

## The Nature Public Service In Making A Good Governance

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**Abstract:**The purpose of this study is to analyze, explain and find the essence of public services in realizing good governance, To analyze and find supervision of public services in realizing good governance, research method used is empirical normative, namely research on the implementation of legal rules pertaining with good public services and good governance.

**Keyword:** Public Service, Good Governance

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### I. INTRODUCTION

In accordance with the fourth paragraph of the Preamble of the 1945 Constitution of the State of the Republic of Indonesia, the national objective of the State of Indonesia is to protect the entire Indonesian nation and the whole of Indonesia's blood, to promote the common good, to educate the nation and to carry out the world order based on freedom, eternal peace and social justice. It needs a gradual, planned, and sustainable development. From the beginning of independence until now the people have not felt the maximum will the national goal of the State of Indonesia. The people's desire to enjoy efficient, responsive and accountable public services in the political, economic, legal and social sectors is far from expectations.

Law Number 25 Year 2009 on Public Service mandates that the state is obliged to serve every citizen and citizen to fulfill his basic needs in order to improve the welfare of the community. All public interests must be implemented by the government as a state organizer in various service sectors, especially those concerning the fulfillment of civil rights and basic needs of the community. In other words all the interests that concern the livelihood of the people it must or need a service.

The government implies an institution or organization that runs the power of government, while the government is a process of activities or actions of government in regulating the power of a country. The ruler in this case the government which administers the government, carries out the administration of the public interest, run by the administrative authorities of the state who must have the authority.

Along with the development of government system concerning public services, the function of government to grow, formerly the function of government only make and keep the law, but the government does not only implement the law but also functions to realize the will of the state and to organize the public interest (public service). The government paradigm shift from the ruler to the ministry, basically the government wants to improve the quality of public service to the public.

A government or private agency is essentially a group of people working together in order to achieve a common goal set previously. From this it is clear that the achievement of a good organization can not be separated from the activities of people who are members in the organization. They can provide good service to the community if human relations can be applied well too.

Human relations in the broad sense is "the relationship between a person and another person that happens in all situations and in all areas of activity or life for the satisfaction of the heart.

Human relationships are important in the fluency of any activity, especially in an organization or occupation, because a good relationship between humans will create a harmony to solve a problem. In reality, however, the application of human relations principles is minimally applied by employees to the needy.

State apparatuses as state organizers, both legislative, judicial and executive, are also unable to create meaningful changes in government performance. In fact, many of them are finally caught up in Collusion and Nepotism Corruption and also exacerbate the performance of bureaucracy and public service. So it causes a turmoil in the community to demand real change in various aspects of life and various political, economic, legal, social and government bureaucracy.

The demand for the change is the culmination of the economic crisis experienced by the Indonesian Nation in 1997, and in 1998 has developed into a multidimensional crisis. These conditions resulted in strong demands from all walks of life to the government for immediate reforms to organize the life of nation and state. Since then, there have been significant changes that have been the cornerstone of the reform era in politics, law, economics and bureaucracy, known as the first wave of reform. The change is based on the desire of most people to realize democratic government and accelerate the realization of people's welfare based on the basic values as stated in the Preamble of the Constitution of the Republic of Indonesia Year 1945. In the era before the reform era until the transition or reformation year 1998, the bureaucratic condition in Indonesia has a tendency of inefficiency, abuse of authority, Collusion, Corruption and Nepotism. Whereas bureaucracy is needed as a neutral and fair public service actor, in some cases it becomes an obstacle and a source of problems for the development of justice and democracy, resulting in discrimination and misuse of state facilities, programs and funds. Bureaucracy reform is a public hope for the government to be able to fight against Collusion and Nepotism and to establish a clean government and the people's desire to enjoy efficient, responsive and accountable public services. Therefore, Law No. 28 of 1999 on the Implementation of a Clean and Free State of Corruption, Collusion and Nepotism, and the people need to know the current bureaucracy reform so that the life of the state runs well, the community also plays as an appraiser and party which is served by the government.

Bureaucracy reform is basically a significant change of bureaucratic elements such as institutional, human resources apparatus, management, accountability, apparatus, supervision and public service, made consciously to position themselves (bureaucracy) back, in order to adapt to the dynamics of the environment that is dynamic. The amendment is made to carry out the role and function of bureaucracy appropriately, quickly and consistently, in order to produce the benefits as mandated by the Constitution. The change towards the better, is a reflection of all needs that start from the fact that the role of the current bureaucracy is still far from expectations. This reality, in fact, shows the realization that there is a gap between what is expected, and the real state of the bureaucratic role.

Poor public services that occurred during this because there is no clear paradigm in the implementation of public services. The performance of services provided by the bureaucracy in Indonesia is still strong enough to serve the character of state oriented (power oriented) than to the public (public oriented) so that the face of Indonesia's bureaucracy authoritarian impression strong enough. With such bureaucratic situation, certainly in the implementation of public services provided by the bureaucracy will be patterned with caring culture model. Where the pattern is still far from the impression of democratic and quality, which appears is a discriminatory impression.<sup>1</sup>

The improvement of public services has become one of the Indonesian government's homework both central and unresolved areas. The main objective of reform in local governance system in Indonesia is to improve public services and welfare. The implementation of the policy of regional autonomy is no other to bring the local government services closer to the community. By granting broad, authentic and responsible autonomous powers to administer their domestic affairs, local governments can provide effective, efficient and economically viable public services. In other words, "administrative reform" in Indonesia should immediately become the choice of central and local government organizers to achieve good governance, clean, healthy and dignified government.

Poor public services have so far become an important variable that has prompted a public confidence crisis to the government. The crisis of community confidence is actualized in the form of protests and demonstrations that tend to be unhealthy showing public frustration towards their government.

Improvement of public services is absolutely necessary so that the bad image of society to the government can be improved, because with the improvement of the quality of public service which is better, it can influence the people's satisfaction, so public trust to the government can be rebuilt.

Expectations as well as the demands of the public to obtain quality public services, clear procedures, fast and reasonable costs continue to emerge in the development of government administration. These hopes and demands arise with the public awareness that citizens have the right to good service, and the government's obligation to provide quality public services.

Public service delivery by the government apparatus to the public is actually an implication of the function of the state apparatus as a public servant with the aim of realizing the people's welfare. Therefore, the position of government apparatus in public services is very strategic because it will determine the extent to which the government is able to provide the best service for the community, thereby determining the extent to

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<sup>1</sup> Sirajuddin, Didik Sukriono dan Winardi, *Hukum Pelayanan Publik Berbasis Partisipasi dan Keterbukaan Informasi*, Stara Press, Malang: 2012, hlm. viii

which the state has performed its role well in accordance with its founding purpose to realize welfare for its people as stated in the concept of "welfare state".

## II. FORMULATION OF THE PROBLEM

What is the essence of public service in realizing good governance? and How is the supervision of the public service in realizing good governance?

## III. THEORETICAL FRAMEWORK

### 1. The State of Welfare Law (Welfarestate)

According to Barr (1987) states that, The concept of the welfare state defies precise definition. First, the state is not the only source of welfare. Most people find support through the labour market for most of their lives. Individuals can secure their own well-being through private insurance; and private charities, family and friends also provide welfare. Second it does not follow that if a service is financed by the state it must necessarily be publicly produced<sup>2</sup>. Welfare is thus a mosaic, with diversity both in its source and in the manner of its delivery. The term 'welfare state' can be thought of 'asa shorthand for the state's role in education, health, housing, poor relief, social insurance and other social services'.

Based on this, a welfare state in principle refers to a development model that is focused on improving the welfare of the community through the giving of a more important role to the state in providing social services to its citizens.a.

The model of the modern welfare state, just like any other developmental approach, the welfare state system is not homogeneous and static. He is diverse and follows the development and demands of civilization. Titmus (1958) divides welfare state into two general models, namely residual and universal types. While Esping Andersen (1990) classifies into three types based on their relation to the interests of the ruling elite and / or social classes, ie conservative or corporatist or Bismarckian types, liberal types, and democratic socialist types.<sup>3</sup>

There are at least four existing welfare state models, namely

1. The universal model or The Scandinavian Welfare States, where social services are given by the state equally to all its population, both rich and poor. Countries that apply this model are Sweden, Norway, Denmark, and Finland.
2. The corporate model or Work Merit Welfare States, which is similar to the universal model but the contribution to various social security schemes comes from three parties, namely government, business, and workers. Social services organized by the state are given primarily to those who work or are able to contribute through social insurance schemes. The model adopted by Germany and Austria is often referred to as the Bismarck model, because the idea was first developed by Otto von Bismarck.
3. The residual model, in which social services, especially in the case of basic needs are given primarily to disadvantage groups, such as the poor, unemployed, disabled, elderly people who are not rich, and so on. There are three elements in this model in the UK: (a) guaranteed minimum standards, including minimum income; (b) social protection when risks arise; and (c) providing the best service possible. This model is similar to a universal model that provides social services based on citizens' rights and has a wide range. But the number of dependents and services is relatively smaller and short-term. Social protection and services are provided strictly, temporarily and efficiently. This model is adopted by Anglo-Saxon countries including Britain, the United States, Australia and New Zealand.
4. Minimal model, characterized by government spending for very small social development. Welfare and social security programs are provided sporadically, partially and minimally and are generally only provided to civil servants, military personnel and private employees who are able to pay premiums. This model is generally applied in Latin countries, such as Spain, Italy, Chile, and Brazil, and Asian countries, such as South Korea, Philippines, Sri Lanka and Indonesia.<sup>4</sup>

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<sup>2</sup>Geoff Bertram, *Assesing the Structure of Small Welfare States*, London: Commonwealth Secretariat and United Nations Research Institute for Social Development, 2011, hlm 4.

<sup>3</sup>Geof Bertram, 2011, *Assenting the Structure of Small Welfare States*, London Commonwealth Secretariat and United Nations Research Institute for Social Development.hlm. 9. See L Fritz W. Scharpf, "Globalization and the Welfare State: Constraints, Challenges and Vulnerabilities", *Paper*, "The Year 2000 International Research Conference on Social Security", Helsinki, 25-27 September 2000. model *Social Democratic Welfare States* atau *Scandinavian*, *Bismarckian* atau *Continental*, *Anglo-Saxon* atau *Liberal*, dan *Southern* atau *Mediterranean type*.

<sup>4</sup> Edi Suharto, 2006, "*Peta dan Dinamika Welfare State di Beberapa Negara*", Makalah Seminar, "*Mengkaji Ulang Relevansi Welfare State dan Terobosan melalui Desentralisasi Otonomi di*

The concept of the welfare state includes not only an explanation of a way of welfare or social services, but also a normative concept or an ideal approach system that emphasizes that every person should obtain social service as his right. Therefore the welfare state is closely related to social policy which includes the strategy and government efforts in improving the welfare of its citizens, especially through social protection in the form of social security (in the form of social assistance and social insurance), or social safety nets.

The basic assumption about is the idea of welfare state The welfare state is linked to the idea of equality in that, in broad terms, it aims to secure a basic level of equal well-being for all citizens. In many cases it is also seen as one of the basic requirements of social justice, at least from the perspective of needs theorists. Nevertheless, there is a sense in which welfare is a narrower concept than either equality or social justice. Whereas theories of social justice usually relate to how the whole cake of society's resources is distributed, the notion of welfare is more concerned with providing a minimum quality of life for all, accepting that much wealth and income is distributed through the market.<sup>5</sup>

## **2. Human Rights Theory**

In the history of human rights development, showing that the emergence of human rights conception can not be separated from the reaction to absolute power that ultimately leads to the constitutional system and the concept of the state law both *rechtstaat* and rule of law as proposed by Louis XIV with the expression *L'etat'est Moi* or State is I.

The emergence of the desire to restrict juridical power, basically, is due to power politics which tends to be corrupt. It is feared will keep the function and role of the state for the life of individuals and society. On that basis, there is a great desire to limit juridical-normative power to avoid authoritarian rulers. This is where the constitution becomes important for people's lives. The constitution is used as a manifestation of the highest law that must be obeyed by the state and government officials, in accordance with the argument government by laws, not by men.<sup>6</sup>

Human rights are rights that humans have solely because of human beings. Mankind has it not because it is given by society or based on positive law, but solely based on its dignity as a human.<sup>7</sup> The origin of the idea of human rights as mentioned earlier comes from the natural rights theory. The natural theory of rights originated from natural law theory. In its development against power emerges the Renewal Movement (Renaissance) which expects the return of Greek and Roman culture that respects individual people. The renewal movement is transmitted by the natural law of pioneering by Thomas Aquinas and Grotius which affirms that everyone in life is determined by God, but that all people regardless of their status are subject to the authority of God. That is, not only the power of the King alone is limited by Divine rules but all humans are endowed with a unique, separate individual identity from a country where he has natural rights which states that every individual is an autonomous being.<sup>8</sup>

The two concepts human rights and capabilities go well with each other, so long as we do not try to subsume either concept entirely within the territory of the other. There are many human rights that can be seen as rights to particular capabilities. However, human rights to important process freedoms cannot be adequately analysed within the capability framework. Furthermore, both human rights and capabilities have to depend on the process of public reasoning. The methodology of public scrutiny draws on Rawlsian understanding of 'objectivity' in ethics, but the impartiality that is needed cannot be confined within the borders of a nation. Publicreasoning without territorial confinement is important for both"<sup>9</sup>

## **3. Theory of Legal Effectiveness**

The effective word comes from English, which is effective, which means it works or something that is done successfully. Popular scientific dictionaries define efetivity as the accuracy of use, results or purpose support. According to the Big Indonesian Dictionary, effective is something that has an effect (the effect, the effect, the impression) since the enactment of a law or regulation.

While effectiveness itself is a situation where he is played to monitor. If viewed from a legal

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*Indonesia*, IRE Yogyakarta dan Perhimpunan Prakarsa Jakarta, Yogyakarta.

<sup>5</sup> Janet Denhardt dan Robert Denhardt, *the New Public Service. Serving not Steering*, ME Sharpe, 2007 dalam LGSP - Legislative Strengthening Team, *ibid*, hlm. 6.

<sup>6</sup> Miriam Budihardjo, *Dasar-Dasar Ilmu Politik*, Gramedia, Jakarta, 1993, hlm. 57.

<sup>7</sup> Jack Donnely, *Universal Human Rights in Theory and Practice*, Cornell University Press, Ithaca and London, 2003, p. 7.

<sup>8</sup> Rhona K Smith Eta, *Hukum HAM*, Pusham UII, Yogyakarta, 2009, hlm. 12.

<sup>9</sup> Amartya Sen, 2005, *Human Rights and Capabilities*, Journal of Human Development, Vol. 6, No. 2, July 2005, Harvard University, Cambridge, MA, USA, page 1

standpoint, what is meant by "him" here is the competent authority of the police. The word effectiveness itself comes from the word effective, which means that there is an effect or desired effect in an action. Every efficient job means effective because it is seen in terms of the results of the objectives to be achieved or desired from the action. Basically effectiveness is the level of success in achieving goals. Effectiveness is a measurement in the sense of achieving a predetermined goal or goal. In legal sociology, law has a function as a tool of social control that is an effort to create a balanced condition in society, which aims to create a harmonious state between stability and change in society. In addition, the law also has another function, namely as a tool of social engineering which means as a means of renewal in society. Law can play a role in transforming people's thinking patterns from traditional thought patterns into rational or modern patterns of thought.<sup>10</sup>

Hans Kelsen sees the Law as "effective" if the circumstances of people do in accordance with the legal norms that require them to do or not do, in other words the norms are actually applied and followed in accordance with the command of legal norms. Hans Kelsen in his book *General Theory of Law and State* states that: "Efficacy of law means that they behave behave, according to the legal norms, they ought to behave, that the norms are actually applied and obeyed which means the effectiveness of the law means that people actually do according to the legal norms as they should do, that the norms are actually implemented and obeyed."

#### **IV. Discussion**

##### **1. The Essence of Public Service in Achieving Good Governance. Public Service Provider**

The principles of the rule of law develop along with the development of society and the state. Formal legal state or classical legal state and state law in the material or legal state that is modern. Perbedaan second model of the state law is located on the duty of the state. In the formal sense of the state's duty is to enact legislation to implement order or better known as the night watch country (*nachtwackerstaats*). While in the sense of material task of the state is not only limited to maintaining order, but also the presence of the state is to mecapai the welfare of the people to mecapai justice (*welfarestate*). The function of the state in the material sense makes the main thing for a country is to act as public servant, in order to improve the welfare of the community.

Furthermore, in the 1945 Constitution of the State of the Republic of Indonesia, social welfare becomes the special title of Chapter XIV which contains Article 33 on economic system and Article 34 concerning the state's concern for the weak (the poor and abandoned) and the social security system. This means, social welfare is actually a flatform economic system and social system in Indonesia. Thus, Indonesia is actually a country that embraces the idea of a "welfare state" with the model of a participatory welfare state in which the social work literature is known as the welfare pluralism, which emphasizes that the state must remain take part in the handling of social problems and the implementation of social security (social security) although in its operations still involve the community.<sup>11</sup>

The State of Indonesia is a welfare law country so consequently the state is obliged and responsible for realizing the welfare of the community, as stated in the fourth paragraph of the Preamble of the 1945 Constitution of the Republic of Indonesia states that Indonesia is a state of law aimed at realizing common prosperity, achieved must be based on law.

Thus in the welfare state, the government becomes responsible for realizing social justice, public welfare and the greatest prosperity of the people, as it is found in the preamble of the 1945 Constitution of the State of the Republic of Indonesia which states that the state protects the whole Indonesian nation and all the blood Indonesia, advancing the common good / shared, educating the nation, playing an active role in implementing the world order based on independence, eternal peace and social justice, in this case health is one of the rights to be considered.<sup>12</sup>

Sejalan dengan pemikiran tersebut, Muchsan menyatakan bahwa fungsi/tugas negara Indonesia adalah:

- 1) Functions of security, defense and order. Included in this function is a function of protection of life, property rights, and other rights in accordance with those stipulated in the legislation.
- 2) The welfare function, including social service and social welfare, is clear all activities aimed at the realization of public welfare and social justice for all Indonesian people.
- 3) Education function, including general lighting tasks, nation and character building, cultural enhancement, and so on.

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<sup>10</sup> Kamus Besar Bahasa Indonesia. 2002. Balai Pustaka. Jakarta. hlm. 284.

<sup>11</sup> E. Utrecht, 1960, *Pengantar Hukum Administras Negara Indonesia*, FHPM Univ. Padjajaran, Bandung, hlm.21

<sup>12</sup> Bagir Manan, 2004, *Perkembangan UUD 1945*, FH. UII Press, Yogyakarta, hlm.54. dalam Ida Nurlinda, 2009, *Prinsip-Prinsip Pembaharuan Agraria Perspektif Hukum*, Rajawali Press, Jakarta, hlm.14

4) The function of achieving order and world welfare<sup>13</sup>.

Therefore, there are three main functions that must be run by the Government, namely public service function, development function and protection function. The most important thing in the government must be able to manage these functions in order to produce good service to all levels of society. In addition, the government must apply the principle of equity in carrying out its functions. meaning that the government in providing services may not be discriminatory. The service is given regardless of status because everyone has the same rights to the service.

State governance essentially operates two main types of functions, namely the function of regulation and service functions. Regulatory functions are usually associated with the nature of the state as a legal state, while the service function is associated with the nature of the state as a welfare state. Both regulatory and service functions concern all aspects of life and livelihoods of society, nation and state, and their implementation is entrusted to certain government officials functionally responsible for certain areas of the two functions. In addition to the above definition of service, according to Big Indonesian Dictionary that service has three meanings, namely: 1) the subject or way of serving, 2) the business of serving the needs of others by earning a reward (money), 3) the ease given in connection with the sale and purchase of goods or services.

Public services are defined as every activity carried out by the government on a number of people who have every beneficial activity in a group or entity, and offer satisfaction even though the results are not tied to a product physically. Public service can also be interpreted all services performed by the government.

Public services can also be interpreted as all forms of services, both in the form of public goods and public services which in principle are the responsibility and carried out by government agencies at the center, in the regions, and in the State-Owned Enterprises (BUMN) or Regionally-Owned Enterprises (BUMD), in an effort to meet the needs of the community and in the implementation of the provisions of legislation. Therefore, SOEs also have responsibilities as public servants.

Based on some of these meanings, it can be concluded that public services are all activities carried out by public service providers in meeting the needs of service recipients in carrying out the obligations of the public apparatus as public servants. The public service consists of the institutional elements of the service providers, the service process and the human resources of the service providers. The implementation of public services is carried out by government agencies at the center, in the regions, and within the State-Owned Enterprises or Regional-Owned Enterprises.

The essence of public service is the provision of excellent service to the community which is the realization of the obligations of the government apparatus as public servants. Therefore, 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 service providers. In this connection, efforts to improve the performance of public services are always concerned with the development of these three basic elements.

In essence, the Government is a service to the community. Government is not to serve itself, but to serve the community and create conditions that allow every member of society to develop their abilities and creativity to achieve common goals. The government is responsible for planning, regulating, organizing, fostering and organizing health efforts that are equitable and affordable by the community.

The provision of public services by the government apparatus to the public is an implication of the function of the state apparatus as public servants. Therefore the position of the government apparatus in public services greatly determines the government's ability to provide services to the community.

## **2. Good Governance Principles as the foundation for Public Service Implementation**

To realize good governance requires a short amount of time and also continuous efforts. In addition, there is also a need to build an agreement and a high sense of optimism from all components of the nation which involves three pillars of nation and state, namely the state apparatus, the private sector and the community to develop a sense of togetherness in order to achieve good governance and especially the honest attitude towards the people are the starting point for creating a government that is not only strong (strong government), but also a clean government and good governance.

Good governance relates to good governance, in the narrow sense, of good governance related to the implementation of the functions of state administration. In relation to this it is known to the Principles or general principles of good state administration, containing guidelines which should be used by the state administration as well as by judges to examine the legitimacy of legal acts or the actual acts of state administration.<sup>14</sup>

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<sup>13</sup> Muchsan, 2000, *Sistem Pengawasan Terhadap Perbuatan Aparat Pemerintah dan Peradilan Tata Usaha Negara di Indonesia*, Liberty, Yogyakarta, hlm.8

<sup>14</sup> *Bagir Manan, Jalan berbelit menuju Pemerintahan yang baik (Universitas Padjajaran : Bandung, 2002)*

get government attention. Respondents' views on the public interest can be seen in the following table:

**Table 1 Data of Respondents About Public Interest**

No.	Category	Frequency	%
1.	Very unimportant	-	-
2.	Not important	-	-
3.	Enough	-	-
4.	Important	80	88,8
5.	Very important	10	11,2
<b>Total</b>		<b>90</b>	<b>100</b>

Source: Primary Data Processed in 2018

The data in the table shows that 80 people (88.8%) of respondents stated important, 10 respondents (11.2%) stated very import

Public view of legal certainty in the implementation of services can be seen in the following table:

**Table 2 Respondents Data About Officers Provide Legal Assurance In Service**

No.	Frequency	Category	%
1.	Not very good	-	-
2.	Not good	-	-
3.	Enough	64	71,11
4.	Good	26	28,89
5.	Very good	-	-
<b>Total</b>		<b>90</b>	<b>100</b>

Source: Primary Data Processed in 2018

The data in Table 2 shows that the officers gave legality in the service of 64 people (71.11%) the respondents stated that it was sufficient, 26 respondents (28.89%) stated good.

Officers provide assurance of cost in services can be in the following table:

**Table 3 Respondent Data About Officers Provides Guaranteed Costs in Services**

No.	Frequency	Category	%
1.	Not very good	-	-
2.	Not good	-	-
3.	Enough	56	62,22
4.	Good	34	37,78
5.	Very good	-	-
<b>Total</b>		<b>90</b>	<b>100</b>

Source: Primary Data Processed in 2018

The data in Table 3 shows that officers provide assurance of cost assurance in the service of 56 people (62.22%), the respondents stated enough, 34 respondents (37.78%) stated good.

Data on the balance of rights and obligations in services are as follows:

**Table 4 Respondents Data About the balance of rights and obligations**

No.	Frequency	Category	%
1.	Very unbalanced	-	-
2.	Not balanced	-	-
3.	Enough	8	9,11
4.	Balanced	82	8,89
5.	Very balanced	-	-
<b>Total</b>		<b>90</b>	<b>100</b>

Source: Primary Data Processed in 2018

Data in Table 4 shows that the benefit of service to the community is 82 respondents (91.11%) stated balanced and 8 respondents (8.89%) stated enough.

Data on professional attitude in public service can be seen in the following table:

**Table 5 Respondent Data About Professional attitude**

No.	Frequency	Category	%
1.	Very unprofessional	-	-
2.	Unprofessional	-	-
3.	Enough	10	11,2
4.	Professional	80	88,8
5.	Very professional	-	-
<b>Total</b>		<b>90</b>	<b>100</b>

Source: Primary Data Processed in 2018

The data in Table 5 shows that 80 people (88.8%) of respondents stated professional attitude, 10 respondents (11.2%) stated enough..

Data on community participation in public services can be seen in the following table:

**Table 6 Respondent Data About community participation**

No.	Frequency	Category	%
1.	Very not participative	-	-
2.	Not participatory	-	-
3.	Enough	30	33,0
4.	Participatory	70	77,0
5.	Very participatory	-	-
<b>Total</b>		<b>90</b>	<b>100</b>

Source: Primary Data Processed in 2018

The data in Table 6 shows that 70 people (77.0%) respondents said they were participatory, 30 respondents (33.0%) said they were very participatory.

Openness data in information can be seen in the following table:

**Table 8 Respondent Data About Openness in Information**

No.	Frequency	Category	%
1.	Very not open	-	-
2.	Not open	-	-
3.	Enough	5	5,5
4.	Open	80	88,8
5.	Very Open	5	5,5
<b>Total</b>		<b>90</b>	<b>100</b>

Source: Primary Data Processed in 2018

The data in Table 8 shows that 80 people (88.8%) respondents stated that they were open, 5 respondents (5.55%) stated enough and 5 respondents (5.55%) stated that they were very open.

Data on accountability can be seen in the following table:

**Table 9 Respondent Data About Accountability**

No.	Frequency	Category	%
1.	Not very good	-	-
2.	Not good	-	-
3.	Enough	5	5,5
4.	Good	80	88,8
5.	Very good	5	5,5
<b>Total</b>		<b>90</b>	<b>100</b>

Source: Primary Data Processed in 2018

Data in Table 9, Public Service Accountability shows that 80 people (88.8%) respondents stated good, 5 respondents (5.55%) stated enough and 5 respondents (5.55%) said it was very good.

## V. CONCLUSION

1. The essence of public service in realizing good governance is minimum service standard, public service providers and legal culture of Baubau City society based on the principle of public interest, legal certainty, balance of rights and obligations, professionalism, participatory, equality of treatment / non-discrimination,



openness, accountability, facilities and special treatment for vulnerable groups, timeliness and speed, ease and affordability.

2. Supervision of public services in the realization of good governance as an effort to correct the occurrence of maladministration actions that harm the people in the implementation of public service functions; and efforts to create a clean and authoritative government in the administration of government functions, so that the implementation of decentralization authority within the framework of regional autonomy is harmonious and in harmony with the objectives of decentralization.

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