explains the definition of Umium Services, the State Administration Institute defines that all types of service activities for the community are carried out by government officials both at the environmental level of State-Owned Enterprises or Regional, regional and central in fulfilling people's needs or to carry out legal provisions. Meanwhile, Law No. 25/2009 on Public Services defines public services as follows: "Public service is an activity or series of activities in order to fulfill service needs in accordance with legal provisions for every citizen and resident for goods, services, and or administrative services provided by public service providers".

Meanwhile, according to Moenir, service delivery activities, both intangible and non-ownable services provided by individuals and institutions, are the definition of a service. Based on Dwiyanto's opinion, it also explains that public services can be interpreted as various kinds of activities organized by the public bureaucracy in various fulfillment of community needs. Public services according to Sinambela are various efforts in order to fulfill all the wants and needs of the community by government officials, which are a series of activities carried out by the public bureaucracy to meet community needs. In this context, the state was formed by the community with the aim of improving their welfare. Kurniawan also stated that public service is the provision of services for the needs of individuals or groups that have an interest in the organization, in accordance with established principles and procedures. All services provided by government officials to the public in an organization or institution aim to meet the needs of service recipients. In the public service domain, generally, the public interest is prioritized, simplifying processes related to the community, accelerating the time to resolve public issues, and providing satisfaction to the community.

The Function and Role of Pancasila in Public Service Oversight

Pancasila has a very important function and role in the supervision of public services in Indonesia. With the values contained in Pancasila, public service supervision can be carried out more effectively, fairly, and accountably. Here are some of the functions and roles of panacasial in the context of public service supervision, namely as a basis for supervisory ethics, Pancasila serves as the basis for ethics in public service supervision. Each precept in Pancasila provides moral guidance for the state apparatus in carrying out its duties for example, the first precept, "God Almighty," encourages state officials to carry out their

duties with integrity and moral responsibility, which is important in creating a community towards the government (Doe, 2020).

In this context, integrity does not only mean not committing acts of corruption, but also includes honesty, transparency, and a commitment to serve the public wholeheartedly. When state administrators perform their duties with integrity, they not only fulfill administrative obligations, but also build positive relationships with the community. This is important to create a climate of trust that is conducive to the active participation of the community in the development process (Smith, 2021).

The next role and function of Pancasila is to encourage justice and equality, the values of Pancasila also encourage justice and equality in public services. The Second Precept, "Fair and Civilized Humanity," emphasizes the importance of fairness in public services. Every individual has the right to receive the same services without discrimination.¹ In practice, oversight of public services must ensure that all citizens, regardless of social, economic or cultural background, have equal rights to access services provided by the government. This includes the protection of vulnerable and marginalized groups, such as the poor, people with disabilities, and minorities (Transparency International, 2022)

As such, humanity-based oversight can improve service quality and ensure that everyone feels valued and cared for by the state. In its implementation, the government needs to implement affirmative policies that support accessibility for these groups, and conduct periodic evaluations of the effectiveness of these (Lembaga Anti korupsi, 2023)

Furthermore, strengthening unity and cooperation, Pancasila also plays a role in strengthening unity and cooperation in the supervision of public services. The Third Precept, "Persatuan Indonesia," underscores the importance of solidarity and cooperation among citizens in achieving common goals. In the context of public service oversight, this means that all elements of society, including government, civil society and the private sector, must collaborate to create an effective oversight system (Rizal, 2021). This collaboration can be realized through discussion forums, public consultations, and partnerships between the government and the community in formulating public policies. By building a strong network of cooperation, it is expected that public service supervision can be carried out more comprehensively and responsively to the needs of the community (Lestari, 2020).

The role and function of Pancasila is meaningless if there is no community participation as explained in the fourth principle, "Democracy Led by Wisdom in Consultation/Representation," emphasizing the importance of community participation in decision-making. Good public service oversight should involve the voice of the community in every stage, from planning, implementation, to evaluation. In this case, participatory mechanisms such as village deliberations, consultation forums, and community satisfaction

surveys can be implemented to gather input and aspirations from the community. By actively involving the community, the government can ensure that the policies taken truly reflect the needs and expectations of the people (Tim Peneliti Teknologi. 2023).

Pancasila also serves as a guideline for achieving social justice in public services. The Fifth Precept, "Social Justice for All Indonesian People," emphasizes the need for equity in

access to and quality of public services. In this context, oversight of public services should focus on reducing social and economic disparities in the government should ensure that public services, such as education, health, and infrastructure, are available and accessible to all levels of society, especially those in disadvantaged conditions. Effective oversight will help detect and address inequities in service distribution, and encourage the government to take the necessary corrective measures (Santoso, 2021).

Thus, the relevance of Pancasila in public service supervision lies not only in symbolism, but also in the application of these values in daily practice. Through strengthening the values of Pancasila, it is hoped that public services in Indonesia can be carried out better, accountably and fairly, thereby increasing public trust in the government and creating a more prosperous and harmonious society.

CONVLUSION

Public service in Indonesia is a crucial element of the function of the state apparatus that aims to fulfill the needs of the community. In this context, Pancasila as the foundation of the state plays a fundamental role in the oversight of public services. The values contained in Pancasila provide ethical and moral guidance for state officials, encouraging them to carry out their duties with integrity, transparency and commitment to the community. In addition, Pancasila emphasizes the importance of fairness and equality in public services, ensuring that every individual is entitled to the same services without discrimination. Pancasila also serves to strengthen unity and cooperation among citizens, inviting all elements of society to collaborate in creating an effective oversight system. Furthermore, Pancasila underscores the importance of community participation in decision-making related to public services, so that policies can reflect the needs and expectations of the people.

Finally, Pancasila acts as a guideline to achieve social justice in public services, encouraging equal access and quality of services for all levels of society. By applying the values of Pancasila in the practice of public services, it is expected that services can be implemented more effectively, accountably and fairly, which in turn will increase public trust in the government and create a more prosperous and harmonious society.

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