

Citizen Rights as a Foundation for Transparent and Responsive Public Services

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Abstract: *This research discusses citizens' rights as the foundation for creating transparent and responsive public services. Citizen rights are the foundation for building transparent, responsive, and fair public services. Public services, which include goods, services, and administration, aim to fulfill the community's needs by the principles laws, and regulations. This research uses the literature study method to examine the role of citizens and organizers in realizing quality public services. The study results show that active community participation in policy formulation, supervision, and evaluation is key to improving service quality. Transparency and responsiveness of public service providers play an important role in fulfilling community rights, such as getting quality services, knowing service standards, and advocating for complaints filed. The main challenges in implementing ideal public services include bureaucratic non-transparency, less than optimal apparatus performance, and low public awareness of their rights. Innovations such as Public Service Malls can be an effective solution to improve service efficiency and accessibility. In addition, the emphasis on social justice principles, such as development in disadvantaged areas reflects the state's efforts to ensure equal access for all citizens.*

Keywords: *citizen right, public service, transparent, responsive*

Abstrak: Penelitian ini membahas hak warga negara sebagai fondasi untuk menciptakan pelayanan publik yang transparan dan responsif. Hak warga negara merupakan landasan utama dalam membangun pelayanan publik yang transparan, responsif, dan adil. Pelayanan publik, yang mencakup barang, jasa, dan administrasi, bertujuan memenuhi kebutuhan masyarakat sesuai dengan prinsip dan peraturan perundang-undangan. Penelitian ini menggunakan metode studi literatur untuk mengkaji peran warga negara dan penyelenggara dalam mewujudkan pelayanan publik yang berkualitas. Hasil kajian menunjukkan bahwa partisipasi aktif masyarakat dalam penyusunan kebijakan, pengawasan, dan evaluasi menjadi kunci dalam meningkatkan kualitas layanan. Transparansi dan responsivitas penyelenggara layanan publik berperan penting dalam memenuhi hak masyarakat, seperti mendapatkan pelayanan yang berkualitas, mengetahui standar pelayanan, serta mendapatkan advokasi atas pengaduan yang diajukan. Tantangan utama dalam implementasi pelayanan publik yang ideal mencakup ketidaktransparanan birokrasi, kinerja aparatur yang kurang maksimal, dan rendahnya kesadaran masyarakat akan hak-haknya. Inovasi seperti Mal Pelayanan Publik dapat menjadi solusi efektif untuk meningkatkan efisiensi dan aksesibilitas layanan. Selain itu, penekanan pada prinsip keadilan sosial, seperti pembangunan di wilayah tertinggal, mencerminkan upaya negara dalam memastikan kesetaraan akses bagi semua warga.

Kata kunci: hak warga negara, pelayanan publik, transparan, responsif

Introduction

The fulfillment of rights plays an important role in creating transparent and responsive public services. Public services include a series of activities aimed at meeting the needs of all citizens and residents for goods, services, and administrative services provided by organizers, in accordance with laws and regulations. Based on the legal concept, public services aim to meet the needs of citizens for these services and are carried out by service providers. In other words, the organizer is the party that provides the service, while the community is the recipient of the service.

To ensure that public services run well according to their principles, citizens need to understand their rights and responsibilities in accessing these services. Citizens must be smart and aware of using public service facilities because good service is a tangible manifestation of the state's presence in the community. Therefore, civil service law provides guidelines to recognize the rights and obligations of the community regarding public services.

The main thing in public services is that every citizen has the right to get quality services according to the principles and objectives that have been set. They also have the right to know service standards, monitor their implementation, obtain legal protection, and advocacy, and receive responses to complaints filed. These rights are the basis for realizing transparent and responsive public services. If service providers do not provide proper service, the public has the right to report it to encourage improvements in service quality.

In addition to rights, there are obligations for citizens, such as complying with the provisions of service standards, taking part in maintaining public facilities and complying with rules related to public service performance. However, challenges such as unsafe services, extortion practices, and violations of community rights are still common in the public bureaucracy. Problems such as complicated, unfriendly, or discriminatory services are also common. Transparency in services means providing easy access to information, while responsiveness refers to the ability of organizers to respond to community needs quickly and in accordance with the law. Both of these aspects are crucial to creating effective, citizen-oriented public services.

Research Methods

The method used in this article is a reference study or literature study. This approach is carried out by reviewing various kinds of literature to obtain information and data relevant to the research. Literature study is an important first step in research because it supports the credibility of the research results and helps explain the theories related to the topic discussed. In addition, this method also serves to trace relevant sources of writing while expanding the researcher's insight into the object of research. Literature study is the basis for building a strong theoretical foundation, without which the research and methods used may not run

optimally. In contrast to field data collection, literature studies utilize existing literature or references to answer research questions. In this context, data collection was conducted by reviewing various journals, books, documents (both printed and electronic), and other sources of information deemed relevant.

The literature study process involves several stages. First, the researcher must compile a bibliography that matches the research theme, topic, or idea. Secondly, tracing the sources to ensure the accuracy of the information, including verifying citations to match the original source. Third, read the sources in depth to gain new insights, so that the writer does not simply quote without understanding the context. Fourth, take notes on key points to save time when you need to refer back to the source. Finally, compile the results of the literature review using your own language to make it clearer and more structured.

Result And Discussion

The results cover the role of the community in public service transparency; citizens' rights in public services; social justice through transparent and responsive public services; challenges in integrating public services; and government policies to improve governance.

The Role of Society in Public Service Transparency

The transformation of the community's position into a citizen or citizen encourages the provision of public services to not only view the community as consumers but also involve them in every decision-making process. This involvement allows public service providers to be more responsive to community needs. One of the main indicators of this responsiveness is the emergence of innovation in services (Mirnasari, 2013). Innovation itself can be defined as an update or discovery of new things, whether in the form of ideas, methods, tools, products, or others. Meanwhile, in the context of government, innovation refers to creative ideas aimed at updating the government system to improve its performance. The role of the community in public services has been regulated in Article 39 of Law No. 25 of 2009 which reads as follows: “(1) Community participation in public service delivery starts from the preparation of service standards to evaluation and awarding, (2) The role of the community as referred to in paragraph (1) is realized in the form of cooperation, fulfillment of community rights and obligations, and an active role in the formulation of public service policies, (3) The community can form a public service supervision institution, and (4) The procedure for community participation in the implementation of public services is further regulated in government regulations.”

The above statements show that the government is very interested in encouraging communities to make policies. Paragraph 1 above indicates that the community should be involved in the public service process from formulation to

evaluation. The government has not fully implemented the mandate of the Act in practice.

Government Regulation No. 96 of 2012 on Law No. 25 of 2009 on Public Services reinforces this role of the community, as stipulated in the Law. This role regulation starts from Article 40 to Article 47 and reads as follows:

Article 40

“Organizers are obliged to include the public in the implementation of public services as an effort to build a fair, transparent, and accountable public service delivery system.”

Article 41

“Community participation in the implementation of public services as referred to in Article 40 covers the entire process of organizing public services which includes: (a) preparation of Public Service policies; (b) preparation of Service Standards; (c) monitoring and evaluation of public service delivery; and (d) giving awards.”

Article 42

“(1) Public Participation in the implementation of Public Services as referred to in Article 41 is conveyed in the form of input, responses, reports, and/or complaints to the Organizer and the Organizer's direct superior and Related Parties in accordance with the provisions of laws and regulations or through the mass media and (2) The Organizer is obliged to provide information to the Public regarding the follow-up to the settlement of inputs, responses, reports, and/or complaints as referred to in paragraph (1).”

Article 43

“Public Participation in the supervision and evaluation of the implementation of Public Services, as referred to in Article 41 letter c is realized in the form of: (a) supervision and evaluation of the implementation of Service Standards; (b) supervision of the implementation of policies; and (c) supervision of the imposition of sanctions.”

Article 44

“Public Participation in the awarding as referred to in Article 41 letter d is realized in the form of monitoring, evaluation, and assessment of the Organizer's performance.”

Article 45

“Public Participation in the implementation of Public Services as referred to in Article 41 refers to the following principles: (a) directly related to the service user community; (b) has competence in accordance with the type of service concerned; and (c) prioritize deliberation, consensus, and community diversity.”

Article 46

“Community participation in the implementation of Public Services as referred to in Article 41 can be carried out individually, representatives of service user groups, representatives of observer groups and representatives of legal entities that have concern for Public Services.”

Article 47

“The public can independently give awards to organizers or executors who have good service performance according to their ability or competence”

The government regulations mentioned above emphasize that the government must take part in public services. This is stated in Article 39 of Law No. 25 of 2009, which stipulates that government regulations will govern how the public can participate in public services. Government Regulation No 96/2012 is an extension of this law, which stipulates that the public shall be obliged to participate in public services.

Citizen Rights in Public Services

There are rights and obligations that must be carried out by the community to ensure that the community has rights in the service and that public service delivery runs optimally. “(1) The right to quality service, in accordance with the principles and objectives of service, (2) The right to know the correctness of the contents of service standards, (3) The right to supervise the implementation of service standards, (4) The right to receive a response to complaints that have been submitted, and (5) The right to receive advocacy, protection, and fulfillment of services.”

More fully, as recipients of public services, the public has the following rights, according to Article 18 of Law Number 25 of 2009: “(1) to know the correctness of the contents of service standards; (2) supervise the implementation of service standards; (3) get a response to complaints filed; (4) receive advocacy, protection, and/or fulfillment of services; (5) notify the head of the organizer to improve services if the services provided are not in accordance with service standards; (6) notify the implementer to improve the service if the service provided is not in accordance with service standards; (7) complain to implementers who deviate from service standards and/or do not improve services to the organizer and Ombudsman; (8) complain to the organizer who deviates from service standards and/or does not improve services to the organizer and Ombudsman; and (9) get quality service in accordance with the principles and objectives of service.”

Social Justice through Transparent and Responsive Public Services

The meaning of justice, in general, is to give something according to its proper rights or treat equal things in the same way, while treating different things according to the difference. As an illustration, the difference in the amount of pocket money given to elementary and junior high school children can be easily understood, especially by those who have school-age children. This difference arises because the needs of elementary and junior high school children are not the same. However, it often happens that children from wealthy families who are still

in elementary school receive more pocket money than junior high school children and poor families, which raises further questions about justice. John Rawls, a 20th-century philosopher, in his book *A Theory of Justice*, defines justice as “Fairness” (Rawls, 1995). In the philosophical view, fairness means providing equal opportunities to all individuals, by ensuring everyone is on an equal footing, both in potential and opportunity. Rawls proposes two principles of justice: first, every individual has the same right to broad basic freedoms, equal to those of others; second, social and economic inequalities should be organized in such a way that (a) they benefit all, especially the most disadvantaged, and (b) all positions and offices are open to anyone.

Public services should ideally be directed to those most in need within the social system. For example, the development of deprived areas such as the Papua region should be prioritized by providing greater access. The construction of the trans-Papua road is a concrete example of efforts to realize justice in Indonesia, given that the Papuan people have long experienced backwardness compared to other regions. Another example is the subsidization of fuel oil (BBM), where only low-income people are entitled to it, while the rich are not. A just government is one that makes policies that favor the small people, especially those living in poverty.

According to Kristiansen (2006: 73), transparency is a service delivery process that can be measured by several indicators. These include openness of the process, clarity and completeness of information, and availability and accessibility of documents. From the above definition, it can be concluded that during the process of applying the principles and principles of transparency, the main goal that must be achieved is to ensure that the public has the ability to obtain public services provided by the government. According to Krina (2003), there are several ways to measure transparency principles. They include providing clear information on procedures, costs, and responsibilities, facilitating access to information, establishing complaint mechanisms for violations of the law or bribery, and cooperating with mass media and non-governmental organizations to improve the flow of information.

One of the indicators in public service is responsiveness, which refers to the ability of the state apparatus to quickly respond to community needs in accordance with the provisions of the law. Responsiveness reflects the extent to which the bureaucracy can respond to the hopes, desires, and aspirations of the community, as well as its ability to analyze community needs, set agendas, determine service priorities, and develop programs that are in line with these needs and aspirations. Responsiveness in public services is very important because it is a measure of the ability of public organizations to meet the needs of all citizens. Therefore, responsibility is an effective way to manage public service affairs, at the central, regional, and local levels.

Challenges in Integrating Public Services

With the rapid changes in social life in society, the government is faced with the challenge of continuing to adapt and implement development. In addition, rapid technological advances are a concern for the government to always strengthen credibility and accountability in handling various increasingly complex governance issues, especially in efforts to improve the quality of services to the community.

The provision of quality public services is a very important policy issue, because it has a broad impact, especially in building public trust in government. One of the main challenges is the sub-optimal performance of local government officials, as reflected in the many public complaints about the services provided so far. Therefore, improving the quality of public services is needed to change the negative image of the community towards the government. This quality improvement plays an important role in increasing public satisfaction, which in turn can rebuild their trust in the government.

The focus on improving public services is often the main topic in discussions related to bureaucratic reform. Various efforts have been made, including regulatory aspects, such as the passing of Law No. 25/2009 on Public Services, as well as the implementation of bureaucratic reform and innovation. However, these measures are still considered less effective. This can be seen from data from the Ombudsman of the Republic of Indonesia, which shows a significant increase in the number of public complaints about public services nationally from 2010 to 2014. The increase in complaints reflects that there is still much that needs to be improved in the delivery of public services in Indonesia

Government Policy Towards Better Public Services

Various services are provided to meet the needs of the community while facilitating their access to these services. In the reform era, through the Ministry of Administrative Reform and Bureaucratic Reform, one of the steps to improve the quality of public services is to design a policy for the implementation of Public Service Malls. Currently, the licensing process is still considered complicated, making it difficult for people to access public services. As a result, many are reluctant to get involved in the administrative process. With the existence of a Public Service Mall that presents various administrative services in one integrated door, licensing services can be carried out more optimally, effectively, and efficiently.

Public service is an area where the government as a representation of the state interacts with private institutions. Success in providing services to the community will strengthen public support for bureaucratic performance. In addition, public services are a reflection of the implementation of clean and good governance. In practice, public services involve three main elements of governance, namely government, society, and market mechanisms.

Conclusion

Basically, citizens' rights are the basis for building transparent, responsive and fair public services. Public services do not just fulfill people's needs for goods, services and administration, but also reflect the presence of a state that is committed to protecting and serving its people. Citizens have basic rights such as receiving high-quality services, knowing service standards, monitoring their implementation, and receiving feedback from the government. One of the main keys to improving the quality of public services is community participation in public service delivery. According to Law No. 25/2009, the community has responsibilities ranging from policy formulation, monitoring, evaluation, and contribution.

More responsive public services are driven by a shift in society from mere users to actively participating citizens. In addition, there is a push to develop various innovations, such as the merging of services through Public Service Malls, which are intended to improve the efficiency and effectiveness of the service process. In addition, the article emphasizes the principle of social justice, stressing that public services should reach the neediest sections of society. Infrastructure development in disadvantaged areas, such as the trans-Papua road, demonstrates the importance of equal access to services. Realizing the ideal public service is still challenging. The main obstacles are the poor performance of government officials, bureaucratic clutter, lack of transparency, and lack of accountability to community needs. In addition, people are less aware of their rights in public services, which inhibits them from participating optimally.

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