

New Public Service in a Democratic Government

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Abstract—This study aims to explain the new public service in democratic governance. New public service in a democratic government is very important, because new public service is one of the characteristics of a democratic government that must be realized, so that it will strengthen the existence of a democratic government, but it can also provide many benefits and determine the performance of democratic government organizations. The formulation of the problem in this study how is the new public service in a democratic government? The method used in this study is literature study. In this case the author reviews books, articles, proceedings, other documents in the form of government policy documents, etc. related to the topics discussed. The results of this study show the new public service as the latest perspective of public administration putting public service as the main activity in a democratic government. There are seven characteristics of public services according to the new public service which should be implemented effectively by democratic governments, namely: (1) Serving citizens not customers; (2) Meeting the public interest; (3) Prioritizing citizens over entrepreneurship; (4) Thinking strategically, acting democratically; (5) Realizing the complexity of accountability; (6) Serving rather than directing; (7) Prioritizing the interests of society rather than productivity.

Keywords—*new public service; democratic; government*

I. INTRODUCTION

New public service in a democratic government is very important, because new public service is one of the characteristics of a democratic government that must be realized, so that it will strengthen the existence of a democratic government, but it can also provide many benefits and determine the performance of democratic government organizations.

According to the new public service that government is run in a democratic atmosphere where there is respect for human dignity in public service, administrators listen more and serve more, citizens are involved even encouraged in democratic governance processes for citizens to work together to define and resolve problems together with a cooperative path that is mutually beneficial, a democratic government is a people's tool and must submit to whatever the voice of the people, as long as the voice is rational and legitimate normatively and constitutionally, democratic governments must guarantee the rights of citizens, fulfill their responsibilities, prioritize the interests of citizens, serve society in a democratic, fair, equitable, non-discriminatory, honest and accountable manner.

How is the condition of the quality of public services so far expressed by Dwiyanto, public services so far have been like a jungle for many people [1]. It is often very difficult to understand the rationality of service procedures carried out by public bureaucracies. Community service users are often faced with so much certainty when they interact with the bureaucracy.

The problem statement in this study is how is the new public service in a democratic government?

II. RESEARCH METHODS

The method used in this study is literature study. In this case the author reviews books, articles, proceedings, other documents in the form of government policy documents, etc. related to the topics discussed. The research was conducted to obtain information related to the topic so as to provide solutions in solving the problems faced. According to Creswell literature study is a summary of articles, books and other documents that illustrate past and present knowledge of topics, organizing literature into topics and documenting them according to study needs [2].

III. RESULTS AND DISCUSSION

Sriyuliani explained The Paradigm of the New Public Service was introduced by Janet V. Dernhart and Robert B. Dernhart through their book entitled "The New Public Service, Serving not Steering" published in 2003 [3]. This book begins with the sentence "Government shouldn't be run like a business; it should be run like a democracy". Government (Public Administration) should not be driven like a business. Running government is the same as moving the democratic order.

In the new public service paradigm no one becomes a spectator, all become players or come into play. Here the government must guarantee the rights of citizens and fulfill their responsibilities to the community by prioritizing the interests of the community. An important lesson that can be drawn from this paradigm is that the bureaucracy must be built so that it can pay attention to community service as citizens (not as customers), prioritizing the public interest, including citizens, thinking strategically and acting democratically, paying attention to norms, values and standards that exists, and respects society, As well as Yereias [4].

To improve a democratic public service, the choice of the new public service can promise a change in the government bureaucracy. With respect to human dignity in public service, administrators listen more and serve more, citizens are involved even encouraged in the process of democratic governance for citizens to work together to define and overcome problems together with a mutually beneficial cooperative path, democratic government is a tool the people and must submit to whatever the voice of the people, as long as the vote is rational and legitimate normatively and constitutionally, the democratic government must guarantee the rights of the citizens, fulfill their responsibilities, prioritize the interests of citizens, serve the community democratically, fairly, equally, non-discriminatively honest and accountable.

New Public Service in Democratic Government. For the democratic government, it should improve the quality of various services provided to the community or the public. The issue of the quality of public services is also triggered by the influence of changes in the paradigm of administrative science, including global changes that occur in various fields of life and in various parts of the world.

The new public service as the latest paradigm of public administration puts public service as the main activity of public administrators. One essence of the new public service principles is how public administrators articulate and share the interests of citizens, according to Herdiyansyah [5].

Public services are becoming a central issue in public policy and are increasingly strategic because public services carried out by the bureaucracy today tend to "run in place" while the impact is increasingly widespread in various aspects of life such as social, economic, defense, security, politics, and others, according to Sinambela [6].

In the previous description it has been stated that the new public service considers that the bureaucracy is a tool of the people and must submit to whatever the voice of the people, as long as the voice is rational and legally legitimate and constitutional. A leader in the bureaucracy is not merely an economic creature but also a social, political creature and performs his duties as a public servant. The alternative offered by this perspective is that the government must listen to public voices in governance management. That government it should not be run like a company but serve the people democratically, fairly, evenly, not discriminatory, honestly and accountably.

According to Denhardt and Denhardt in Yeremias , there are 7 (seven) characteristics of the new public service [4] as follows: (1) Serving citizens not customers (2) Meeting the public interest (3) Prioritizing citizens over entrepreneurship (4) Strategic thinking, acting democratically (5) Recognizing the complexity of accountability (6) Serving rather than directing (7) Prioritizing the interests of society not productivity.

The seven characteristics of the new public service must be implemented effectively in a democratic government because the seven characteristics are basically indicators of a democratic government and have a positive impact in realizing the public interest. The explanation for the seven characteristics of the new public service is as follows.

Serving citizens not customers. The main role of public service is to help community members articulate and fulfill agreed-upon interests, rather than trying to control or control the community in a new direction. Through the taxes they pay, citizens are the legitimate state. With these characteristics, bureaucrats feel very respectful and reluctant to the people, because it is the people who pay them, if they do not serve the citizens well then it is likely that citizens are reluctant to pay taxes again and they are not paid. In the new public service model, public services are based on the theory of democracy that teaches the existence of egalitarian and equal rights between citizens, because basically the people are the highest holders of power, having logical consequences on the concept that since their status in the natural world, up to its status as a citizen, the community has rights that are of a nature that are impossible to take over, denied and /or violated by anyone in power. Therefore the values of democracy, citizenship and service for the public interest must be seen as the fundamental norms in the administration of public administration.

Meeting the public interest. Public administrators must create collective ideas that are mutually agreed on what are called public interests. According Kumorotomo the concept of public interest in the perspective of the new public service is formulated as a result of dialogue from various values that exist in society [7]. Bureaucracy that provides public services must be accountable to society as a whole. Because the community is dynamic, the character of public services must also always change according to the development of society. Public interest is a solid foundation for public administration behavior because it is actually this interest which is the best means to maintain the existence of the country. Likewise, Mulyadi views that were raised by Denhardt and Denhardt to remind us again that the purpose of public administration or public service activities is for public interest [8].

Prioritizing citizens over entrepreneurship. Policies and programs proposed to meet public needs can be achieved effectively and responsively through collective efforts and collaborative processes. According to Komarudin the new public service views the public as citizens or citizens who have the same public rights and obligations [9]. Not only as a customer who is seen from his ability to buy or pay for a product or service. Citizen is the recipient and user of public services provided by the government and is also the subject of various public obligations such as complying with laws and regulations, paying taxes, defending the country, and so on. The existence of an element of coercion in complying with public obligations makes State and public relations not voluntary. Therefore, state servants or state administrators are not only responsive to customers, but also focus on fulfilling public rights as well as efforts to build relationships of trust and collaboration with citizens. The public service provider referred to as the organizer is any state organizing institution, or corporation, an independent institution formed by law for public service activities, and other legal entities which are formed solely for public service activities.

Strategic thinking, acting democratically. The public interest is more the result of dialogue about mutually agreed upon values than the aggregation of the personal interests of individuals. The government must be able to act quickly and

use a dialogue approach in solving public problem. Policies and programs meet the public needs that are achieved most effectively and responsibly through collective cooperation processes and efforts. In the New Public Service (NPS) not only to build vision and then leave its implementation to them in government, but to join together all parties in the process of both designing and implementing programs that will move in the desired direction. The government must be able to act quickly and use a dialogue approach in solving public problems. Policies and programs meet the public needs that are achieved most effectively and responsibly through collective cooperation processes and efforts. In the New Public Service (NPS) not only to build vision and then leave its implementation to them in government, but to join together all parties in the process of both designing and implementing programs that will move in the desired direction.

Recognizing the complexity of accountability. The public servants must pay attention not only to the market, but also to the legal and regulatory aspects, the values of society, political norms, professional standards and the interests of citizens. Therefore public administration accountability is complex or many dimensions such as professional, legal, political and democratic accountability. Therefore public administration accountability is complex or many dimensions such as professional, legal, political and democratic accountability. Accountability is that each activity and the results of the final activities of the activities of the state organizer must be accountable to the community or the people as the holder of the highest sovereignty of the country, to according Komarudin [9].

Serving rather than directing. Public organizations and networks involved will be more successful in the long term if they operate through a collaborative process and through leadership that respects everyone. The main function of the government is to serve citizens not to direct. With the application of the new public service, bureaucrats can no longer act arbitrarily and throw the public service process. Now the bureaucrat must serve the community well and humanize humans. It is important for public servants to share value-based leadership in helping citizens to express and fulfill their interests rather than control them in a new direction that is not necessarily their part and interest. Interaction and engagement with citizens who give purpose and meaning to public services. The structure in the organization itself is a collaborative structure in accordance with the values in the community and not always the government as the owner of the organization but can also share with the community both internally and externally.

Prioritizing the interests of society not productivity. Public interests are better developed by public servants and community members who are committed to contributing to

society than entrepreneurial managers who act as if their money is theirs. The interests of society must be a priority even though they are contrary to the values of productivity. In the new public service every citizen has the same rights so as to get the same quality of service from the bureaucracy. Ideas such as: justice, equity, responsiveness, respect, empowerment, and commitment do not negate but are often preferred over the value of efficiency as a single criterion for government operations.

IV. CONCLUSION

Through the new public service a democratic government must be built so that it can pay attention to public services that are of the highest quality as citizens, prioritize the public interest, include citizens, think strategically and act democratically, pay attention to existing norms, values and standards and respect society.

The new public service holds that the government bureaucracy is not only the main actor in formulating what is called the public interest, but many other actors must be involved and paid attention to in the implementation of the public interest.

The new public service is also called good governance, also included as part of the realization of a democratic government.

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