

The Role of Supervisory Institutions in Ensuring Public Services Based on Democratic Values

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Abstract: *The role of the supervisory institution in public services based on democratic values is an important role to be implemented in a country. This is because with the role of supervision and supervision of the public can avoid deviations from the abuse of authority in government which will have very fatal consequences for the country, these consequences can harm the country and citizens who will be affected. The purpose of this study is to find out and understand the role of the supervisory institution and public services with democratic values more. The method used in this study is a descriptive qualitative method with a literature study from several journals obtained from Google Scholar. The results obtained from this study indicate that the role of the supervisory institution and services is very much needed and plays a very important role in realizing a developed country without any economic constraints caused by abuse of power and authority which can harm a country and those who bear the consequences are not only the government but all citizens who are affected by the consequences.*

Keywords: *Supervision, Service, Democracy*

Abstrak: Peran dari Lembaga pengawasan dalam pelayanan publik berbasis nilai-nilai demokrasi merupakan peranan penting untuk diterapkan dalam suatu negara. Hal ini disebabkan karena dengan adanya peran pengawasan serta pengawasan pada publik dapat menghindari terjadinya penyimpangan dari penyalahgunaan wewenang pada pemerintahan yang akan berakibat sangat fatal bagi negara, akibat tersebut dapat merugikan negara dan warga negara yang akan terkena dampaknya. Tujuan dari penelitian ini adalah untuk mengetahui serta memahami peranan dari Lembaga pengawasan dan pelayanan publik dengan nilai-nilai demokrasi secara lebih. Metode yang digunakan dalam penelitian ini adalah metode kualitatif deskriptif dengan studi literatur dari beberapa jurnal yang didapat dari google scholar. Hasil yang didapat dari penelitian ini adalah menunjukkan bahwa peran dari Lembaga pengawasan serta pelayanan sangat dibutuhkan serta berperan sangat penting demi mewujudkan suatu negara yang maju tanpa ada kendala dari ekonomi yang disebabkan oleh penyalahgunaan kekuasaan dan wewenang hingga dapat merugikan suatu negara dan yang menanggung akibatnya tidak hanya pemerintahan tetapi seluruh warga negarayang terkena akibatnya.

Kata kunci: Pengawasan, Pelayanan, Demokrasi

Introduction

Indonesia is a country that prioritizes law, not power, this has been stated in the 1945 Constitution in Article 1 paragraph 3. It is called a country of law because Indonesia upholds the values of democracy and tolerance between citizens. It is known that after the amendment to the 1945 Constitution, this country was divided into two powers, such as horizontal and vertical powers. The horizontal in question is the power that is in the state system, such as the institutions in it. While vertical is the power related to the central and regional governments.

During the New Order, namely when he was in the realm of President Soeharto's power, he tried to build power for Indonesia. And this made Indonesia structured like a pyramid building where the function of the institution under the president was only a formality and the president was the center of government. This resulted in poor public services.

In Presidential Decree No. 155 in 1999, the Public Service Supervision Institution or commonly called the Ombudsman was issued. The public service monitoring institution provides security and protects citizens to obtain services and the role of this institution is to be specifically assigned to carry out its duties to supervise public services.

The course of the Supervisory Agency is increasingly pushed to be stronger by the government because with the existence of the Surveillance Agency, Indonesia has become a country that has become quite increased in terms of ethics for the membrane and preventing the occurrence of corruption activities and deviant deviations in the public sector, this is the seeds of the beginning of the creation of state losses.

The Ombudsman is recommended by being able to be further strengthened and improved, starting from the beginning of the president's decision being amended into a law. Law No.37 of 2008 was issued which stated the decision of the Public Service Supervision Agency or ombudsman of the Republic of Indonesia as one of the Institutions that plays a role in carrying out public supervision activities including BUMN (State-Owned Enterprises), Government Institutions, BUMD (Regional Owned Enterprises), BHMN (State-Owned Legal Entities) or individuals and private bodies that have a development mission for the state.

The higher the abuse of power that has an impact on the administration that will ruin the country, then services in the public sector need supervision to realize the eradication of fraud that ends up harming the country. Needs special attention related to supervision to be more in-depth or detailed and more effective. And this cannot be done by random people, citizens or government apparatus, it needs to be done by special institutions that understand and understand the supervision of public servants, such as APIP (Government Intert Supervisory Apparatus) which includes regional or central inspectors and BPKP (Finance and Development Supervisory Board). Thus, it is an external nature in supervision, the ombudsman

acts as an institution that has an independent nature without any connection with any institution and obeys any authority, such as judicial, executive and legislative.

Surveillance is an activity that leads to the process of seeing or observing a phenomenon that is felt awkward and suspicious to be able to create a solution to the phenomenon then associated with the applicable law to be able to straighten out the problem that occurs so that it becomes better and in accordance with the original purpose. And every plan that is carried must have supervision to avoid cheating that misleads and ends up harming the country.

In addition to the abuse of power carried out by the apparatus or government which is the cause of the supervision of public services to be more concerned, the knowledge of citizens who live in remote areas of the country is also one of the concerns that must be considered by the government. Because many citizens do not know or even understand about public services. This can be seen from citizens who are located far from the ombudsman or can be said to be remote parts of the country, they ignore problems related to government and do not file public service complaints because such citizens lack knowledge and result in confusion about the process and procedures to step where they should complain, besides that they are worried that they will not be served as expected and end up disappointing and worried about difficulties in accessing and other concerns. And in the end they prefer to hide it and ignore the problems that occur.

It is no longer the New Order era where the highest power is held by the president, but the Indonesian state has adopted a democratic system that aims to provide justice and provide opportunities for citizens to be able to voice their opinions and exercise their rights by participating in the implementation of activities related to public services and public supervision. Therefore, the government should pay attention to citizens who are left behind to be able to participate in public services by providing education and understanding so that citizens who are left behind know and understand the process of public services and supervision.

Explained in Law No. 25 of 2008 concerning public services. Public service is the implementation of activities to be able to meet the needs of citizens based on regulations in force in the country, such as regulations stated in the law. Public services are in physical form such as goods or in the form of services or related to government administration. From the existing problems, this study aims to find out more about the Public Service and Supervision Institutions based on democratic values.

Research Method

This research uses a qualitative method with a literature study approach from several research articles searched by researchers. Qualitative is a method used to investigate a natural phenomenon or symptom. Qualitative methods can produce

data in the form of descriptives in the form of words, both written and spoken, regarding views and behaviors that can be observed from individuals and groups. The purpose of literature review is to evaluate and generate research results from articles and journals conducted by previous or previous researchers. The search done is by using google scholar and others with keywords or those that have similarities with the title that is being researched. The criteria taken by the researcher is the article/journal from the last 5 years so that it can be trusted to be accurate in it.

Results and Discussion

The real form of the role of the democratic public service and supervision institution is the establishment of the Republic of Indonesia Ombudsman which has specific duties and responsibilities to address problems related to abuse of authority and power that will result in losses to the state.

There are five dimensions that have high quality to achieve public services according to expectations:

1. The existence of a form, this includes facilities that are physically tangible, complete, facilities and officers.
2. Reliability, services provided to citizens can be consistent with promises and disciplined with time and give a satisfactory impression.
3. Response, officers in providing services can be responsive to help and resolve problems that occur.
4. Guarantee, the party responsible for providing services must be polite, trustworthy and not dangerous.
5. Empathy, officers in charge of providing public services can provide convenience and not complicate communication and understand needs well.

Supervision is an activity that leads to the process of seeing or observing a phenomenon that is considered strange and suspicious in order to create a solution to the phenomenon and then link it to applicable laws in order to straighten out the problems that occur so that they become better and in accordance with the initial objectives. And every plan that is carried out must be supervised to avoid fraud that is misleading and ends up harming the country. Supervision has a function for the truth or reality that occurs in accordance with the original plan and purpose or not, this is done to avoid abuse of authority and end up hindering the process of an activity so that it causes failure or delay in the process that will take time and waste time.

Supervision is carried out by external parties of the Institution to avoid abuse of the internal power of the Institution. And this cannot be done by random people, citizens or government apparatus, it needs to be done by special institutions that understand and understand the supervision of public servants, such as APIP (Government Intert Supervisory Apparatus) which includes regional or central inspectors and BPKP (Finance and Development Supervisory Board). Thus, it is an

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The role of supervision and public services in Indonesia for citizens with democratic values, namely the following roles:

1. Realizing the principles of general value related to governance to be better.
2. Establishing democratic values to be able to provide better services to citizens.
3. Can protect Human Rights (HAM)
4. Can eliminate corruption that occurs.

The increasing abuse of power that has an impact on administration that will harm the state, so services in the public sector require supervision to realize the eradication of fraud that ends up harming the state. Special attention is needed regarding supervision to be more in-depth or detailed and more effective. And this cannot be done by just anyone, citizens or government officials, it needs to be done by a special institution that understands and understands the supervision of public servants, such as APIP (Government Internal Supervisory Apparatus) which includes regional or central inspectors and BPKP (Financial and Development Supervisory Agency). Thus, this is an external nature in supervision, the ombudsman acts as an institution that has an independent nature without any connection to any institution and is obedient to any power, such as the judiciary, executive and legislative.

In addition to the abuse of power by the apparatus or government which is the cause of the supervision of public services to be given more attention, the knowledge of citizens in remote areas of the country is also one of the concerns that must be considered by the government. Because many citizens do not know or even understand public services. This can be seen from citizens who are located far from the ombudsman or can be said to be in remote areas of the country, they tend to ignore problems related to government and do not file complaints about public services because such citizens lack knowledge and result in confusion about the process and procedures for where to go to complain, besides that they are worried about not being served according to their expectations and ending up disappointed and worried about the difficulty in accessing and other concerns. And in the end they prefer to keep it to themselves and ignore the problems that occur.

Explained in Law No. 25 of 2008 concerning public services. Public service is the implementation of activities to be able to meet the needs of citizens based on regulations in force in the country, such as regulations stated in the law. Public services are in physical form such as goods or in the form of services or related to government administration. Public services have a role to be able to be organized, this is supported by Law No. 25 in 2000 concerning the national development program in 2000-2004, here are its roles:

1. To be able to increase citizen awareness in participating in the function of the service
2. Creating appropriate and fast services, inexpensive, not containing discriminatory behavior, transparently valuable and satisfying in the implementation of ongoing activities.
3. Increasing the response of satisfied citizens as the basis for the optimal index concept.
4. Carrying out efforts in deregulation and special bureaucracy in policies related to the economy or to eradicate obstacles to the smooth running of the market.

Supervision has a function for the truth or reality that occurs in accordance with the original plan and purpose or not, this is done to avoid abuse of authority and end up hindering the process of an activity so that it causes failure or delay in the process that will take time and waste time.

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Conclusion

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Supervision has a function for the truth or reality that occurs in accordance with the initial plan and purpose or not, this is done to avoid abuse of authority and end up hindering the process of running an activity so that it causes failure or delay of the process that will take time and waste time in vain. Public service is the implementation of activities to be able to meet the needs of citizens based on regulations in force in the country, such as regulations stated in the law. Public services are in physical form such as goods or in the form of services or related to government administration.

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