

PUBLIC SERVICE IN THE STUDY OF STATE ADMINISTRATIVE LAW AND ITS IMPLEMENTATION IN GOVERNMENT

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Abstrak

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Public services are the primary function of government, fulfilling the basic needs of the people and ensuring the rights of citizens. In the study of state administrative law, public services are viewed not only as administrative activities but also as concrete manifestations of the implementation of national obligations to citizens, based on the principles of legality, accountability, and transparency. This study aims to analyze the concept of public services from the perspective of state administrative law and to consider its implementation in government practice in Indonesia. The method used is a legal and normative legal approach involving the analysis of laws, doctrines, and case studies regarding the implementation of public services in various sectors. The results of the study indicate that the legal framework for public services has been regulated from 2009 to 2025 in relation to public services, but challenges in its implementation remain very large, especially in relation to bureaucracy and unevenly distributed service directions. Therefore, strengthening the competence of state managers and strengthening effective legal oversight are key to achieving public services that are fair and responsive to community needs.

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INTRODUCTION

Public services are a key pillar of government implementation, designed to fulfill the fundamental rights of citizens. Through governmental mechanisms, countries are obligated to provide various forms of services that impact public interests, including goods, services, and management services.

In the context of state and national life, public services are inseparable from the



concept of social well-being, the primary goal of state management. The government is responsible for ensuring that all citizens receive equal and sustainable access to basic services. Therefore, the quality of public services is one of the most important indicators in assessing government success.

In the context of the rule of law (a state governed by the rule of law), public services are not only administrative but also a legal obligation inherent in the state of the people. This means that the state is not only responsible for "services" but also for the quality and accessibility of the services provided. This concept emphasizes that public services must comply with the principles of law, transparency, accountability, and social justice.

When considering state administrative law, public services are considered a crucial tool for the realization of good governance (good governance). State administrative law provides the normative foundations and basic principles that ensure quality, fairness, and non-discriminatory service delivery. Through these legal measures, state power is limited and directed toward public services to avoid abuse and create services that are oriented toward the public interest. Furthermore, reforms in public service transformation are also part of the bureaucracy pursued by many countries, including Indonesia.

Fast, efficient, transparent, timely, and immediate services, and the public's demand for transparent services, increase and enhance awareness of the law and civil rights. Therefore, the role of administrative law is crucial in regulating the relationship between the government as a service provider and the public as service recipients, creating a just and prosperous system.

RESEARCH METHODS

This method uses a normative and legal approach. The normative approach is used to analyze the concepts and principles of public services from the perspective of state administrative law by examining legal literature, legal theory, and court decisions. This approach aims to understand the legal framework and principles based on public service methods. Meanwhile, the judicial approach is used to recognize the reality of the implementation of public service methods in the state environment, especially in service institutions that have implemented the one-stop service system (PTSP) and e-government system (SPBE). Data collection was conducted by examining the results of official government reports, reports from the Ombudsman of the Republic of Indonesia, and the performance of public service institutions. Data analysis techniques are implemented qualitatively by interpreting legal norms and comparing them with local practices. The results of the analysis are used to identify the compatibility between state administrative law theory and the implementation of public service methods by state institutions in Indonesia. In addition to the above methods, it is important to observe the superior aspects of government in public services. This concept highlights the principles of efficiency, transparency, participation, and social justice in all services provided by the government to the community. By implementing the principles of good governance, public services are expected to become not only an administrative obligation, but also a way to strengthen society and increase trust in the government. In accordance with this, community participation in monitoring and evaluating services is an important component to ensure service quality in a sustainable manner.

RESULTS AND DISCUSSION

1. Public Service State Administrative Law is mandatory for state administrative law in public services as a duty for state law government agencies and/or civil servants. Basically, legality requires every service to refer to the legal basis and the principles of accountability and proportionality regulate that the Service is highly efficient and non-discriminatory.
2. Public Service Methods
Based on legal research and state management practices, Public services can be categorized as follows:
Administrative Method: Use of Standard Operating Procedures (SOP) based on rules
must participate: Guidelines and Review of Community Participation in Making Service.
Response Method: Services that adapt to the specific needs of the community.
Transparent Method: Easy to Access Information and Service Process can be monitored.
Technology-Based Methods: Digitalization of Services to Improve Efficiency and Accessibility.
3. Government
Applications can implement the implementation of this method and can be seen in programs such as One-Stop Integrated Services (PTSP), Electronic-Based Governance System (SPBE), and however, there are emerging problems, LINDING PRACTICES, inequality in technological infrastructure.

3.1 Understanding Public Services in the Context of State Administrative Law

Understanding Public Services in the Context of Constitutional Law Public services in the context of constitutional law are any form of activity carried out by government officials or state institutions in order to fulfill the needs of the community for goods, services, and/or administrative services whose implementation is based on the provisions of applicable laws and regulations. According to Law Number 25 of 2009 concerning Public Services, public services are defined as: “Activities or a series of activities in order to fulfill the need for services in accordance with laws and regulations for every citizen and resident for goods, services, and/or administrative services provided by public service providers.”² In constitutional law, public services are not only seen as functional government activities, but as a manifestation of the obligation of the state to provide protection and guarantee the rights of its citizens. Constitutional law views public services as a form of legal relationship between the state and citizens, where citizens have the right to be served, and the state is obliged to provide good, fair, and transparent services. Legal Aspects of Public Services

Public services as part of constitutional law have several main characteristics:

1. Based on legal authority – Public services are carried out based on statutory regulations, so that every implementation must be in accordance with the principles legality.
2. Legally binding – Public services have legal consequences, both for rights as well as obligations between the government and citizens.
3. Implemented by government agencies or officials – This means public services cannot be done arbitrarily, but must be done by legitimate authority.

4. Referring to the General Principles of Good Governance (AUPB) – Such as the principles legal certainty, proportionality, non-discrimination, accountability, openness, and professionalism. According to Philipus M. Hadjon, public service is part of the function government which is directly related to protecting the rights of citizens. He States that: "The function of protecting citizens' rights by the government is carried out through administrative legal actions in the form of public services.³ Thus, public service in state administrative law is not merely a bureaucratic procedure, but a means to realize rights constitutional rights of citizens, as regulated in the 1945 Constitution and various regulations its derivatives. Legal basis Apart from Law No. 25 of 2009, other important legal bases are: Law No. 30 of 201 concerning Government Administration, which regulates the principles of legality in every administrative action of government, including public services. UUD NRI 19
5. Article 28C and Article 28D, which guarantee the rights of every citizen for fair and equal service before the law and government. In practice, good public service also reflects the principle of good governance. governance, which emphasizes the importance of transparency, efficiency, and participation society in the process of running the state.

CONCLUSION

Public services in state administrative law investigations have a very strong normative basis, especially those based on the principles of legality, accountability, and general principles of good governance (AUPB). Implementing effective public services requires a combination of various methods: management, participation, responsiveness, transparency, and technical methods. Although clearly regulated, their implementation in state practice still faces various challenges: therefore, institutional capacity must be strengthened and equipment capacity must be increased .

SUGGESTION

Here are some suggestions for the government regarding Public Services in the Study of State Administrative Law and Governance:

1. Strengthen legality and compliance with AUPB principles
 - ✓ The government must ensure that all forms of public services are implemented in accordance with the laws and principles of good governance (AUPB) such as transparency, accountability, efficiency, and fairness.
 - ✓ Socialization and monitoring of the implementation of law number 30 regarding control government in relation to public services from law number 25 in 2009 and law number 30 in 201.
2. Better equipment quality and capabilities
 - ✓ Better capabilities, professional abilities and response in routine training, training, public service parade to support.
 - ✓ adoption and advertising system based on revenue system is not found in politics or services.
3. Modernization and Digitalization of Services
 - ✓ Digital Public Services Development (Government E). Easily accessible, efficient and uncomplicated there are illegal taxes.

- ✓ set distribution of access to technology, especially in 3T areas (especially those disadvantaged in external), to ensure that service acquisition does not provide gaps.
4. Ongoing bureaucratic reform
 - ✓ simplification of service materials reduces complex and inefficient bureaucratic practices efficient.
 - ✓ insubal and external monitoring of bureaucratic performance periodically and lens.
 5. Community Participation
 - ✓ Place publicly accessible channels for complaints and efforts, transparent, and easily accessible to the public.
 - ✓ A-Public Consultation Forum at all levels of government as a form of democratization of public services.
 6. Regional and central managers who create consistent political commitment must demonstrate their true obligation to improve public services, including appropriate budget allocation and interest-oriented guidelines people. Avoid politicization of public services and ensure that all citizens receive the right to services without discrimination.

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