Application of The Principle of Transparency in The Implementation Of Public Service In Indonesia

Sitti Chaeriah Ahsan
Doctoral Candidate, State University of Makassar, South Sulawesi, Indonesia 90222
E-mail: chaeriah67@gmail.com

Muhammad Ramli
Faculty of Philosophy, Islamic State University of Makassar, South Sulawesi, Indonesia 90223
E-mail: muhammadramli5512@yahoo.com

Abstract:
This article presents the basic concepts of good governance, the principles of transparency, public service and the parameters of transparency in the public service. Good governance is related to how to manage a government with a solid construction and management responsibility that goes along with a democratic society. To establish good governance, the government is required to apply the principles of accountability, transparency, participation and rule of law. Transparency is one of the principle in achieving good governance. Transparency of public services is one thing that must be realized in order to enhance the success of regional autonomy in Indonesia and won the competition in the current era of globalization. Implementation of transparency in the public service will be able to improve the performance of public services. Transparency should be implemented in all aspects of public service management. Transparency should be initiated from the planning process of public service, because it is related to business certainty for investors, both domestic and abroad, as well as assurance services for the public who needed and are entitled to services. Good service quality will affect the implementation of good governance.

Keyword: good governance; transparency of public services

INTRODUCTION
The implementation of good governance is one of the demands of the development in public administration today. Paradigm shift in the management of government bureaucracy of government to governance and development towards Good Governance in the Science perspective view of public administration is a new paradigm related to how to manage a good government for public purposes (Bovair & Elka, 2003). Public administration is required to provide optimal support in streamlining and integrating the tasks and functions of government and implementation development by practicing the principles of good governance.

Since the early 1990s, good governance has become a new paradigm in governance. Conceptually, good governance by the United Nation Development Program (UNDP) is understood as the implementation of political authority, economic and administrative management in the process of public affairs at various levels in a country. Refers to the conception, good governance has several principles such as effective, participatory, transparent, accountable, productive and aligned and able to promote the rule of law.

One of the principles of good governance that determine the realization of another principle is the principle of transparency (Dwiyanto, 2008). This principle will determine the application of the principles of accountability, participation, rule of law, effectiveness and efficiency. This principle is built on the free flow of information through the institutional mechanisms and can be understood and accepted for the needy. Transparency creates a mutual trust between the government and the public through the provision of information and ensure ease of obtaining information. Transparency can also increase the accountability of decision makers in all areas affecting the public interest. Improve the clarity of function, implementation and accountability of organizations that are effective governance.
Along with the implementation of regional autonomy which refers to the Law No. 32 Year 2004 on the implementation of regional autonomy, the demand for better public service performance more prominent. It can be said that the successful implementation of regional autonomy is determined by the performance of public services. Because the public will judge the merits of regional autonomy based on the merits of public service performance. Poor performance of the public service for, among others, because there is an optimal implementation of the principle of transparency in the public service. Therefore, the public service must be carried out in a transparent manner by each unit of government services because the quality of the performance of public service bureaucracies have broad implications in achieving public welfare.

Public services become increasingly strategic policy issues for improving public services in Indonesia tend to "run in place" while the very broad implications in the economic, political, social, cultural and others. Several studies showed that the root cause of the poor performance of the public service is public service bureaucratic procedures cumbersome and not transparent. Therefore transparency in the public service is one thing that should be embodied in order to enhance the successful implementation of regional autonomy and competition in the era of globalization.

Realize that good governance has a critical role as the core of the state apparatus, state bureaucracy managers should improve performance through service to the community in a transparent, accountable and qualify so as to encourage economic growth, improve competitiveness and ultimately provide increased public confidence in the government apparatus. For that reason, the government issued a policy of transparency in public services. The government's policy describes the technical guidance of transparency and accountability in public service delivery. Implementation of policy transparency in public service is expected to improve the performance of public services. Transparency should be implemented in all aspects of public service management. Transparency should begin the process of planning the development of public service, because it is related to the certainty of business both domestically and abroad, as well as assurance services for the general public who need and are entitled to services.

Refers to the stretch of the above description, and considering the role of good governance in relation to the public service has a high complexity and constraints are not small but urgent. This article presents the basic concepts of good governance, transparency parameter and the concept of public service in Indonesia.

LITERATURE REVIEW

A. Concept of Good Governance

Governance is a term that is used to replace the term "government", shows the use of political authority, the economy and the administration in managing the affairs of state. The main focus is the improvement of governance performance or quality improvement. Governance means the process of decision-making and the process by which decisions are implemented or not implemented (Sedarmayanti, 2009). Governance is a process by which a social system, economic or other complex organizational systems are controlled and regulated. In a functional perspective, governance can be seen from whether the government has to function efficiently and effectively in order to achieve goals that have been outlined (Frederickson, 1997).

Governance as a translation of the government, then developed and became popular as governance, while the so-called best practices of good governance, World Bank defines good governance as a management organization responsible for the development of a solid and in line with the democratic and efficient markets, avoidance of incorrect allocation of scarce investment funds and the prevention of political and administrative corruption, run budget discipline and the creation of a political and legal framework for the growth of activity entrepreneurship. Good Governance is more a series of socio-political interaction process between the government and the people and government intervention on behalf (Kooiman, 1993).

United Nations Development Programme (UNDP) in the document its policy entitled "Governance for Sustable Human Development" (1997), defines governance as follows: "Governance is the exercise of economic, political, and administrative author to manage a country’s affairs at means
an all levels by roommates states promote social cohesion, integration, and ensure the well being of their population.". Therefore, according to the United Nations Development Program (UNDP), there are three dimensional model of governance, namely economic, political and administrative. Economic governance includes decision-making processes that affect or relate to the activity state of the economy. Political governance refers to decision-making processes for policy formulation. Administrative governance is the system of policy implementation efficiently implement public sector, impartial, transparent and accountable. In addition, institutions of governance includes three domains, namely the state, private sector and society.

With the paradigm shift from government towards governance, which emphasizes on collaboration in equality and balance between government, private sector and civil society, then the outlook developed a new paradigm of public administration or the so-called good governance. Good governance means implies that synergistic and constructive relationship between the state, private sector and communities. Good Governance is a system paradigm and noble civilization, and to make it happen in state organization need requirements or principles that do not light that must be met by every element of the delivery of the country, both citizens and state government officials (Mustopodidjaja, 2003). Good Governance as an instrument in which there are various principles occupy a very important position in the context of public service delivery. According to the United Nations Development Program (UNDP), eight principles of good governance, namely: Participation, Rule of Law, Transparency, Responsiveness, Consensus Orientation, Effectiveness and Efficiency, Accountability, and Strategic Vision.

Principles of good governance, not only limited to the use of the applicable law, it was developed by applying the principles of good governance that not only involve the government or state alone, but must involve the system of bureaucratic red tape and externally. That is why good governance is not solely include relationships in government, but include parallel and synergistic relationship between the market, government, and civil society. This parallels idea implies the redefinition of the role and importance of relationships these three institutions in managing economic resources, and political culture available in the community. In this case the government is to develop the principles of professionalism, accountability, transparency, excellent service, democracy, efficiency, effectiveness, rule of law and can be accepted by the entire community.

B. Principle of Transparency

Transparency is a very important concept and is becoming increasingly important in line with the strong desire to develop good governance practices. Good governance practice requires transparency in the governance process as a whole. Governments are required to open and ensure stakeholders access to various information about the public policy process, the budget allocation for the implementation of development policy, as well as monitoring and evaluation of policy implementation (Dwiyanto, 2008).

Transparency is a principle which guarantees freedom of access or for any person to obtain information about governance, information on policy-making and implementation process, as well as the results achieved. Furthermore, Oliver (2004) describes the definition of transparency is "a clear declaration what it’s about." The principle of transparency has huge implications for the government's ability to realize the various other indicators of good governance (Dwiyanto, 2008). This principle has two aspects, namely public communication by the government and (2) the public's right of access to information. Both will be very difficult to do if the government does not deal well performance. Good performance management is the starting point of transparency.

In the developed democratic countries, the government typically guarantees citizens access to find out various information about government activities. Citizens have the right to know of anything that happens in the government agencies. Various aspects of any government activity should be open and easily accessible by residents. Every manager of public bureaucracy should be willing and able to explain every aspect of bureaucracy to its citizens. Citizen is guaranteed the right to know the activities that will be and is being done by a government bureaucracy, the parties involved in the activity, as well as the number and details of the budget that is used to perform the activity.
C. Public Service

Service means serving the services required by the community in all areas. Activities of the public service is one of the duties and functions of state administration. Service is part of the services provided by the organization or government and private institutions in order to improve customer or the public satisfaction. Generally associated with the delivery of information services required by consumers or society. Public services can be defined as the delivery of services (serve) for the person or people who have an interest in the organization in accordance with the basic rules and procedures that have been set. Government is essentially a public servant. Government is not built to serve the needs of her own, but aims to serve the needs and interests of the community as well as creating conditions that allow every member of society can develop the skills and creativity in order to achieve a common goal (Rasyid, 1998). Public service by the public bureaucracy is one manifestation of the state apparatus functions as a public servant as the servant of the state.

Public services can be interpreted as an attempt by a person/group of persons or particular institutions to provide facilities and assistance to the public in order to achieve certain goals (Thoha, 1991). While Hadayaningrat (1988), distinguishes between public services, ie activities undertaken to provide the services and conveniences to the public. While public service is the service provided to uphold the terms of the efficiency, effectiveness and economy by serving the public interest in the field of production or distribution, engaged in vital services.

Gronroos (1990) states that the service is an activity or series of activities that are invisible (can not conjecture) that occurs as a result of the interaction between the consumer and the employee or the things served by organizations providing services that are intended to solve consumers/customers problems. The concept of public service which was introduced by David Osborne and Ted Gaebler in his book "Reinventing Government" (1995). The point is to improve public services by the government bureaucracy by members of authority to the private sector to participate more as a public service managers.

In addition to the theories put forward in the ministry, Denhardt and Denhardt (2003) offers a "service model that describes the new model of public service" explained that the new service model of public service, public service subscribes to the theory that teaches the existence of egalitarian democracy and equality among citizens. In this model, the public interest in formulated as a result of the dialogue of the various values that exist in society. Public interest is not defined by the political elite as it appears in the society as a whole. The role of government is to negotiate and explore the various interests of citizens and community groups that exist. In this model, not just a public bureaucracy should be accountable and transparent in the various rules of law, but must also be accountable to the values that exist in society, the prevailing political norms, professional standars and interests of citizens.

Theoretical basis of the ideal of public service under the paradigm of New Public Service is a public service should be responsive to the interests and values of existing public. The task of government is to negotiate and elaborate the various interests of citizens and community groups. This means that the character and values contained in the public service must covered preference values that exist in society. Due to the dynamic nature of communities, then social services and also character always change with the development of society.

In addition, public services must be non-discriminatory as defined by the theoretical basis is used, namely the theory of democracy that guarantees equal citizenship regardless of race, religion, race and region of origin and political affiliation. That every citizen is treated equally in the context of the service, when in need of public services from government bureaucracy. Relationships that have developed between the national government bureaucracy when the service takes place is impersonal government relations, so avoid nepotism and primordial.
D. Quality Public Services

Quality is basically a word that bears a relative sense because it is abstract, the quality can be used to assess or determine the level of adjustments a thing of the requirements or specifications. When it met the requirements or specifications mean quality of something meant to be good, but in contrast if the requirements are not met, it can be said to be qualified. Therefore, it needs to made the amount of measurable indicators for determining the quality of both products and services. Various attempts were made to create measurable indicators and suitable for the determination of the problem so that the quality products or services and quality control could be guaranteed.

Quality service according to Osborne and Gabler (1995), among others, has a characteristic such as less bureaucratic, distributed and decentralized and customer oriented. According to Zeithaml, Parasuraman and Berry (1990), to determine the quality of service perceived by the consumer significantly, there is a measure of consumer satisfaction indicators are located on the five dimensions of service quality by consumers. The quality dimension called Service Quality (SERVQUAL), namely: Tangibles, Realibility, Responsiveness, Assurance, and Empathy. In view of Albrecht and Zemke (1985), the quality of public services is the result of the interaction of various aspects, namely service system, human resource service providers, strategy and customers.

E. Transparency in the Implementation of Public Service

Transparency is important not only in governance but also in public service. Residents who use the service often do not understand their rights and obligations as a user. They often do not know what requirements must be met and why the necessary requirements. They also often do not know the rights and obligations of the service provider. Consequently, when dealing with the organizers, the user often can not easily tell if they are being treated fairly or otherwise. Under these conditions, unfair treatment often experienced by users of the service. When dealing with the bureaucracy of public services, they are often treated casually personalized services providers.

The concept of transparency in service refers to a situation where all aspects of the service delivery process is open and can be seen easily by the users and stakeholders are in need. Transparency in the context of public service is open, easy and accessible to all who need and provided adequately and easy to understand (Ratminto and Winarsih, 2005). Public service is all service activities undertaken by public service providers as an effort to fulfill the needs of the service requirements and the implementation of the statutory provisions. So conceptually, transparency in public service is all service activities undertaken by public service providers as addressing the needs of service recipients as well as the implementation of the statutory provisions, which are open, easy and accessible to all who need and provided adequately and easily understood by all recipients of services needs.

Transparency of public service are the tasks and activities that are open to the public from the process of policy, planning, implementation and supervision of control, as well as easy access by all parties who need the information. Transparency is built in an atmosphere of the free flow of information. In this atmosphere, processes, institutions and information can be directly accessed by those concerned. According Riswandha (2003), transparency is the people understand the whole process of decision making by the government. Transparency requires that the implementation of the public service have knowledge of the issues and information relevant to the service activity.

In the context of implementing the transparency of public services, implementers should be open to every action and ready to accept critics and suggestions. Openness is necessary to reduce the chances of the emergence of behaviors that can be detrimental to the state apparatus and society. There are ten dimensions of public service transparency, which are (1) Management and implementation of the public service should be informed and easily accessible by the public, (2) service procedures must be made in the form of a flow chart, (3) technical requirements and administrative services should be clearly informed on the people, (4) Certainty cost details services must be clearly informed on the people; (5) Certainty and timeliness of the service should be clearly informed on the people, (6) the authorized officer responsible for providing services, (7) Location services must be clear; (8) service
promised should be clearly written; (9) the standard of public services must be realistic and published to the public; and (10) information services should be socialized to the community through the media.

In order to achieve a transparent public service, required a number of contributing factors such as the conducive policy support, the availability of adequate technology, capability and commitment of employees is high, support and awareness of citizens, not rigid work culture and patterns of functional services.

**Conclusion**

Good governance implies a synergistic and constructive relationship between the state, private sector and communities. Good governance is the mechanism for the management of economic and social resources are substantial and its application to support the stable development of the main requirements efficiently and effectively.

Transparency is one of the principles of good governance. The principle of transparency is built on the free flow of information through the institutional mechanisms and can be understood and accepted for the needy. Good government will be transparent to the people about the process of public policy formulation and implementation.

Transparency in the context of public service is open and easily accessible to all who need and provided adequately and easy to understand. Translation of transparency in the delivery of public services is necessary for the implementation of the transparency will improve the performance of public services.

**Reference**


