

Accountability of Public Service at the Kapuas Kanan Hulu Sub-District Office Sintang

Petrus Atong* and Emiliani Nindy Diana Rusega Sim

Faculty of Social and Political Sciences, Kapuas Sintang University, West Borneo, Indonesia

Abstract

Public service accountability of the Kapuas Kanan Hulu Sub-District Office in implementing public services as an effort to support and know the activities of the administration of the state apparatus by applicable regulations. The research method used is descriptive qualitative. The research subjects consisted of the Lurah (The leader of sub-district), the head of the government, peace, order, and public service section, and two members of the community. Techniques and research data collection tools using interviews, observation, and documentation studies. Qualitative data analysis techniques. The results of the study reveal that the aspect of public service accountability in the form of accountability for public service obligations has been implemented with the support of the leadership role in the field of work, job descriptions, fairness of task clarity, and balance of responsibility reporting authority in the field of service. The research concludes that public service accountability in Kapuas Kanan Hulu Village has been implemented properly. Suggestions are conveyed that the accountability of public services that have been well maintained and developed, then for the future it is necessary to encourage the spirit of employees to be able to develop competency standards for providing public services to achieve minimum service standard work performance.

Keywords: Accountability, Service, Public

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1. Introduction

services according to the Decree of the Minister for Empowerment of State Apparatus Number 63/KEP/M.PAN/7/2003 are all service activities carried out by public service providers as an effort to fulfill the needs of service recipients as well as the implementation of the provisions of laws and regulations -invitation. Technical guidelines for transparency and accountability in the provision of public services are outlined in the Decree of the Minister for Empowerment of State Apparatus Number 26/KEP/M.PAN/7/2004. In the implementation of public services, according to Law Number 28 of 1999 concerning the Implementation of a State that is Clean and Free from Corruption, Collusion, and Nepotism, it is stated that in the context of realizing a state administration that can carry out its functions and duties seriously and with full responsibility. According to Law Number 25 of 2009 concerning Public Services, it is explained that the purpose of public services is to provide legal certainty in the relationship between the community and the organizers of public services. Whereas the implementation of public services is based on: a). Public interest, b). Legal certainty, c). Equality of rights, d). The balance of rights and obligations, e). Professionalism, f). Participatory, g). Equality of treatment/non-discrimination, h). Openness, i). Accountability, j). Special facilities and treatment for vulnerable groups, k). Punctuality, l). Speed, convenience, and affordability. Surjadi (2009:9) states that "the development of public service performance always involves three main elements of public services, namely: institutional elements of service providers, service processes and human resources of service providers". Paying attention to the demands of implementing public services as a sustainable development process. Salim (1984:103) states "the meaning of development fosters the need to respond to development problems and policies that are not only from an economic point of view but highlight development problems from an environmental perspective and improve quality of life". Salim's opinion can be translated as the success aspect of non-economic satisfaction with the psychological meaning of development that has been achieved. Public service accountability as stated in Government Regulation No. 65 of 2005, concerning guidelines for the preparation and application of minimum service standards (SPM), then Minister of Home Affairs Regulation No. 6 of 2007 concerning technical guidelines for the preparation and application of minimum service standards. This Regulation of the Minister of Home Affairs explains that "the principles of setting minimum service standards include: 1). Agreement., 2). Simple., 3). Real., 4). Measurable., 5). Affordable., 6). Open., 7). Accountable., 8). Gradually".

According to Government Regulation No. 73 of 2005 concerning "Kelurahan", in general provisions, it is explained that is the working area of the Lurah as a Regency/City Regional apparatus within the working area of the Subdistrict". Thus, the village government is a Regency/City regional apparatus domiciled in the Subdistrict area. Furthermore, it is explained that in carrying out the duties of the Kelurahan, the Lurah has the following functions: a). Implementation of village government activities, b). Community empowerment, c). Community service, d). Implementation of peace and public order, e). Maintenance of public service infrastructure and facilities, and f). Development of community institutions. Public information that must be provided includes,

among others, those relating to the principles and objectives of public service delivery, as mandated by Law Number 14 of 2008, concerning the disclosure of public information.

2. Research Methods

The type of research used in this research is descriptive research with a qualitative approach where the researcher tries to systematically describe factual situations and events. The research subjects consisted of the village head, the head of the government, peace, order, and public service section, and two members of the community as the target of public services. In qualitative research, data collection is carried out in natural conditions, primary data sources, and data collection techniques are more on participatory observation, interviews, and documentation. Qualitative data analysis techniques.

3. Literature Review

Public service accountability as an organizing activity must be accountable/accountable, both to the public and to superiors/heads of service units of government agencies under the provisions of laws and regulations. Public service accountability as a process of change in the life of development positions the community to demand state administrators to serve faster than the provision of services. Gharthey as quoted by Supriyanto (2009: 199) states "accountability is aimed at finding answers to questions related to what services, who, to whom, whose property, which and how to be held accountable, why accountability must be submitted, who is responsible, etc". The accountability of public service delivery according to Surjadi (2009:65-72) states that "Accountability/accountability for public services includes: a). Implementation principle., b). Public service performance., c). The cost of public services., d). Public service products., e). Handling public complaints., f). Preparation and implementation of service standards to a minimum, g). Determination of minimum service standard indicators". Surjadi's explanation is as follows. The principles of public service include 1). The simplicity of the procedure., 2). Clarity of requirements and information., 3). Certainty., 4). Accuracy., 5). Not discriminatory., 6). Responsible, 7). Ease of access., 8). Honesty., 9). Discipline/courtesy., 10). Convenience and safety of the process. The preparation and application of minimum service standards is a standardized measure in the implementation of public services that must be obeyed by service providers and or recipients, which include: 1). Procedure., 2). Completion time., 3). Service fee., 4). Service products., 5). Facilities and Infrastructure., 6). Competence of service providers.

Implementation of minimum service standards as stated in Government Regulation Number 65 of 2005 concerning Guidelines for the Preparation and Implementation of Minimum Service Standards (SPM). The existence of accountability as a system has been around for a long time, according to Supriyanto (2009: 198) that "Hammurabi law requires a person or king to be responsible for all actions to those who give authority or ideas to him". This condition is public accountability as a form of social responsibility that has different meanings for different people. Sutarno (2012:23) states that "social responsibility arises from social forces, determined by organizations that display behavioral attitudes consistent with a socially responsible approach that are generally more responsive than social organizations that display consistent attitudes and behavior". Carino's opinion, as quoted by Supriyanto (2009: 199) said that "accountability is a revolution in the activities carried out by an officer, both those who are still in the line of authority or are far beyond their responsibilities and authorities".

Public accountability is also not just an activity in the form of reports or notifications of what has been done by the government to the community, but rather leads to the ability of the government to meet the demands of the community. Supriyanto (2009:198-199) states that: "public service accountability includes; a). Ability to provide needs., b). Improve the implementation of public accountability., c). Carry out public accountability obligations". The government's implementation of the obligation to carry out formal legal accountability has begun with the issuance of Presidential Instruction Number 7 of 1999 which requires that echelon II officials prepare Government Agencies Performance Accountability Reports (LAKIP). Accountability does not just happen, according to Mahsun (2006:89) that "Building accountability must include: 1). Accountability environment can run well., 2). The role of leadership in the environment., 3). Transparency of accountability., 4). The fairness of the concept of accountability., 5). Belief in fairness., 6). Clarity., 7). The balance of accountability and authority".

The process of accountability for public services, by Mahsun (2006:99), states that "There are four stages of the process which are one unit; first stage: accounting or reporting function which is an obligation in accountability., second stage: information seeking or investigation., third stage: assessment or verification., fourth stage: direction or control. Thus, the accountability channel for the implementation of public services in the context of realizing good government can be carried out through direct categories to the community, to public agents, and top-level employees or at the same level in the same or different agencies. Fermena (2009:177) states that "principles describe ethical values that accommodate the entire moral system that carries the value of equality in maximizing individual preferences as long as it does not harm others". Kumorotomo (2001:1986) states that "the general principle of thinking in the practice of state administration is to have; legal certainty, balance, equality in

decision making, acting carefully, the principle of motivation, not mixing authority, the principle of feasibility, justice, and fairness, fair rewards, eliminating the consequences of decisions, protection of views, the principle of wisdom and the provision of public interest.

Kumorotomo (2010:291) states that "the main norm for supervising public services is the awareness that the source of legitimacy for public policies is the will of the people". Kumorotomo's view emphasizes that the norms of public service supervision do not conflict with what and how a policy has been agreed with the interests of the people or the interests of the state in the development process. Sarwoto (1983:121) states that "supervision norms have efficiency targets, seeking conformity between implementation with standards and methods that have been determined as processes for organizational activities and government management". By The Liang Gie as quoted by Sarwoto (1983:123) that "the important principle of efficient supervision should be guided by efficiency which includes; planning, deletion, simplification, savings, and amalgamation". Each of these principles has guidelines, then each guideline can be practiced in various activities as its implementation.

The norm of supervision of public services as a process and by Sutarno (2012:241) states that "supervision is a process consisting of three important steps, namely: 1). Measure output., 2). Compare outputs with plans and measure deviations., 3). Correcting unfavorable deviations by taking corrective actions. For the success of the process of supervision norms, some procedures must be considered as stages or steps of supervision. According to Yuniarsih and Suwatno (2008:109) that "supervision measures include: 1). Setting ideal and actual standards., 2). Assess and measure the results that have been achieved., 3). Comparing measurement results and standards., 4). Carry out follow-up by the real conditions achieved from the results of the assessment. The view in public service management is to serve rather than supervise, the increasingly important role of public services is to assist citizens in articulating and fulfilling their common interests rather than supervising or controlling society according to new rules. Rosyadi (2010: 86) states that "the current perspective demands that the public service bureaucracy no longer places its service users as customers but as citizens. Implementation of the implementation of minimum service standards, then coaching as can be in the form of facilities, providing general orientation, technical instructions, training and so on, and Surjadi (2009:78) states that "Guidance and supervision of minimum service standards include: a). Calculation of resources and funds needed to achieve minimum service standards, including the financing gap., b). Preparation of plans for achieving minimum service standards and setting annual targets for achieving minimum service standards., c). Assessment of work performance achieving minimum service standards., d). Minimum service standard work performance reporting". Minister of State Apparatus Empowerment Regulation Number 20/M.PAN/04/2006 concerning Guidelines for the Preparation of Public Service Standards as follows: 1). Legal basis., 2). Requirements., 3). Service Procedure., 4). Completion time., 5). Service fee., 6). Service products., 7). Facilities and Infrastructure., 8). Competence of service providers., 9). Internal control".

In the science of state administration or in the science of public administration, the terms performance accountability and public accountability are known. According to Miftah Thoha (In writing the Ministry Accountability Opinion, Kompas, Friday, January 29, 2016 page; 6) states that: "Performance accountability is an effort to account for the implementation of obligations, authorities, duties, and activities that are charged or received from superior officials to staff or subordinates. hierarchically. Meanwhile, public accountability is a form of external accountability or accountability to the will of the people's interests. Thus, state or government officials automatically must carry out routine responsibilities for institutional work, then state or government officials who gain the trust of the people should be accountable to the people. Because the people have the right to hold the government accountable for its performance, whether it is following the aspirations of the people or vice versa.

4. Research Results and Discussion

Public service accountability is part of the process as the main factor related to accountability for the implementation of institutional obligations, powers and duties carried out by government officials or state officials both based on routine government duties and in implementing the trust of the people as the giver of power. Thus, accountability is a form of accountability for carrying out obligations according to established procedures, implementing tasks following established procedures based on applicable regulations. Public service accountability can be in the form of routine activities accountability and accountability to stakeholders. Routine accountability is following the hierarchical structure of the bureaucracy, then the accountability of public services that are directed to accountability to stakeholders is the responsibility that is conveyed to the people as the party who is the target of public services. Public service accountability as a process of change in the life of development positions the community to demand state administrators to serve faster than the provision of services.

The aspect of public service accountability is the second important factor in implementing public services. According to Ghartey as quoted by Supriyanto (2009: 199), it is stated that accountability is to seek answers to the questions of what and how to be accounted for and who is responsible. The administration of the government

which is obliged to carry out formal legal accountability is carried out through the Performance Accountability Report of Government Agencies or abbreviated as LAKIP. Thus, the scope of the accountability target for the implementation of government organizations in the public sphere is so broad, it will be measured by the capability of public services. The measurement of public service accountability with the practice of government administration, as Miftha Thoha's opinion in Chapter II previously stated, that the measurement of accountability consists of - legal certainty, - balance, - equality in decision making, - acting carefully, - motivational principles, - not mixing authority, - the principle of appropriateness, - fairness and fairness, - fair respect, - negates the consequences of decisions, - protection of views, - the principle of wisdom and the availability of public interest organizers.

The principle of thinking like this good administrative practice emphasizes more on judicial values that rely on the principle of community justice in the process of government administration and the utilization of the judicial ranks in administrative administration. For this, the main normative rule that must be carried out optimally by public organizations is the demand for the implementation of activities that are sourced from the trust of citizens. Public service accountability related to public service information systems requires the availability of the obligation to manage information systems that are electronic and non-electronic information systems related to the profile of providers, implementers, service standards, complaint management, and performance appraisal. Then the behavior of implementers in public services following Law Number: 25 of 2009 in article 34 states that implementers in providing public services must behave as follows: - fair and non-discriminatory, - careful, - polite and friendly, - firm, reliable, and does not give protracted decisions, - is professional, - does not make it difficult, - obeys legitimate and reasonable orders from superiors, - upholds the values of accountability and integrity, - does not leak documents that must be kept confidential, - is open to making decisions, - does not misuse the means and infrastructure, - do not provide wrong information, - do not blame the position and authority, - according to the appropriateness, - do not deviate from the procedure.

Aspects of public service accountability obtained information that; a). The public complaint service mechanism is as follows: 1). The community discusses something that will be complained about., 2). The community makes a statement about something that will be complained about., 3). Based on the community statement letter, the Lurah followed up on the intended letter by inviting both parties with problems., 4). Make a mutual agreement., b). The principle of service application, as quickly as possible, thoroughly and thoroughly., c). The service accountability mechanism consists of 1). The initial service is handled by the executor., 2). After being processed by the executor, it is checked by the Kasi who handles or is in charge of letters or documents needed by the community., 3). After being examined by the Kasi, the initials were marked and then raised to the Lurah for signature., 4). Giving letter number and official stamp., d). The implementation of the code of ethics for service supervision includes 1). The application of the code of ethics is by the main tasks and functions of the sections in the village government namely the Government, Peace, Order, and Public Service Section, the Economic and Community Development Section, and the Community Empowerment and Welfare Section, 2). Service supervision is carried out by the sections carrying out services according to their respective main tasks and functions. Then the sections are not allowed to carry out the main tasks and functions that are not their authority unless the section head is unable to or has a letter of appointment from his superior to carry out other functions. If the sections carry out the main tasks and functions outside their authority, the handlers are returned to the section that handles them., 3). The supervisory standards applied are by the Regent's Regulation Number: 57 of 2013 concerning the operational structure of the village government work procedure. Applying the principles of coordination and synchronization within the village environment according to their respective main tasks., 4). The application of service standards is a minimum of approximately 10 minutes, the letters can be completed with all administrative requirements fulfilled and the signing officials are in place., 5). Service competency standards are still relative, but we are committed to providing services to the community quickly, easily and providing satisfaction to society.

Service competency standards have not been implemented optimally, this consideration is due to the view that the form of public services by state apparatus office employees is not individually competitive, but in the context of realizing good government, it is deemed important in the future to implement service provider competency standards. Public service accountability has been supported by doing the following things: 1). There is a mechanism for submitting accountability reports on service activities in the village government in a work hierarchy and work unit in the field of task., 2). The pattern of handling public complaints, such as complaints about permits to open internet cafes in the alley, is carried out by deliberation and consensus through the head of the neighborhood unit., 3). The principles of implementing public services include the simplicity of procedures, the certainty of formal legality, optimizing the clarity of requirements and information, trying to create convenience in services, and providing opportunities for community members to be involved in assessing services through suggestion boxes or opinion cities., 4). Support for the condition of the facilities and infrastructure owned is quite adequate in the implementation of public services., 5). Already have guidelines for minimum service standards and what form of information is required for providing recommendations and

submitting applications for administrative completeness., 6). This form of distribution of accountability for public services in the village government is conveyed through tiering authority, while the delivery of accountability to the community can be done through the head of the neighborhood unit, who then conveys it to the head of the family., 7). The accountability code of ethics has fulfilled the following aspects: a). Legal certainty., b). The balance of treatment is by the field of service management required by the community, c). Availability of activity space for public interest services, in the form of a waiting room, 8). Supervision of public services has implemented activity efficiency, planning program activities and routine activities, and has strived to work properly and correctly to reduce the factor of routine supervision needs., 9). Supervision of public services in the village government already has the following: a). Performance measurement achieved., b). Have tried to compare the achievement of supervision and program activity plans., c). Understand the success and failure of public service supervision. 10). Supervision as guidance in realizing minimum service standards has done the following things: a). Calculation of resources and funds needed and fields of activity., b). The preparation of plans for achieving minimum service standards and fields of activity.

Among the targets of public services have been: 1). The principles of implementing public services which include: a). The simplicity of the procedure is not complicated., b). Certainty, depending on the number of people served at that time but still implemented., c). Clarity of requirements and information, meeting the officer concerned to request information, the direction of the services provided is clear and easy., d). Convenience, the principle of public services provided is easy. e). Community assessment, the services provided are good and uncomplicated, the officers are friendly in providing services. The village head wants to participate in community service. 2). That the government must gain legitimacy and trust from the community, should reflect the cooperation between the community and the government in terms of providing information backflow, namely that the public is allowed to submit input and criticism to the government, and on the other hand, the government must disseminate various policies to the community, so that the public can understand and will even support these policies. Public service accountability includes service activities: 1). There is a public complaint service mechanism available., 2). The principle of implementing the service has been going well., 3). The implementation of the accountability mechanism has been running in stages., 4). The code of ethics for service supervision has been understood by all sub-district office employees, which is supported by field unit supervision standards by applying minimum service standards., 5). Service competency standards have been carried out based on institutional service standards, or service standards for organizations and work units. The perception and discussion of researchers on the implementation of public services in the aspect of public service accountability can be stated that the accountability of public services has been implemented properly, which is supported by the leadership role of the work unit, and there is also the fairness of job description clarity with a balance of service authority.

The norms for supervising public services as a part of the process of accountability for public services have been implemented properly in the form of monitoring and evaluating by adjusting the procedures and requirements that have been set. The form of supervision is carried out through monitoring the work of the work unit leaders within the Section Head and staff involved in requesting services and providing recommendations. Public service accountability with the application of minimum service standards, such as the form of coaching in the form of facilities, providing general orientation, and increasing continuing training is still not implemented optimally. Accountability in the implementation of achieving minimum standards such as calculating costs and funds, evaluating performance, and reporting service standards has been carried out properly. The accountability aspect of public services in the application of minimum service standards has been supported by the availability of legal provisions, requirements, procedures, time, costs, and internal control as mandated in the regulation of the Minister of Administrative Reform Number: 20 of 2006 concerning Guidelines for Preparing Public Service Standards and the Sintang Regent Regulation Number: 57 of 2013 concerning Kelurahan.

5. Conclusions and Suggestions

In conclusion, public service accountability through service accountability mechanisms and the application of minimum service standards has been implemented properly, with the availability of services such as; service mechanism, principles of service implementation, implementation of supervisory code of ethics, and supervision standards. Public service account that has not been implemented properly is the competency standard of service providers. Suggestions that the accountability of public services that have been implemented properly should be maintained and improved again in the context of implementing excellent public services. Furthermore, it is suggested that the Kelurahan Office is capable of implementing competency standards for public service providers.

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