

Analysis of Government Functions in Indonesia

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ABSTRACT

Government is the spearhead in defending a country. One of the functions of government is service. The purpose of this article is to analyze the function of government in Indonesia in the public service sector. The approach used is literary studies. Data and information obtained through the website on open knowledge maps. The results of the study show that the function of government in the public service sector is actually the fulfillment of public welfare towards the fulfillment of the economic, social and cultural rights of citizens. So that social justice is realized in this country.

Keywords : Government functions; public service; open knowledge map.

INTRODUCTION

The main goal of the government is to answer the demands of the community in all sectors with the best possible service (Budi et al., 2015; Denhardt & Denhardt, 2015; Ziadi et al., 2016). Without a government that provides services, people will not be able to meet their own needs (Sheikh et al., 2012). All countries in the world provide this common function. Public service basically covers all aspects of life (Frederickson et al., 2012). In the life of the state, the government is responsible for providing public services needed by the community, starting with regulatory services or other services to meet the needs of the community in the fields of education, health, and others.

Meanwhile, according to (Rashid, 1996), government functions include service, empowerment, and development. The function of government in public services cannot be separated from the initial goal of the state, namely to control the various interests of the community so that they do not compete with each other. As societal requirements become more complex, the state will need an institution to regulate these interests. The government is the embodiment of the state, while the bureaucracy and its machines are the personification of the government, as stated by Ryaas Rashid in 1996.

As the agency that is most likely to accommodate all the needs of the community from below, the local government is the most appropriate party to accommodate all matters relating to the preservation of adat in their respective regions. As a result, the main task of the government is to create and implement laws that maximize the use of local knowledge in a given area. Referring to Ryaas Rasyid's opinion regarding the role of government, this article analyzes one of these functions, namely the function of government in the context of public sector services.

Public services include public goods services, public services, and administrative services, which are offered by public service providers and carried out by appointed implementers (Niswaty et al., 2015). Implementers of public services include officials, employees, officials, and all members of the organization. The responsibility of public service

providers is to provide exemplary services to the community in accordance with existing regulations (Baharuddin, 2020; Yusriadi & Farida, 2019). Public services include public goods services, public services, and administrative services, which are provided by public service providers and carried out by delegated implementers. Implementers of public services include officials, employees, officials, and all members of the organization. The responsibility of public service providers is to provide exemplary services to the community in accordance with existing regulations.

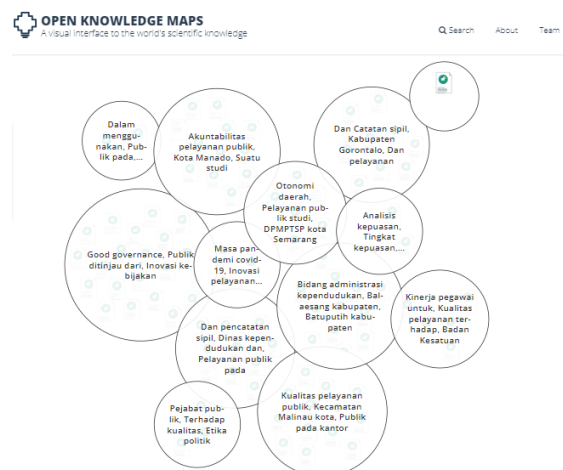
METHOD

The article presented uses a literature review that discusses the functions of local government, especially in Indonesia. As a function of local government, researchers focus on presenting one of the functions of government, namely the function of public services. Data collection is carried out by researchers by looking for publication articles that are relevant or related to the topic to be studied on an internet network site in the form of Open Knowledge Maps. The instrument used in this research is to code (coding data) concerning public services.

RESULTS AND DISCUSSION

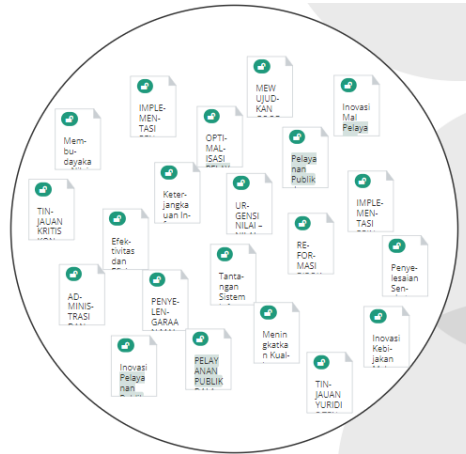
The function of government in public services is an interesting topic to study. This article presents data and information about public services. In presenting systematic data regarding information about public services in government, the article obtains information through the open knowledge maps site (<https://openknowledgemaps.org/>). The site provides a variety of information about the study being researched. Researchers focus on research by coding, namely: "public services". This information was obtained from various articles in Indonesian. For more details, it is presented in Figure 1.

Figure 1. Data information from Open Knowledge Maps



Based on the data and information obtained from the website, various information regarding the topic of public services in Indonesia is obtained. Furthermore, the initial data obtained from the scope of information discusses more about public services. From these data, the data is presented in Figure 2.

Figure 2. Data information from Open Knowledge Maps on the topic of Public Service



DISCUSSION

The quality of the performance of the public service bureaucracy has a broad impact on various aspects of people's lives (Monoarfa, 2012). As a result, public services are becoming an increasingly strategic issue. However, public services as the main responsibility of the bureaucracy or state apparatus are still heavily influenced by the political system that prioritizes power or authority (Saputra, 2013). The condition of the implementation of various public services by the government is still far from the aspirations of the people. Nevertheless, the government is committed to developing and improving the public service system (Raid et al., 2021).

The effectiveness and efficiency of services that must be provided by public organizations (government organizations) to the community to facilitate all matters relating to public services (Pai et al., 2016). In carrying out public services, government officials are responsible for providing the most effective and efficient services. Society in order to improve the general welfare. Service efficiency is the most appropriate metric for comparing inputs and outputs. Ideally the service will be efficient if the service bureaucracy can provide service inputs such as costs and length of service that are comfortable for the service user community (Juniorso & Sudrajat, 2009). Likewise, in terms of the output of service delivery, ideally the bureaucracy should be able to provide high-quality goods and services, especially in terms of cost and service time. Meanwhile, the success or failure of achieving organizational goals in providing public services is determined by the effectiveness of the services provided by the government agency itself (Nugroho, 2017).

The government is obliged to provide all the needs and rights of its citizens through public services (Saggaf et al., 2018). However, the public service process is constrained by problems such as lack of transparency, complexity, and slowness, as well as the use of KKN by public service providers. In the era of digitalization, the implementation of public services has shifted from being done manually to being done digitally. The existence of this shift encourages innovation in the delivery of public services. Innovation is also a solution to overcome various challenges that often arise in the public service process, so that the community gets the highest service and the highest quality of service. The economic, social and cultural rights of citizens must be fulfilled so that public services can benefit the public in various fields of life, such as the fulfillment of economic, social and cultural rights.

CONCLUSION

Public service has become a strategic issue in this country. Therefore, public service is a basic right of everyone that must be fulfilled by the state. The fulfillment of the economic, social and cultural rights of the community is automatically included in the provision of public services. This is done because public services are an integral component of the state's responsibility to ensure the welfare of its citizens. Public service is not only a tool to evade state commitments through the bureaucracy; rather, they are the basis for achieving social justice.

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