

Public Service Accountability Based on Human Rights (Study at the Office of Pangkalan Jambu Subdistrict, Merangin District)

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Abstract

This research is motivated by several problems, namely not yet fulfilled human rights in providing services to the public provided by government officials, unclear service procedures, the existence of illegal fees, injustice in service delivery, poor service ethics. This study aims to analyze the accountability of public services and analyze the factors that influence the accountability of public services based on human rights in the Office of Pangkalan Jambu Subdistrict, District of Merangin. The research method is qualitative. Data collected by observing, interviewing, and studying documentation. The results of the study were assessed with tangibles indicators, the unavailability of service information boards, reliability of human resources in the service is not good, responsiveness that is the responsiveness of the service apparatus is not good, assurance in the service is still cheating in service procedures, empathy shown by the apparatus in providing poor service to the community. Factors affecting public accountability are lack of public awareness and lack of preparedness of government officials who face public demands. So it can be concluded that the services provided by the government apparatus have not been accountable.

Keywords: *public services, service quality, accountability, human rights*

Introduction

Service as a process of meeting the needs of the community characterized by the existence of accountability from service providers, namely the government apparatus. Accountability itself is one of the principles of good governance. The public demand for quality public services, the Government has made Law number 25 of 2009 concerning Public Services. Article 4 explains that the implementation of public services is based on the public interest, legal certainty, equality of rights, balance of rights and obligations, professionalism, participation, equality of treatment/non-discrimination, openness, accountability, facilities and special treatment for vulnerable groups, timeliness, speed, and affordability.

The implementation of public services at the regional level is regulated in (R. O. Indonesia, 2014) concerning the Regional Government as implemented in the (K. Merangin, 2019) about the Implementation of Public Services. Article 4 explains the implementation of public services based on a. public interest. b. legal certainty c. equality of rights. d. 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. timeliness, and l. speed, convenience, and affordability. According to (Frinaldi, n.d.) and (Saputra & Hermanto, 2017), the existence of public service by the regional government is an effort to show the existence of the ability of the regional government in meeting service needs for the interests of the people in their area.

Furthermore, (B. K. Merangin, 2016) concerning Position, Organizational Structure, Main Tasks and Functions, and Sub-District Administration. The subdistrict is no longer the administrative area of government but an organization of regional apparatus. This becomes a sub-district no longer a territory but an administrative territory. As a series of collaborations in achieving organizational goals, where an

administrator is managing and managing, the administration of the sub-district government which is part of the public administration is inseparable from how to regulate and move the people in the working area. Carry out the governmental authority delegated by the Merangin Regent to handle some of the regional autonomy matters in the sub-district which includes aspects of licensing services, recommendations, coordination, guidance, facility supervision, determination, administration and other authority delegated. Accountability of public services at the District Office is very important because it is one indicator of the success of regional autonomy services, namely improving services to the community.

Then related to human rights in public services, (R. Indonesia, 1999) in article 3 paragraph 2 explains that everyone has the right to recognition, guarantees, protection, and fair legal treatment and to obtain legal certainty and equal treatment before the law. (Pasaribu, 2019) has researched human rights-based immigration public services, that in the framework of implicating human rights in public services, the Ministry of Law and Human Rights of the Republic of Indonesia has issued Minister of (Menkkumham, 2018) about the Human Rights-Based Public Service Award. Accessibility and availability of facilities for the Immigration Office itself consists of: (1) information on services; (2) room/counters/complaint boxes / Complaint Telephone Numbers; (3) special toilets with disabilities; (4) guiding block; (5) public service information; (6) lactation/nursing room; (7) children's playroom; (8) signs of vulnerable groups; (9) tool aids vulnerable groups; (10) ramps; (11) special counters/services for the elderly, children, pregnant women and people with disabilities; (12) places of worship; and (13) information center.

Implementation of public service accountability in practice still found various problems including the community is still having difficulty getting services; there is still nepotism in service; often not on time in service; lack of justice in the services provided by the state apparatus; and lack of service guarantees. This problem was revealed in Muradi's (Murhadi, 2013) research on Public Service Accountability, namely Assurance in providing services to the public has not been ascertained by the service apparatus. Furthermore, research conducted by (Hamdani, Derry Surya, Yuliani, 2016) on Public Service Accountability, namely Service Solutions, when service users have difficulty in obtaining services, then officers will help service users even though they have to wait a long time so that difficulties are overcome. Besides, the ease of service provided by employees will be faster if service users are familiar with their employees. The priority of Service, the service user who is almost finished with his Building Permit turns out to have an acquaintance in the department and the service user who has not yet completed his Building Permit does not have an acquaintance.

The implementation of public service accountability at the Pangkalan Jambu Sub-District Office in District Merangin in practice is inseparable from problems, including the non-implementation of the principle of accountability in public services. The above problem is expressed based on the results of research conducted by the author at Pangkalan Jambu Sub-District Office on August 26, 2019, that it appears that people are complaining about the services provided by the apparatus because the apparatus prioritizes services to the families of officials, respected persons, influential people and people who have relationship with the apparatus.

These various problems if always happens every public service provided by government officials can affect public confidence in the performance of government officials. Through this research, it will be revealed how the implementation of public service accountability at the Pangkalan Jambu Sub-District Office is based on human rights? and what factors influence the implementation of public service accountability at the Pangkalan Jambu Sub-District Office?.

This study aims to analyze the implementation of public service accountability at the Pangkalan Jambu Sub-District Office by using the characteristics of public service quality namely tangibles, reliable, responsiveness, assurance, and empathy, and looking at human rights-based public services with the characteristics as described in (R. Indonesia, 1999) concerning Human Rights and

(Menkkumham, 2018) concerning Human Rights-Based Public Service Awards. Then analyze the factors that influence the implementation of public service accountability at the Pangkalan Jambu Sub-District Office by using the characteristics of public awareness and government apparatus readiness. This article is very important to prevent problems in the accountability of public services, if this problem is not prevented then there will be worse service provided by government officials. This research can be a scientific contribution to the Government, Regional Government, DPR / DPRD to improve or improve policies and implement accountable public services.

Method

The research uses a qualitative approach. The focus of the research is the accountability of public services at the Pangkalan Jambu Sub-District Office in Merangin District Based on Human Rights. The study was conducted at the Pangkalan Jambu Subdistrict Office. Data collection techniques in research are observation techniques, interview techniques, and documentation study techniques. Data analysis techniques used are data reduction, data presentation, and concluding.

Results and Discussion

Implementation of Human Rights-Based Public Service Accountability

Quality public service has an important meaning if service delivery is done simply, easily and is carried out naturally and professionally. To improve the quality of public services, public organizations must change positions and roles in providing public services. In solving research problems concerning the accountability of public services at the Merangin Regency Pangkalan Jambu Sub-District Office, a theory proposed by (Parasuraman, Valarie, & Berry, 1990) which explains that the quality of public services in public organizations can be accounted for by the following characteristics:

1) Tangibles

Based on the results of the author's research found in data from the Pangkalan Jambu District Renstra data year 2019-2023 about tangible, the unavailability of service signs. The service signboard serves to provide an explanation to the public about the services provided by the Pangkalan Jambu Sub-District apparatus. With the availability of community, service guidelines can know what needs to be provided in doing the desired service. The facilities and infrastructure provided by Pangkalan Jambu Sub-District are inadequate so that it can disrupt the smooth service process.

Table 1. Facilities and Infrastructure owned by the 2019 Jambu Pangkalan Camat Office

NO	TYPE	MANY		CONDITION		
		Amount	Unit	Well	Less good	Broken
1	2	3	4	5	6	7
1	Four-wheel vehicle	1	unit	-	1	-
2	Two Wheeled Vehicles	8	unit	7	1	-
3	PC computer	2	unit	-	-	2
4	Printer	4	fruit	1	1	2
5	Laptop	5	fruit	2	2	1
6	Radio SSB	1	fruit	-	-	1
7	Meeting table	5	unit	2	3	-
8	Meeting Chair	65	fruit	15	30	20
9	Filing Cabinet	6	fruit	4	2	-
10	Almari Arsip	2	fruit	1	1	-
11	Typewriter	3	fruit	-	-	3
12	Workbench	12	unit	8	3	1

13	Sound System	2	unit	-	1	1
14	Camera Digital	1	unit	-	-	1
15	AC	1	unit	-	1	-
16	Fan	5	unit	3	2	-
17	TV and satellite dish	2	unit	-	-	2
18	Hand Work Chair	1	unit	1	-	-
19	Trellis	1	unit	1	-	-
20	Swivel Work Chair	8	unit	6	2	-
21	Sofa for guest	2	set	1	1	-
22	Lawn mower	2	unit	1	-	1
23	Office Curtains	1	set	-	-	1
24	Tablecloth	3	sheet	3	-	-
25	Stabilizer	1	unit	1	-	-
26	Monitor	1	unit	1	-	-
27	Electric Amperes	2	unit	2	-	-
28	Cheerful Phone	1	unit	-	-	1
29	E-KTP Recording Tool	1	unit	-	-	1
30	Generator	1	unit	-	-	1
31	Carpet	2	roller	-	-	2

Source: Camat office Pangkalan Jambu 2019

Based on the research results above, it can be analyzed that tangible or physical appearance and facilities provided by Pangkalan Jambu Sub-District in public services are inadequate so that it disrupts the smoothness in service. Then associated with services that are based on human rights, human rights have not yet been fulfilled in public services, because the Regulation of the Minister of Law and Human Rights of the Republic of Indonesia Number 27 of 2018 explains that in public services there must be availability of adequate facilities, such as public service information. The results of (Murhadi, 2013) research on tangible can be concluded that the service signboard and parking area are well available. According to Parasuraman in (Murhadi, 2013), the formation of good public services must be met tangible dimensions which include the availability of physical facilities, equipment and means of communication, and others that can and must be in the service process.

2) Reliability

Based on the results of an interview with Edy Suprpto, Pangkalan Jambu Sub-District Head about the reliability of human resources in poor service, because human resources are still low in carrying out coordination of public service affairs in the sub-district; lack of management personnel controlling monitoring, registration and data collection on taxes/levies, SITU / SIUP, and population data so that to improve the performance of public services it is necessary to have additional personnel and operational personnel; the use of public service facilities and infrastructure at the sub-district level is not optimal; the lack of personnel in the public services department of the Pangkalan Jambu Sub-District Office, so that many workers concurrently have other duties. With the lack of reliability of human resources in providing services, the promised services to the community are not by the promised schedule, so that the community feels dissatisfied with the services provided by the Pangkalan Jambu Sub-District apparatus.

Based on the results of the research above, it can be analyzed that the reliability of human resources in services is not good, so the services promised to the community are not by the promised schedule. Then associated with services based on human rights, human rights have not yet been fulfilled in public services because Law number 39 of 1999 concerning Human Rights explains that everyone has the right

to guarantees. According to Parasuraman in (Murhadi, 2013), the formation of good public services must be fulfilled the reliability dimension which includes the ability to deliver the promised service appropriately and the ability to be trusted, especially providing services on time, in the same manner, according to the promised schedule, without make mistakes every time.

3) Responsiveness

Based on the results of an interview with Ramdi Edison as the community of Bukit Perentak Village, Pangkalan Jambu Subdistrict about responsiveness, namely the responsiveness of the service apparatus of Pangkalan Jambu Subdistrict is not good, the service apparatus tends to be more irritable if there is a service requestor who complains and prefers to refuse to provide services than to explain to applicants whose requirements are incomplete. The response of good service apparatus that can only be shown to certain people does not apply to the general public. The response was given by the apparatus through communication conducted in providing uneven services. Because the service apparatus is only able to communicate well and in two directions if it recognizes the people doing the service. With injustice in service will lead to mistrust and jealousy of the community to other communities. Well-directed and clear communication is necessary so that the information you want to convey can be conveyed properly.

(Hamdani, Derry Surya, Yuliani, 2016) namely the ease of service provided by employees will be faster if service users are familiar with the service apparatus. Based on the results of the author's research and Hamdani's research above, it can be analyzed that the responses given by the service apparatus to the community are uneven. Then related to services based on human rights, human rights have not yet been fulfilled in public services because Law number 39 of 1999 concerning Human Rights explains that everyone has the right to equal treatment.

4) Assurance

Based on the results of interviews with Amris as a community of Bungo Tanjung Village, Pangkalan Jambu Sub-District regarding assurance that in implementing service procedures, the apparatus has not followed the applicable provisions in a service, because there are still some people who want the services to be carried out more quickly. Sometimes people take the fast path to obtain fast service. Of course, this fast service has consequences for financing that is a little expensive. Fraud of service procedures and service financing is still common because sometimes people also want services to be completed more quickly.

(Hamdani, Derry Surya, Yuliani, 2016) show that there are still bureaucrats who receive money from the public who are asking for a part of their gratitude for the fast service they get. Based on the results of the author's research and Hamdani research results above, it can be analyzed that assurance in the service is still cheating in service procedures. Then related to services based on human rights, human rights have not been fulfilled in public services because Law number 39 of 1999 concerning Human Rights explains that everyone has the right to fair legal treatment and to obtain legal certainty and equal treatment before the law.

5) Empathy

Based on the results of interviews with Masjono as the community of Tanjung Mudo Village, Pangkalan Jambu Sub-District about empathy shown by the apparatus in providing services to the community is not good. This means that the apparatus is not able to be friendly, polite, and aspirational to the community. This inability is caused by too much work done so that the apparatus can not serve the community well. The ability to be friendly will leave an impression on organizations that can adapt to the environment and can provide satisfying services to the community. But the inability of the apparatus to be friendly will make the organization haunted for the community.

The results of (Kafiah, 2014) are service delivery which is oriented only to several rules and guidelines for its implementation, not to customer satisfaction as an accountable element of service

provided by government agencies. Based on the results of the author's research and Kafiah's research results above, it can be analyzed that empathy in the service is not good. Then related to services based on human rights, human rights have not been fulfilled in public services because Law number 39 of 1999 concerning Human Rights explains that everyone has the right to fair legal treatment and to obtain legal certainty and equal treatment before the law.

Factors Influencing the Implementation of Public Service Accountability

Factors affecting the accountability of public services according to (Sukmaningsih, 1997) are public awareness and readiness of government officials who face public demands. Therefore the government apparatus is required to have a service behavior oriented towards the creation of community satisfaction.

1) Public Awareness

Based on the results of interviews with Yusmini as the community of Pangkalan Jambu Subdistrict about factors that influence the accountability of public services seen from public awareness that is still lacking commitment and apparatus awareness in improving the quality of services, such as government apparatus is not friendly when serving the community, officials are often not in the office during hours work, the apparatus is often late and the apparatus in carrying out their duties is still associated with the desire to get rewards.

2) Government Apparatus Readiness

Based on the results of interviews with Edy Suprpto, Pangkalan Jambu Sub-district Head about the factors that influence Public service accountability, seen from the readiness of the government apparatus, namely lack of information, lack of coordination, lack of personnel, such as lack of general government data management operators, Village Government data management, population data management and licensing to improve the performance of public services need additional personnel and operational personnel, the lack of human resources apparatus such as lack of staff skills in operating computer facilities and infrastructure in the Pangkalan Jambu Sub-District Office to slow down the performance of office administration activities, to improve the performance of administrative activities need training in operating a computer.

Conclusions

Based on the results of the research above, it can be concluded that the implementation of service accountability at the Pangkalan Jambu Sub-District Office is still going poorly. Tangibles namely the unavailability of service signboard, reliability of human resources in services of inadequate quality, responsiveness namely the responsiveness of the service apparatus of Pangkalan Jambu Sub-District less professional, assurance in the service there is still cheating in service procedures, empathy shown by the apparatus in providing services to the service society is not good. Furthermore, public services provided by the government apparatus of Pangkalan Jambu Sub-District have not been based on human rights, as explained by Law number 39 of 1999 concerning Human Rights and Minister of Law and Human Rights Regulation of the Republic of Indonesia Number 27 of 2018 concerning Service Awards Human Rights-Based Public.

Then the factors that influence the implementation of public service accountability are lack of commitment and apparatus awareness in improving the quality of services, government officials are not friendly when serving the community, officials are often not in the office during working hours, officials are often late and officials in carrying out their duties are still associated with the desire to get reward. Furthermore, the lack of information, coordination that is not optimal, the lack of personnel such as the lack of general government data management operators, village government data management, population data management and licensing to improve the performance of community services need additional personnel and operational personnel, personnel lacking skilled personnel in operating computer facilities and infrastructure at the Pangkalan Jambu Sub-District Office so that it slows down the performance of office administration activities.

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