



Transparency of Public Service Principles in Amantelu Village, Sirimau District, Ambon City



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Abstract

This research was carried out at the Amantelu Village Office, Sirimau District, Ambon City, using a single variable (monovarietal) by making critical informants, primary informants, and additional informants, with four focuses and a description of the focus. However, employees here always prioritize transparency in public services to citizens. Find out everything related to public services, such as requirements, procedures, costs, and the like; access is given as comprehensively as possible in the process of public services. Regarding the issue of employee commitment to public services, it is still not running as expected. This can be seen in the lack of or inconsistency in applying the principles of public services to citizens, especially those related to convenience and cost. In carrying out public services at the Amantelu Village Office, the community still has to meet various convoluted requirements to get services.

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1 Introduction

Citizens also have the right to have their rights protected, their voices heard, and their values and preferences respected (Kurniawan, 2016). The implementation of public services is an effort by the State to fulfill every citizen's basic needs and civil rights for goods, services, and administrative services provided by public service providers (Pritama, 2015). In this regard, the government has made various improvements and improvements to the quality of public services (Hamim et al., 2020).

Government is essentially a service to the community, unable to serve itself but to serve the community and create conditions that allow every community member to develop their abilities and creativity to achieve common goals (Kurniawan, 2016). According to Doha in Widodo (2001) that, theoretically at least, three main functions must be implemented by the government regardless of its level, namely the function of public service (*public service function*), function development (*development function*), and protection functions (*protection function*). According to Pratama et al. (2015), that this can be seen from the many complaints and complaints from the public either directly or through the mass media, such as complex procedures, no certainty of the settlement period, costs to be incurred, requirements that are not transparent, unresponsive attitude, and so on.

However, the reality is that the current condition of public service delivery is still inadequate because there are still many complaints and complaints from the public, either directly or through the mass media (Meyer et al., 2012; Vural et al., 2012). If the description is related to the condition of the Amantelu Village Office, Sirimau District, Ambon City, some phenomena/symptoms indicate that excellent public service. The symptoms are as follows: (1) The lack of openness from the village office makes it difficult for service recipients to access and obtain information about the services desired by the community; (2) The District Office employees rely more on authority than on the needs of community members as stakeholders; (3) Lack of participation from community members so that there is no encouragement, participation of community members in the implementation of public services at the village office by taking into account the aspirations, needs, and expectations of community members. Village office employees in providing services to the community in terms of time are not efficient and effective (Meyer & Maltin, 2010; Ellinger et al., 2013).

2 Materials and Methods

Qualitative descriptive research is not intended to generalize the research results, where research is conducted to determine the value of independent variables, either one or more (independent) variables, without making comparisons or connecting with other variables (Gill & Johnson, 2002; Bahn & Weatherill, 2013; Irwin, 2013; Mayer, 2015; Walle, 2015). Samples in descriptive qualitative research are not named respondents but are called sources, participants, and informants (Sugiyono, 2010). The subjects of this research become informants who will provide various information needed during the research process; informants of this research include several types such as (1) key informants, namely those who know and have the various basic information needed in research; (2) the primary informants, namely those who are directly involved in the social interactions studied; (3) additional informants, namely those who can provide information even though they are not directly involved in the social interactions studied (Suyanto, 2015).

3 Results and Discussions

3.1 Transparency of the village apparatus in providing servants

Good quality of public services is one of the parameters to assess the success of reform and regional autonomy. The public can judge the merits of reform and regional autonomy based on public services' good or bad performance (Kusnadi, 2011). Public service laws that have been made can regulate the performance of public services in Indonesia, but there are still problems in the bureaucracy, namely the lack of transparency of public services today (Kusnadi, 2011). Transparency refers to the freedom to obtain information. Accountability concerns accountability to the public for every activity carried out (Maani, 2009; Hwang et al., 2017). The Ambon City Department of Population and Civil Registration online Service has been implemented to prevent the spread of the Coronavirus pandemic. So that organizational policy partnerships are a factor in implementing government organizational programs (Tuanaya & Wance, 2021).

Relevance to the aspect of transparency, which is an inseparable part of one of the principles of public service principles, has become a serious concern from the Amantelu Village Office, Sirimau District, Ambon City, which is applied in providing public services to residents who inhabit Amantelu Village. In this regard, the following is the researcher's interview with the Village Head of Amantelu Village, Yuyun Octavia on August 20, 2020, at the Amantelu Village Office that:

Transparency is concerned with: requirements, procedures, costs, and the like in the public service process carried out by the people of Amantelu Village at the Amantelu Village Office. Likewise, the community members in the Amantelu Village are also given full access to questions and submit complaints if they are not satisfied with the public services provided by the Amantelu Village Office through civil servants.

The interview shows that the Amantelu Village Office, through the civil servants, always applies the principles of public service by prioritizing transparency in providing public services to the community members in the Amantelu Village, by providing access for the community members in the Amantelu Village, as well as the community members in the Amantelu Village (Hood, 2000). Amantelu Village is also given the most excellent possible access to the question and submit complaints if they are dissatisfied with the public services provided by the Amantelu Village Office through civil servants. Regarding the Amantelu Village Office through civil servants who always apply the principles of public service, by prioritizing transparency in providing public services to community members in the Amantelu Village, following the researcher's interview with the Community Leader of the Amantelu Village, Norbert Regatta, on August 24, 2020, in the Amantelu Village that:

To find out all things relevant to public services organized by the Amantelu Village Office through civil servants. For example, regarding requirements, procedures, costs, and the like in the public service process carried out by the people of the Amantelu Village at the Amantelu Village Office, at one time, the Amantelu Village Office gave it through civil servants. However, at other times, the Amantelu Village Office was not given it through civil servants.

The interview shows that the Amantelu Village Office, through the civil servants, has not thoughtfully implemented the principles of public service by prioritizing transparency in providing public services to community members in the Amantelu Village (Adams & McCorkindale, 2013). This is because the Amantelu Urban Village Office has not thoughtfully provided access for the community members in the Amantelu Village to find out everything relevant to the public services provided by the Amantelu Village Office through civil servants (Davis, 2004; Ashraf et al., 2014). For example, regarding requirements, procedures, costs, and the like in the public service process carried out by the people of the Amantelu Village at the Amantelu Village Office, at one time, the Amantelu Village Office gave it through civil servants.

3.2 Responsiveness of the village apparatus in providing servants

The government essentially has a primary function, namely service following the history of the formation of the state/government with the concept of the State as a night watchman (Christy & Priartini, 2019). Therefore the government is obliged to serve its people to meet various community needs, fundamental human needs such as a sense of security, peace of mind, etc. (Maulidiah, 2015). The best service for the community will determine the extent to which the State has carried out its role correctly following the purpose of its establishment to realize welfare for its people as stated in the concept of "welfare state" (Nuriyanto, 2014). A new paradigm of public administration emerged by formulating a series of ideals and practices related to using specific values and norms in carrying out public service accountability (Herizal et al., 2020).

The government is responsible and accountable for designing and developing services according to the needs of the community. The government's responsiveness to the preferences, hopes, desires, aspirations, and demands of the people is understood by the term responsiveness (Setianingrum, 2020). The ability of public service providers to identify all the community's needs, prioritize the needs of the community/members, and develop them into various programs for providing public services to the community (Maulidiah, 2015).

Public service by responsive government apparatus is one of the elements of the principles of public service, which, if implemented correctly and consistently, will satisfy the citizens who carry out the process of public service in government agencies (Sari & Dwirandra, 2019). This is done as a form of accountability of the Amantelu Village Office to the community members in the Amantelu Village. In this regard, the following is the researcher's interview

with the Head of the Government and Public Service Section of the Amantelu Village, Ediyan to on September 8, 2020, at the Amantelu Village Office that:

The Amantelu Village Office through its civil servants always applies the principles of public service to the community members in the Amantelu Village, where the Amantelu Village Office through its civil servants is responsive in providing public services, by listening and meeting the demands of the needs of the community in the Kelurahan. Amantelu.

The interview shows that the Amantelu Village Office, through its civil servants, always applies the principles of public service to community members in the Amantelu Village, where the Amantelu Village Office, through its civil servants, is responsive in providing public services by listening and meeting demands. The needs of the community in Amantelu Village. As a public client, the Amantelu Village Office, through its civil servants, is obliged to listen to the aspirations and desires of the people in the Amantelu Village who occupy the position as vital and strategic agents. So that in applying the principles of public service to the community members in the Amantelu Village, it is responsive and practical, efficient and accountable, which satisfies the people in the Amantelu Village. Regarding the Amantelu Village Office through the civil servant apparatus, they always apply the principles of public service, with responsiveness to the community members in the Amantelu Village, following the researcher's interview with the Amantelu Village Community Leader Steven on September 10, 2020, in the Amantelu Village that:

I see that the Amantelu Village Office through its civil servants has not been consistent in applying the principles of public service to the community members in the Amantelu Village, where they have not been maximally responsive in providing public services, by listening and meeting the demands of the needs of the people in the Amantelu Village.

The interview shows that the Amantelu Village Office, through its civil servants, has not been consistent in applying the principles of public service to the community members in the Amantelu Village, where they have not been maximally responsive in providing public services by listening and meeting the demands of the needs of the community in the area. Amantelu Village. This is because not all the aspirations of the community members are heard and then realized. The average opinion of the Amantelu Village Office through its civil servants is that they prioritize public services needed by the community, such as population services, while other services outside of population services have not been prioritized. Likewise, the service delivery mechanism, service hours, procedures, and costs of service delivery carried out at the Amantelu Village Office through its civil servants were not responsive and responded well and then realized because it is still inefficient. So that the community members in the Amantelu Village are not satisfied with the public services at the Amantelu Village Office because they have not been responsive to the community's aspirations.

3.3 Easy and cheap village apparatus in providing services

Public services are still a problem in Indonesia's bureaucracy; many factors and variations cause it to become a scourge in the community's eyes. In the current millennium era, the community's needs tend to be great with the desire to get fast and appropriate service. This speed and accuracy are also needed in the interaction process between the government and citizens. However, unfortunately, the high mobility of citizens is not matched by the accuracy and speed of the government in terms of services, especially services to the public. Citizens have the right to get quality public services from the State (bureaucracy). Citizens also have the right to have their rights protected, their voices heard, and their values and preferences respected. Thus, citizens have the right to judge, reject and prosecute anyone who is politically responsible for the provision of public services (Kurniawan, 2016). This emphasizes that the government prioritizes sound public service principles through its apparatus working in government organizations.

People always demand quality public services from bureaucrats, even though these demands are often not in line with expectations because empirically, the public services that have occurred so far are characterized by: convoluted, slow, expensive, and tiring. Such a tendency occurs because the community is still positioned as the party who serves, not the one who is served. Public service reform by returning and placing "servants" and "served" to their true meaning. Services that should be shown to the general public are sometimes turned into public services to the State; even though the State exists is for the benefit of the people who founded it, bureaucrats must provide the best service to the community (Kurniawan, 2016).

The public bureaucracy must be able to provide public services that are more professional, effective, simple, transparent, open, timely, responsive, and adaptive and at the same time can build human qualities in the sense of increasing the capacity of individuals and communities to determine their future actions (Kurniawan, 2016). According to Thoha in Widodo (2001), theoretically, at least, three main functions must be implemented by the government regardless of its level, namely the function of public service (*public service function*), function development (*development function*), and protection functions (*protection function*).

However, the characteristics of public services, mostly monopoly in nature, prevent the government from facing market competition problems, thus causing weak public service managers' attention to the provision of quality services. Worse, this condition makes some service managers use it for personal gain and complicate the service procedures. This can be seen from the number of complaints and complaints from the public either directly or through the mass media, such as complex procedures, no certainty of the settlement period, costs to be incurred, requirements that are not transparent, unresponsive attitude, and others. As a result of these problems, a bad image in the management of public services is still attached to this day, so that there is no public trust in the management of services. To overcome these conditions, it is necessary to improve the quality of public service delivery on an ongoing basis to realize excellent public services (Pritama, 2015).

Public services by government officials, which are easy and inexpensive, are also one of the elements of the principles of public service, which, if implemented correctly and consistently, will satisfy the citizens who carry out the public service process at government agencies. This phenomenon is also experienced at the Amantelu Village Office, Sirimau District, Ambon City, where public services to the community members in Amantelu Village are carried out efficiently and cheaply, one of the elements of the principles of public service. This is done as a form of accountability of the Amantelu Village Office to the community members in the Amantelu Village. In this regard, the following is the researcher's interview with the Village Head of Amantelu Village, Yuyun Octavia on August 20, 2020, at the Amantelu Village Office that:

The Amantelu Village Office through the civil servants has long applied the principles of public service to the community members in the Amantelu Village, easily and cheaply. Cheap and cheap are intended to provide public services by the Amantelu Village Office through civil servants, where the community members in Amanatelu Village must meet various requirements and pay a fee to obtain the services they need, the easy principle must be applied.

From the interview, it was shown that the Amantelu Village Office, through the civil servants, had long applied the principles of public service to the community members in the Amantelu Village, quickly and cheaply. Cheap and cheap are intended to implement public services by the Amantelu Village Office through civil servants, where the community members in Amanatelu Village must meet various requirements and pay a fee to obtain the services they need; the principle of easy application must be applied (Rossini et al., 1994; Wang et al. 2009). This is intended so that the various requirements needed are reasonable and easy to fulfill by the community members in Amanatelu Village. Cheap in terms of the costs required by the community in Amanatelu Village to get these services affordable. This needs to be emphasized because the public services provided by the government, in this case, the Amantelu Village Office through civil servants, are not intended to seek profit but to fulfill the constitutional mandate. Regarding the Amantelu Village Office through the civil servants, they always apply the principles of public service, where public services to the community members in the Amantelu Village are carried out quickly and cheaply, following the researcher's interview with the Community Leader of the Amantelu Village, Norbert Regatta, on August 24, 2020, in the Kelurahan Amantelu that:

The Amantelu Village Office through its civil servants has not seriously applied the principles of public service to the community members in the Amantelu Village, especially those related to ease and cheapness. This is because, in the implementation of public services by the Amantelu Village Office through civil servants, where the community members in the Amanatelu Village still have to meet various requirements that are still convoluted and pay a fee to obtain services, which is felt by the community members in the Amanatelu Village it is not easy. Moreover, burden them.

The interview shows that the Amantelu Village Office, through the civil servants, has not seriously applied the principles of public service to the community members in the Amantelu Village, especially those that are easy and cheap. This is because, in the implementation of public services by the Amantelu Village Office through civil servants, where the community members in the Amanatelu Village still have to meet various requirements that are still

convoluted and pay a fee to obtain services, which is felt by the community members in the Amanatelu Village it is not easy. And burden them. These various requirements are unrealistic, complex, and burdensome for the community in Amantelu Village. If the Amantelu Sub-District Office, through the civil servants, is serious about implementing the principles of public service to the community members in the Amantelu Village, especially those related to ease and cheap. Of course, the people in Amantelu Village will be satisfied because it is realistic and does not make it complex or burdensome for them. For this reason, various problems and weaknesses in the service of the Amantelu Village through the civil servant apparatus to the community members in the Amantelu Village need to be addressed in the future to make it better and satisfy the local community.

4 Conclusion

The conclusions from this research can be stated as follows:

- a) Through the civil servants, the Amantelu Village Office has not thoughtfully implemented the principles of public service by prioritizing transparency in providing public services to the community members in the Amantelu Village. This is because the Amantelu Urban Village Office has not thoughtfully provided access for the community members in the Amantelu Village to find out everything relevant to the public services provided by the Amantelu Village Office through civil servants. For example, it relates to requirements, procedures, costs, and the like in the public service process carried out by members of the Amantelu Village community at the Amantelu Village Office, at one time being given access and at other times not being given access.
- b) The Amantelu Sub-District Office, through the civil servants, does not yet have a clear commitment to applying the principles of public service to the community members in the Amantelu Sub-District. The reason is that civil servants in Amantelu Village are still discriminatory in providing services to community members in Amantelu Village, which are still based on emotional relationships in the form of the closeness of religion, ethnicity, race, ethnicity, groups between them and the citizens of the community. There are complaints from community members that public services at the Amantelu Village Office are through civil servants, where on average they say that if they do not have an emotional connection in the form of such closeness with civil servants at the Amantelu Village Office, the management will take a long time.
- c) The Amantelu Village Office, through its civil servants, has not been consistent in applying the principles of public service to the community members in the Amantelu Village, where they have not been maximally responsive in providing public services by listening to and meeting the demands of the community members in the Amantelu Village. Because not all the aspirations of citizens are heard and realized, on average, the Amantelu Village Office, through its civil servants, prioritizes public services, especially population, while other types of public services are given second place. Likewise, the service delivery mechanism, service hours, procedures, and costs of service delivery carried out at the Amantelu Village Office through its civil servants were not responsive and responded well and then realized because it is still inefficient.
- d) Through the civil servants, the Amantelu Village Office has not seriously applied the principles of public service to the community members in the Amantelu Village, especially those related to ease and cheapness. In the administration of public services by the Amantelu Village Office through civil servants, the community members in Amanatelu Village still have to fulfill various requirements that are still convoluted and pay a fee to obtain services, which they find challenging and burdensome. These various requirements are unrealistic, complex, and burdensome for the community in Amantelu Village.

Conflict of interest statement

The author declared that she has no competing interests.

Statement of authorship

The author has a responsibility for the conception and design of the study. The author has approved the final article.

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