Quality of Public Services: The Role of State Civil Apparatus in Realizing Good Governance

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Abstract

Good governance is considered crucial in providing effective, transparent and accountable public services, so it is the main key to sustainable development. This research aims to analyze the role of the State Civil Apparatus (ASN) in improving the quality of public services as an integral part of efforts to achieve good governance. This research uses a qualitative approach with descriptive methods. The results of this research highlight the central role of the State Civil Apparatus (ASN) in realizing Good Governance, especially in improving the quality of public services. The findings show that service efficiency can be improved through efficient management of resources and administrative processes by ASN. Transparency, accountability and active participation of ASN in the decision-making process have also been proven to have a positive impact on the quality of public services. Involving the public in decision making not only increases policy responsiveness, but also creates strong legitimacy. In conclusion, ASN who play an active role in implementing the principles of Good Governance are able to form a government environment that is effective, trustworthy, and able to better meet the needs of the community.

Keywords: *State Civil Apparatus (ASN), Good Governance, Quality, Service, Efficiency, Accountability, Transparency, Community, Participation*

Introduction

The role of state institutions in realizing good governance plays an important role in determining the quality of public services provided to the community (Nawawi, 2012). By focusing on the capacity of local government officials as well as coordination, leadership and

oversight activities, state institutions can play a key role in ensuring that good governance is realized (Hidayah et al., 2019). The capacity of local government officials is essential because they are responsible for implementing government policies and programs at the local level. Their ability to manage resources and make the right decisions has a direct impact on the quality of services provided to the community (Soeprapto, 2006).

In addition, inter-agency coordination activities, effective leadership, and strong oversight mechanisms also play an important role in achieving good governance. Good coordination between institutions allows synergy between various government units to achieve common goals efficiently (Rahmanurrasjid, 2008). In addition, strong leadership from local government leaders is the key to forming an organizational culture that supports transparency, accountability and public participation (Rozikin et al, 2020). Meanwhile, effective monitoring mechanisms are needed to prevent abuse of power and ensure that public services are carried out to high standards in accordance with the principles of good governance (Mariana, 2008).

Good Governance is a government paradigm that not only emphasizes administrative structures and processes, but also adds an evaluative dimension to the quality of government (Duadji, 2012). Basically, this concept includes a number of normative attributes that reflect democratic principles and justice in the management of government affairs (Waris, 2012). One of the main elements in Good Governance is respecting human rights, where every government action is directed at protecting and advancing people's rights. Apart from that, the principle of the rule of law is also an important foundation, ensuring that every government policy and action is formed and implemented in accordance with applicable legal norms (Hayat, 2020).

The importance of effective participation in government decision making is also the main cornerstone of Good Governance. A democratic government not only provides a forum for people's voices, but also encourages active involvement of citizens in the decision-making process (Siri Maryam, 2017). Transparency and accountability, as other key elements, ensure that government policies and actions can be accounted for openly and can be examined by the public (Irawan & Armadani, 2021). In the context of a democratic government, control is completely in the hands of the people, creating a mechanism that allows the public to criticize, monitor and express their aspirations effectively. Thus, Good Governance not only creates efficient governance, but also emphasizes the democratic principles that underlie the relationship between government and society (Tjokroamidjojo, 2000).

Good governance includes a series of fundamental principles, such as accountability, participation, consensus, transparency, efficiency and effectiveness, responsiveness, fairness and inclusiveness, and compliance with the rule of law (Lukow, 2013). The existence of these

principles is not only a moral foundation, but also has a significant positive impact in encouraging the realization of regional economic development. Through the accountability aspect, the government can ensure that public resources are managed well and in accordance with the interests of the community, creating an environment that supports investment and economic growth (Rivan & Maksum, 2019).

Participation and consensus, as important elements in good governance, enable the government to involve various parties in the decision-making process (Silayar, 2014). By involving local stakeholders, governments can create policies that are more relevant and acceptable to society, providing additional impetus for sustainable economic growth. In addition, transparency, efficiency and effectiveness in government administration create a conducive business climate, facilitate business processes and increase the attractiveness of investment at the regional level (Suparno, 2017).

Good governance also creates an environment that is responsive to community needs and provides fair and inclusive treatment (Putra, 2017). This not only supports equitable economic distribution, but also builds public trust in the government, which in turn strengthens the investment climate and economic growth (Rustam & Kusumaningrum, 2016). Moreover, compliance with the rule of law provides a strong basis for the protection of rights and legal security for business actors, supporting sustainable economic development. Therefore, good governance is not only a moral imperative, but also an important key in achieving sustainable and inclusive regional economic development (Kharisma, 2014).

The role of State Apparatus is very decisive in creating and maintaining Good Governance, which includes a number of important aspects. Efficient, open, transparent, corruption-free and accountable public institutions at all levels play a central role in ensuring the success of Good Governance (Khamim, 2021). A clear and open decision-making process provides the basis for government accountability towards society. Thus, an efficient and transparent State Apparatus creates a climate where government policies and decisions can be accessed and understood by the public, ensuring active participation in the democratic process (Katharina, 2021).

Apart from that, effective and efficient management of human resources through the economic and financial sectors is the key to achieving fair and sustainable development (Lubis, 2019). The State Apparatus has the responsibility to design and implement economic policies that ensure efficient use of resources, fair distribution, and sustainable growth. Transparent and accountable financial management is an important step in building public trust in the

government and ensuring appropriate resource allocation to support sustainable development (Ramadhani et al., 2023).

A democratic society that respects human rights and democratic principles also relies heavily on the role of the State Apparatus (Kasih, 2018). ASN must act as a pillar in supporting citizen participation in democratic processes, ensuring that individual rights are respected, and encouraging the growth of a strong democratic culture (Sepriano et al., 2023). Thus, the role of the State Apparatus is not only limited to implementing policies, but also forms a solid foundation for sustainable social and economic development under the guidance of Good Governance principles (Tampubolon, 2023).

The aim of this research is to investigate and understand the role of the State Civil Service in realizing Good Governance, with a focus on aspects such as efficiency, transparency, accountability and participation. Through this research, it is hoped that in-depth insight can be gained regarding the contribution of ASN in achieving good governance, as well as providing a basis for improving government policies and practices. The benefits of this research involve contributing to the development of understanding of the role of ASN in achieving Good Governance, providing useful information for policy makers to improve the effectiveness and efficiency of public services, as well as providing a basis for further research in strengthening good governance at the national and regional levels.

Research Method

The research basis that the author uses in this research is a qualitative methodology with a descriptive analysis approach, namely a method for careful measurement of certain social phenomena (Yulianah, 2022). The research basis that the author uses in this research is a qualitative methodology with a descriptive analysis approach, namely a method for careful measurement of certain social phenomena. In this research the author used descriptive research type. This type of research describes in depth about. In this research the author used descriptive research type. This research focuses on searching documents and online data related to Public Service Quality: The Role of State Civil Apparatus in Realizing Good Governance. The essence is to look at various libraries, printed and online documents which are very large in number and chosen deliberately which are related to the research topic. The data analysis technique used uses three activity streams, namely data reduction, data presentation, and drawing conclusions (Huberman, 1992).

Results And Discussion

Service is a process of assistance provided to other people using certain methods, requires sensitivity, and involves interpersonal relationships to achieve satisfaction and success (Riani, 2021). From this opinion, it can be concluded that the expected service includes ease in managing interests, with fast service and without intentionally created obstacles. Ideal service also includes aspects of equality, where every individual who has the same interests receives the same service treatment. Therefore , effective and fair services are the key to realizing satisfaction and success in interactions between government and society (Abdussamad & Amalia, 2016).

In the context of development, to achieve clean and authoritative government, development priorities are needed in the field of national administration. This includes improving bureaucratic performance, creating conducive conditions for meeting the needs of local communities, as well as improving the quality of services to the community (Febrianda, 2009). Efforts to improve the quality of service are important to overcome problems such as abuse of executive power in government. By prioritizing openness, fairness and efficiency in public services, it is hoped that the public will experience direct benefits from the government's efforts to realize better governance and quality services (Sukowati, 2010).

The role of the State Civil Apparatus (ASN) has a significant impact in realizing Good Governance, especially in the context of the quality of public services. First, the State Civil Apparatus (ASN) plays a major role in determining the efficiency of public services. By having the appropriate knowledge and skills, ASN can manage resources, both human and financial, efficiently (Faedlulloh et al., 2020). Through careful planning, they can identify needs and allocate resources appropriately, ensuring that every step taken has a significant impact in improving the quality of service. An efficient ASN can also optimize the use of information and communication technology to speed up administrative processes, provide faster and more responsive services to the community (Kalangi, 2015). This efficient resource management does not only focus on financial aspects, but also involves wise workforce planning. ASNs who are able to develop an efficient organizational structure and place human resources according to their expertise and capacity can produce more productive services. The involvement of ASN in developing policies that support operational efficiency is important to create an optimal work environment (Sultan, 2022).

In addition, efficient management also involves efforts to reduce excessive bureaucracy and improve decision-making processes. ASN needs to have the ability to evaluate and simplify administrative procedures without sacrificing service quality (Perdana, 2012). In this way, ASN can create a more responsive, adaptive and effective bureaucratic environment. Overall, through

its key role in improving the efficiency of public services, ASN can make a significant contribution to achieving Good Governance. Their efforts in managing resources, optimizing administrative processes, and reducing bureaucracy not only create more efficient services, but also pave the way for improving the quality of life of society as a whole (Tampubolon et al., 2023).

Second, transparency is a key principle carried out by the State Civil Apparatus (ASN) in carrying out public service duties. By providing open access to information, ASN creates a foundation that allows the public to fully understand how policies and decisions are made (Supratman, 2018). Therefore, ensuring the availability of clear and easily accessible information is essential for ASN. Through transparency, ASN gives the public a better understanding of how public resources are used and how policies can impact their lives. Furthermore, transparency also includes the decision-making process. ASNs who practice transparency will involve the community in making significant decisions (Syawitri et al., 2022). By providing an open forum and active involvement, ASN ensures that the policies created not only reflect community needs, but are also widely accepted. Transparent democratic processes provide a strong basis for citizen participation in policy formation, which, in turn, creates legitimacy and trust in government.

Transparency also has a positive impact in building a trustworthy government image. People who feel that the government is committed to providing clear and open information will be more likely to trust the policies and decisions they make. Therefore, ASNs who practice transparency will make a significant contribution in increasing public trust in government institutions (Amaliah & Sakir, 2023). In the context of Good Governance, transparency is the main pillar. This strong foundation ensures that public services are delivered fairly, effectively and accountably. Through open information and decision-making processes, ASN creates a foundation for Good Governance that promotes justice, active community participation and accountability. Therefore, ASNs that prioritize transparency not only build strong relationships with the community, but also help ensure the realization of good and authoritative governance (Lionandiva & Triandi, 2022).

Third , Accountability is a crucial principle which is the main responsibility of the State Civil Apparatus (ASN) in realizing Good Governance. In the context of public services, ASN has an obligation to carry out its duties and responsibilities with full integrity, professionalism and in accordance with applicable norms. ASN must always be ready to be held accountable for every action and decision taken in carrying out their duties (Bisri & Asmoro, 2019). By prioritizing accountability, ASN creates guarantees that every step it takes complies with

applicable legal rules and norms. ASNs are not only responsible to their superiors or the institutions where they work, but also to the community who are the main stakeholders. In this context, accountable ASN builds public trust in government institutions and improves the image of public service integrity (Sedarmayanti, 2012).

Efforts to achieve accountability also involve transparency in reporting and accountability. ASN needs to openly present information related to its performance and decisions. Through strong accountability mechanisms, both internal and external, the public can assess the extent to which ASN carries out its duties well and in accordance with established standards. Furthermore, ASN accountability does not only include errors or omissions, but also good performance and innovations made to improve services. By accepting the consequences of decisions and actions, ASN can learn from these experiences and continue to improve the quality of public services. In order to achieve Good Governance, ASNs who have accountability obligations are not only guardians of the sustainability and effectiveness of public services, but also stakeholders who support sustainable development and provide maximum benefits for society. Therefore, ASN who are committed to accountability are a valuable asset in maintaining the integrity and credibility of government.

Finally, the active participation of State Civil Apparatus (ASN) in the decision-making process is an important element in creating effective and inclusive Good Governance. By being actively involved, ASN can open the door to direct influence and input from the community. Involving the community in decision making is not just a formality, but a strategy to ensure that the resulting policies and services meet their needs and expectations (Ardianto, 2018). By listening to and responding to community views, ASN can design policies that are more sensitive to local context and needs. This creates policies that are more contextual and relevant to society's conditions, thereby increasing the acceptance and sustainability of the implementation of these policies. This process strengthens the concept of inclusive government, where the voice of every individual is recognized and valued (Wulus et al., 2022).

ASN's active participation also opens up space for closer collaboration between the government and society. By involving various stakeholders, including community members, in the decision-making process, ASN can build stronger and mutually supportive relationships. This not only creates a more harmonious environment, but also gives the community a sense of ownership of the policies and services produced. Overall, the role of ASN in facilitating community participation is key in realizing Good Governance. By involving the public in the decision-making process, ASN not only strengthens government legitimacy, but also improves the overall quality of public services. This creates a relationship of mutual trust between

government and society, which is the main foundation for sustainable Good Governance. Therefore, ASN who are able to listen and respond to community needs are essential agents of change in realizing a good and powerful government system.

Conclusion

The role of the State Civil Apparatus (ASN) is very important in realizing Good Governance, especially in the context of the quality of public services. ASN has a key role in improving service efficiency by managing resources and administrative processes efficiently. The transparency carried out by ASN, through providing open access to information and decision-making processes, builds public trust and provides a strong foundation for Good Governance. Furthermore, accountability is the responsibility of ASN to ensure that every action and decision complies with applicable rules and norms, creating public services that are carried out with integrity and professionalism. The active participation of ASN in the decision-making process also has a positive impact on community participation. By listening to and involving the views of the community, ASN can design policies and services that are more in line with the needs and expectations of the community, which is the key to realizing Good Governance. Therefore, ASN who are able to listen, respond and actively involve the community are the main pillars in building a good and powerful government system. In order to realize Good Governance, there needs to be close collaboration between the government and the community, where ASN acts as a liaison that facilitates community participation. Overall, the integration of efficiency, transparency, accountability and active participation of ASN are key elements that work together to create quality government and better public services, in accordance with the principles of Good Governance.

Conflict Of Interest

The Author declares that there is no conflict of interest.

Fundings

None.

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