

# Reconstruction of Democracy Practice In Achieving Welfare Of West Java People

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*Abstract—This study discusses the practice of democratization in West Java and its correlation with the improvement of people's welfare. This paper also discusses the performance of government in providing public information services and how the local House of Representatives channel the society aspirations. The performance of government and House of Representatives (parliament) members are inspected in terms of transparency, accountability and equality. Using descriptive-qualitative method, this study finds that there is a technical unreadiness in reconstructing democratization in West Java. Therefore, the government and local parliaments should immediately adopt democratization efforts in a real technical method, so that it can be felt by the society, especially in terms of their welfare.*

*Keywords— Democratization, Local Government, Regional House of Representatives, Political Aspirations, Political Communications*

## I. INTRODUCTION

Development discourse was originally a neutral concept, as a human effort to make changes to better standard of living. This concept then turns into an ideology when various interests underlie the direction and methods to achieve such change and welfare. Practically then, development becomes something that is not neutral but is largely determined by the paradigm of underlying thinking. From here onwards various models of development are developed, ranging from those focused on economic growth to those focusing on environmental balance as a prerequisite for sustainable development [1]

In the mid of 1980s to 1990 which is the study of democratization decade, the development model began to apply democratization principles. At the local level, democratization of development is translated into the concept of decentralized politics, the delegation of authority from the central government to the regions, and the delegation of government affairs to non-governmental elements [2]. Through decentralization, the regions enjoy the flexibility to plan and implement development, local diversity, and local democratic parties. In the context of decentralization, the region is busy organizing institutional arrangements internally. At the same time, local governments bear expectation and demands of people who question the impact of local autonomy and local democracy on their welfare. In fact, conceptually,

decentralization is one effective tool in realizing welfare because it allows local communities have information and incentives to design and implement policies that respond to local needs[1].

In relation to decentralization, development, and the achievement of people's welfare, West Java Provincial Government (West Java Provincial Government) has the Vision and Mission of 2013-2018 "West Java Move Forward and Welfare For All." Move Forward meant being a productive, competitive and independent, skilled and innovative society while maintaining the social order which is tolerant, rational, wise and adaptive to the dynamics of change also adhering to the cultural values and local wisdom and achieve sovereignty in food, economic and social security. As for Welfare, it is interpreted as safe and welfare society both inner and physical, while For All means conditions where the outcome of development can be felt by all layers, elements and components of society (RPJMD West Java Province 2013-2018).

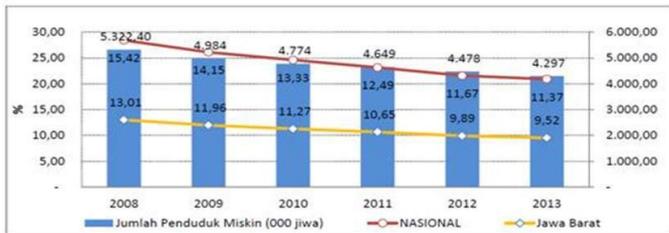
Some problems still faced by West Java include the issues of autonomy and local democracy, the lack of society participation in development planning, the apparatus professionalism, industrial relations, social protection and welfare for women and children, and public information disclosure.

Provincial Government of West Java in realizing the society welfare and local democracy, one of which is measured by indicators of achievement of HDI (Human Development Index). HDI of West Java in 2014 reached 74.28, an increase compared to previous years (Pusdalibang West Java Province, 2014). In addition, West Java in 2013 was considered to show an increase in democratic index from 57.05 in 2012 to 65.18 in 2013, although the West Java democracy index is still far below the national average of 77.94. The assessment of democracy index refers to three aspects, which are the aspect of civil liberties, political rights fulfillment, and democratic institutions.

While the poverty rate of the people of West Java from year to year is showing a decrease. In 2013 it reached 9.52 percent (BPS, 2013) and in 2014 fell to 9.44 percent, below the national poverty rate of 11.37 percent. The Bappenas report (2014) also shows that the open unemployment rate in West Java is generally higher than it is in the national average. In

addition, West Java is the region with the highest number of trafficking victims, especially children and women in Indonesia, indicating low protection against both vulnerable groups. For more details data on poverty figures of West Java can be seen in the graph below.

Fig. 1. Growth of Poor People and Percentage of Poverty West Java Province upon the National Year 2008-2013



Sumber: BPS, Tahun 2013

The data above shows the positive condition of West Java development outcome. However, West Java is still classified as a province with a high rate of absolute poverty. Based on data from BPS 2014, the absolute poverty rate in West Java reached 4.2 million people, as shown in the table below.

TABLE I.

Province	Number of Poor People (Million of Life)
East Java	4,7
Central Java	4,6
West Java	4,2
North Sumatera	1,4
Lampung	1,1

<sup>a</sup>. Source : BPS, per September 2014

The high absolute poverty rate in West Java and the index of democracy (though increasing) that is still below the national figure indicates that the increased development and democratization process in West Java has not brought up a significant impact on the welfare of the people. The condition experienced by West Java, although the absolute poverty rate is lower than East Java and Central Java, when compared to the number of each population show a high relative figure among others. 4.2 million from 46.5 million inhabitants of West Java is absolute poor which means that almost 9.0% of the population of West Java experiencing absolute poverty while in East Java 3.7 million from 37.4 million population of East Java means 9.9% experienced absolute poverty and Central Java 4.6 million from 32.3 million population Central Java, meaning 14.2% who experienced absolute poverty (BPS, 2015).

Other issues or challenges in West Java is related to the strategic role of industrial relations actors (entrepreneurs, government and workers) in the context of development, particularly in building a dialogical, harmonious and open communication model in order to create sustainable and prosperous industrial relations in a democratization era. Often

communication between actors in production relationships is disrupted with various interests that are difficult to carry out deliberations. The relatively high frequency of demonstrations by workers in West Java is a serious indicator of building harmonious relationships among industry actors. Democratization which is solely interpreted as the freedom of workers to make a demonstration interfere with business productivity.

Besides the issues of democracy's role to welfare, government transparency is also highlighted in realizing democracy at the local level. Transparency is government's effort in realizing accountability in the implementation of development and service to the public. West Java Provincial Government provides broad access for people to obtain information about public governance activities related to public life through the establishment of Provincial Information Commission and Public Information Management Officer (PPID). The presence of the Information Commission and PPID shows the seriousness of the West Java Provincial Government in realizing an open and accountable government.

One of the triggers of why the practice of democracy and welfare has still not been achieved in West Java is the low performance and professionalism of the regional apparatus. The performance of local governments has not been audited in an objective and scientific method so it is difficult to determine the Local Government Performance Status (SKPD). It is, therefore, necessary to perform Local Government Performance Audits particularly on Apparatus Professionalism and to strengthen local institutional in order to to monitor and identify whether there is any change in local government management systems and practices.

Important issues that are often forgotten in the context of democratic practice are citizenship and demos establishment, ie sovereign people, people who are aware of their rights and obligations as citizens of a nation-state. Therefore, democracy studies that focus on citizenship and the formation of demos become a very strategic and urgent thing to do.

Related to democracy and welfare as described above, the main problem of this research is why democracy practised in Indonesia both in national and local level has not yielded into welfare, and how is the correlation between democracy and welfare. Therefore, this study will detail the implementation of democracy, identify the role of democracy for welfare, map the various factors causing the achievement of democracy and welfare at the current level, and reconstruct the ideas and practices of democracy and welfare in West Java.

West Java Provincial Government has the authority of decentralization and a major role in realizing the society welfare. There are several benefits of decentralization. The benefits are divided into 4 dimensions: 1) economic dimension, it allows autonomous regions have the privilege of empowering and managing resources to increase local revenues to finance development and public services, 2) government dimension, the authority delegated by the central government to the regions which provides opportunities for an effective, innovative and creative government activity, 3) political dimensions, it provides opportunities to expand public participation in planning and formulating development

policies, supporting government programs and exercising public control over governance, and 4) cultural dimension, it provides flexibility for government management and development in accordance with regional diversity and local wisdom values.

The ultimate goal of decentralisation is to realize welfare in the region, West Java has a vision and mission 2013-2018 which is realizing West Java Move Forward and Welfare for All. However, realizing the vision and mission through the implementation of development is not easy. It requires strategic steps by not ignoring democracy mechanism at the local level.

Coupling democracy with welfare requires reinforcement on 4 (four) main bases: political bases; bureaucratic base; governance basis; and economic basis (financing and macroeconomic framework).

A strong political base is needed to accommodate coalitions between interest groups and the support of mature representative democracy. The bureaucratic base is indicated by a strong bureaucratic capacity as an effective and efficient model of modern organization to administer a comprehensive social policy network.

These four bases are needed to increase regional capacity in formulating regulations, management of resources and investment (extraction function), and access distribution of services and development outcomes to the entire society fairly and equitably. However, strengthening the four bases will be meaningless if ignoring the values of local wisdom because one of the rational reasons of why decentralization is applied because society needs have different characteristics and thus create local diversity.

## II. RESEARCH METHOD

The method used is qualitative research method. This research tries to explain in detail and use in-depth analysis about the capability of West Java Provincial Government and the strengthening of local institution in realizing welfare in the region. The use of qualitative research methods is considered relevant because it uses the power of reasoning over empirical phenomena that does not only see from one factor but involves many factors to explain various things about the formation of welfare in the region.

The unit of analysis in this research is the institution of West Java Provincial Government and local institutions. The research object is the capability of the government and coalition of interests and political commitment of local political institutions that participate in the planning, implementation, supervision of government in order to realize the welfare of the region.

This study needs two types of data namely primary and secondary data. Primary data is data/information obtained directly from informants/resource who understand the research problem. Primary data can be obtained through interviews and Focused Group Discussion (FGD). While the secondary data is data that has been processed in the form of data numbers or facts. Secondary data can be obtained from the West Java Provincial Government's activities report, documentation of

meetings with board members, staff review, regulatory review, media analysis, etc.

Analysis was done ongoing throughout the process of collecting data. This means that data analysis is done during the research process since the data collection was done. To analyze the data, two main sources were used, ie the research questions (evaluation) that had been formulated previously and the analytical knowledge as well as interpretations that emerged during the data collection. Analysis and interpretation were based on specific focus based on information from all key informants and other data sources.

Qualitative data analysis techniques used in this study consists three main activities that occur simultaneously, which are: data reduction, data presentation, and drawing conclusions. From the analysis, the author tries not only to do interpretation but also explanation by developing further analysis of the general description of research.

Specifically as extracted from Creswell [3], the stages of testing the validity of qualitative research data can be done by: triangulation, member check, long-term and repeated observation, and peer examination.

## III. RESULT AND DISCUSSION

The result of this research is to know the correlation between democratic practice and welfare in an autonomous region in Indonesia, which is in West Java. Democratization in West Java can be seen from two things, namely public information service and public aspiration services.

Work culture and mentality of human resources in information services to the public in West Java can be considered still weak. Although socialization and technical guidance related to the implementation of UU KIP (Public Information Disclosure) has been conducted several times, the apparatus of public body has not been able to implement it properly. Weak mentality is seen from: a) the slow public body in the West Java Provincial Government, namely OPD-OPD, in updating the information which must be announced on the website [jabarprov.go.id](http://jabarprov.go.id). and 2) the slow or reluctant respond to public demand for public information (especially sensitive information) is due to the closed-door culture. It is concerned that the information accessed by the public may disclose state-confidential information which is not accessible to the public.

In addition, in the implementation of the West Java provincial government, the PPID (Pejabat Pengelola Informasi Daerah, Regional Information Management Officer translated) as a Regional Device Organization within the Provincial Government of West Java who is responsible for serving the information requested by the society, the authority is only in the scale of OPD, it is not explained who is the superior of PPID, main PPID, PPID implementer which is responsible for handling all provincial-scale information services. The uncertainty of this structure and authority makes it difficult for the West Java Provincial Government to communicate and coordinate and consequently the flow of information to the public is not well controlled.

Besides, the public information service is not rewarded as it should be in the form of performance calculation (overtime). This is because public service information by PPID is still a side function, not the main function that is included in the main task and function even though this public information service is very consuming time, energy and mind. It actually needs special attention and concentration.

There is still a debate between government, society and the KID (Komisi Informasi Daerah-regional information commission) of West Java Province regarding information of which is accessible by the public and the unaccessible ones. This is due to the absence of supporting policies, particularly on the mechanisms of information tests implementation, consequence of harm tests and public interest tests, which should be done to classify the information. The absence of classification and information lists leads to multi-interpretation and the difficulty of reaching agreement on public information access. As a matter of fact, the test of public information is not done by PPID in every OPD in West Java Provincial Government. The absence of information services list and the classification of public information makes public officials and apparatuses confused and hesitant to provide public information services because if the information provided is not appropriate, the official or apparatus of the public authority may be subject to article 54 of the KIP Law, which has consequences on civil or criminal sanctions.

Democracy and the principle of freedom are often misunderstood by people who are unwilling to obey the rules of access rights to public information services. Rules and mechanisms in obtaining public information are often regarded as obstacle to public rights and taint the spirit of public information disclosure.

Another challenge faced by the government in the implementation of public information disclosure policy is the public perception of the seriousness of West Java Provincial Government in realizing a government that holds the principle of transparency and accountability. Until now, the implementation of public information disclosure policy in West Java Province has not been able to change people's bad perception on government performance and government's transparency intention. Poor public perception of government or poor public perception (Liu in the National Association of Government Communicators, 2008) is one of the eight challenges and opportunities facing the government. The lack of public trust precludes the successful implementation of a public information disclosure policy and communications between the government and the community, which the public always suspects of government action including suspecting the information submitted by the government. Likewise, often people who apply for public information disclosure do not come to the Information Commission court.

The implementation of local government aims to realize the welfare of the community. Regional Government is the administration of government affairs governed by the regional government and the regional legislature according to the principle of autonomy and duty of assistance with the principle of autonomy as widely as possible in the system and the

principle of the Unitary State of the Republic of Indonesia as referred to in the 1945 Constitution.

West Java Province as an Autonomous Region is authorized to regulate and manage Government Affairs and the interests of local people according to their own initiative based on community aspirations. Thus the implementation of government affairs and public interest must be based on the aspirations of the society. In the perspective of the implementation of the government management system, the interests and aspirations of the society are conveyed and accepted through the mechanism of the Development Planning Meeting (Muresbang) which takes place from the village / kelurahan level, sub-district level, district / municipality level to the provincial level. In the perspective of the implementation of the functions of regional government, the absorption and distribution of the interests and aspirations of the people is related to the implementation of the function of the Regional House of Representatives (DPRD).

In the implementation dimension of the function, Provincial DPRD has functions: a) establishment of provincial regulation; b) budget; and c) supervision. The three functions are referred to in the framework of representation of the people in the Provincial Region. In order to carry out the function as intended, the Provincial DPRD captures the aspirations of the people. To that end, members of the Provincial DPRD are obliged to absorb and collect the aspirations of constituents through regular working visits; accommodate and follow up on community aspirations and complaints; and provide moral and political accountability to constituents in the electoral district. Periodic work visits are conducted by Members of the DPRD to each of their constituencies at the time of recess.

One of the characteristics of people's political participation, for instance, is the inputs in the form of community aspirations that technically can be regarded as demands and support. Aspiration is an expression of dissatisfaction or strong desire of the community submitted to the government in the form of statements of attitude, opinion, criticism, hope, input and suggestions.

The public generally has the right to articulate their aspirations regarding matters that concern with development, governance and community affairs. However, because of the many aspirations that enter, the government get difficulty in responding the aspirations conveyed by the society.

In conveying his aspirations, the public generally conduct demonstrations. Demonstration is a protest movement carried out by a group of people in public. Demonstrations are usually held to express the opinion of the opposing group of policies or may also be attempted as a political pressure from an interests group.

For the rulers, demonstration is not good habits, because it can reduce the authority of government in society. Notwithstanding, this can be a concrete expression of aspirations. There are two forms of aspiration seen from the form of delivery, namely direct aspirations and indirect aspirations. Direct aspiration is a form of society aspiration that is delivered directly without intermediaries, such as demonstrations where the action sometimes becomes

uncontrolled because there is no response or follow-up by the government in solving the existing problems, such as burning, damaging the building or other actions that harm many stakes.

While indirect aspiration is a form of society aspiration delivered through the media, such as letters sent to the government, emails sent via the website and so forth. These two aspirations are one of the channels of the communication process in conveying the message of dissatisfaction with a public policy.

In handling various aspirations of the society, the West Java Parliament now has its own media that can announce all its activities, namely <http://dprd.jabarprov.go.id/>. Inside the portal, there is an open section: "e-aspiration". With this society participation media, DPRD can also include the process of handling aspirations through the steps such as: fact-finding, planning, communication, and evaluation.

This fact finding is conducted by members of the DPRD assisted by Public Relations and Protocol Sub Division of service participation in responding to the demands of demonstration's participants. Here data and facts that exist in the field are searched in accordance with reality, and then processed into the form of information needed in accordance with the purpose of the program that will be run.

At this stage, members of the DPRD and the Public Relations & Secretariat Protocol sought to seek information which is a factual data. The data is processed first, so they will get a conclusion on the truth of the obtained data.

In the planning phase, members of the Regional House of Representatives and Public Relations and Protocol Secretariat of West Java Provincial DPRD in facilitating public participation is to do a list of preparation of the results of the obtained data or facts. In the planning, there are activities undertaken to support success at the time of implementation of activities in facilitating public participation. With the list, they will be able to do a quick thinking to overcome it and later the plan needs to be carefully thought. Therefore, this activity is one of the stages that helps determining the success of the work of the entire PR department.

This plan contains all activities that will be implemented by members of West Java Provincial Legislative Council, which still requires adjustment with data and facts that exist in the field, so that the compiled plan become mature and targeted.

Communication phase conducted by West Java Provincial DPRD member in facilitating public aspiration of demonstration's participant is by doing the implementation in the activity so communication will take place itself.

Evaluation is the last stage after the stages of fact finding, Planning, and Communication. The change of a planned program will frequently have a positive or negative impact, so for the next step in every stage of the program it must be flexible for the smoothness of the activities undertaken.

At this stage, members of the West Java Provincial Legislative Council review the ongoing activities that will be implemented at the time of subsequent activities.

In following up the fulfillment of the society's aspirations, neither it can be separated from the activities of the role of structures and procedures within the framework of the local government system, nor it is free from the problems faced, such as how to accommodate and articulate the aspirations of the society through communication and coordination among work units in order to create a system of aspiration fulfillment in system procedures of local government, whose feedback can be known and felt by the society. The integrity and ability of DPRD members in understanding and accommodating people's desires and aspirations are also equally important.

The voice of aspiration has now been ratified by Law no. 9 of 1998 on freedom of expression in public, but still must be based on regulations or signs that have been mutually agreed.

In carrying out the duties, authority, rights and obligations, the members of West Java Provincial DPRD are assisted by the Secretariat of Public Relations and Protocol. The Public Relations & Protocol has sub-division of aspiration services that has the main duty of providing services relating DPRD with society institutions and facilitating aspiration services. All activities are supported by the news in the media, namely primarily by the media of West Java parliament itself, namely <http://dprd.jabarprov.go.id/>.

The low number of complaints does not necessarily reflect the public's satisfaction with the public service, on the contrary, people are unsure of the outcome of complaints. In addition, the poor and less educated people also do not know how to convey their complaints. While quality public services require a balance of bargaining power between providers of public service agencies with service recipients, ie the society. From that condition DPRD Jabar feel the need to apply the concept of customer complaint system (complaint handling system) via online at <http://dprd.jabarprov.go.id/>. This is their availability and accessibility, which is one of the transparency requirements.

In <http://dprd.jabarprov.go.id/> there is rubric called "e-aspiration". E-aspiration is a means for aspiration and complaint-based social media which are easy to access and integrated. This is an innovation from the West Java parliament that provides space for people to convey their complaints over public services. Public complaints arise when there is a gap between expectations and reality that occurs when people obtain public services. Complaints arise when there is public dissatisfaction in obtaining the desired services, the failure of institutions / agencies in fulfilling the wishes of the people and the lack of response from the agency officers who accommodate citizens complaints. In the context of public service, complaints serves not only as a negative feedback by the society, but also serves as a trigger for the improvement of public services by the government as a service provider.

This complaint space is to ensure that the provided public services satisfy the society. As a matter of fact, the democratic condition achieved after Reformasi is not equal to the quality of public services. The facts show that the quality of public services is not much different than it is in the era before Reformation.

The results show that more than 50% of public service users complain about the services they receive. The complaints submitted to the apparatus are merely accommodated, promised to be resolved, and most often the officer throws the responsibility to another officer. Instead, it is not rare that the society complaints are even scolded or belittled by the service officers.

Based on the daily reality, the quality of public services provided by the West Java parliament is still fluctuating or is still ups and downs. However, it shows that there is openness in its processes.

Besides using website as mentioned above, West Java Parliament also received complaints through various other means, such as SMS (short message service), e-mail, and live telephone from radio, especially PRFM radio who received direct complaints from the society.

Thus, from the above matters, respondents acknowledged that the DPRD Jabar in carrying out its duties is quite transparent, that it shows: willingness and accessibility of documents, clarity and completeness of information, openness process, and regulation framework that ensures transparency.

In addition, respondents also acknowledged that in carrying out their duties members of DPRD Jabar has been quite accountable, as it has availability of elements and accessibility of documents, clarity and completeness of information, openness process, regulation framework that ensures accountability, and the presence of members of parliament as an actor.

In following up the fulfilment of society's aspirations, it can not be separated from the structural role and procedures within the framework of the local government system. It is also not separated from the problems faced, how to accommodate and articulate the aspirations of the society through communication and coordination among work units in order to create a system of aspiration fulfilment. Feedback from all of those can be acknowledged and felt by the society. The integrity and capacity of DPRD members in understanding and accommodating the people's desires and aspirations are equally important.

Besides accommodating aspirations when visited by various parties who try to voice their aspirations, the DPRD members also pay a visit to their election areas. In this research, it is seen that there are agenda to check the field (recess). Thus, formal aspirations accommodating and working visit by DPRD members in absorbing the aspirations of ordinary people is done both in the DPRD office and in their various visits. There are also other ways to accommodate people's aspirations informally which most are initiatives from each member of the DPRD, among others through informal work visits, activities of each party, dialogue with students, non-governmental organizations, or educational institutions, as well as cultural approaches.

#### IV. CONCLUSION

Implementation of democratization can be seen from two aspects, i.e. the availability of public information and the accommodation of society aspirations. The first can be seen from the services of the executive while the second is seen from the legislative. If these two things appear to be transparent, accountable, and there is an equal rights, then the welfare of society with this democratization will become plausible. However, there are many shortcomings in the implementation of these two things. After the deconstruction of democracy by a centralized democracy during the New Order period, it is time to reconstruct.

The society's reconstruction efforts found many obstacles in realities In the case of public information services, for example, the government still lacks human resources and technical personnel; besides the psychological barriers when the public is well-informed of government information openly. Thus, the government has not fully supported these transparency efforts even though it was legitimately enacted in the Public Information Disclosure Act in 2008.

Meanwhile, transparency, accountability, and equality have occurred in the Regional House of Representatives or the West Java DPRD. The accommodation of people in West Java can be traced primarily in the media constructed by the DPRD Jabar, ie <http://dprd.jabarprov.go.id/> which is handled both inside and outside the local parliament office, by the Secretariat of Public Relations and Protocol. In carrying out its duties to accommodate people aspirations, DPRD members perform the functions of fact-finding, planning, communication, and evaluation. The role of DPRD in building and increasing society participation through the current patterns used so far does not only refer to the rules of law but also use various ways that are considered quite effective. This is to make the DPRD members easier to accommodate people's aspirations from many different layers.

The development of the two things above show that there has been democratization in the implementation of government in West Java. Following this study, perhaps it is interesting to note how the village government implement democratization at the village level, including budgeting and use of funds. Funds at the lower society level like village is likely to allow the society's welfare directly achieved.

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