

CITIZEN CHARTER ANALYSIS IN PUBLIC SECTOR AGENCIES (STUDY ON MILITARY COURT II-09 BANDUNG)

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Abstract

Indonesia is a developing country in the process of becoming a developed country. one of the priorities in this process is to improve and enhance the public service sector. Improving the public service sector by making and enforcing a Public Service Declaration, which is a written statement containing obligations and promises. Which is a written statement containing obligations and promises in service standards. So this research aims to open up further understanding of the role of the Charter / Service Pledge in public sector agencies, especially in the sector agencies, specifically in the Military Court II-09 Bandung. Approach used in is a qualitative approach with data collection in the form of interviews, observations, literature studies and data analysis techniques sampling (purposive sampling) (purposive sampling). The results of this study indicate that Public Service Announcement is in accordance with the standards of the implementation of the Military Court II-09 Bandung.

Keywords: Public Sector Agencies, Service Charter/Mandate, Service Quality

A. INTRODUCTION

Indonesia as a developing country has placed the improvement of public services as one of the main priorities in an effort to achieve national development goals. High-quality, transparent and efficient public services in public sector institutions are essential to meet people's needs and ensure the effective use of public resources. Within this framework, the Service Charter, often referred to as the Service Pledge, has emerged as an important tool used by various government agencies to measure, manage and improve the public services they provide. (Presiden RI, 2009).

The Military Court II-09 Bandung, as part of the judicial institutions in Indonesia that play an important role in the administration of justice in the military context, is also involved in providing public services. In the era of reform and increased transparency, public sector institutions such as the Military Court II-09 Bandung are expected to adopt modern principles in providing services to military members and the general public. The Service Charter of the Military Court II-09 Bandung is a document that contains commitments and service standards provided by the institution to stakeholders. This document determines the rights and obligations of service providers and the public, and provides guidelines regarding the quality of service expected by service users. However, the effectiveness and implementation of this Service Charter needs to be evaluated carefully.

It is in this context that this research emerged. Research on "Analysis of Service Charter/ Edict at Public Sector Bodies (Case Study of Military Court II-09 Bandung)" aims to evaluate the effectiveness, transparency and impact of the Bandung Military Court II-09 Service Charter on the public services provided. Through an in-depth analysis of the Service Charter, this

research is expected to provide valuable insights into the military court's efforts to fulfill its public service commitments and how the document can be a tool to improve better and fairer services. Against this background, this research aims to open up further horizons of understanding regarding the role of the Service Charter in public sector agencies in Indonesia, with the Military Court II-09 Bandung as a relevant case study. A deeper understanding of the Service Charter is expected to contribute positively to efforts to improve public services and ensure justice in the military context in Indonesia

Relevant research conducted by Ramdhani, (2019) in his research entitled "Innovation in improving the quality of public services through Citizen's Charter" which in the results of his research shows The results showed that the implementation of service information aims to create mutually beneficial peace, between service providers and service recipients used as the basis for organizing public services.

Relevant research was also conducted by Murdayanti et al., (2020) in his research entitled "Implementation of Inpatient Services at RSUD (Regional Public Hospital) RAA Soewondo Pati Based on Service Information in accordance with Permenpan No. 138 of 2017" which in the results of his research showed that the Implementation of the Decree of the Minister of Administrative Reform Number 138 of 2017 at RSUD (Regional Public Hospital) RAA Soewondo Pati overcomes a number of existing deficiencies, improves communication between management and patients, provides reliable human resources, and allows services to be carried out according to systematic details and SOPs (standard operating procedure) . We did this research because we both studied service information and provided relevant insights in the context of our research regarding analysis in public sector agencies with a case study of the Military Court II-09 Bandung. The novelty of this research is to further analyze the suitability and mechanism of service information held at the Military Court II-09 Bandung.

The urgency of this research is to ensure that public services at the Military Court II-09 Bandung meet the expected standards and make a positive contribution to efforts to improve public services and justice in the context of the military and society in Indonesia, in accordance with national development priorities. It is in this context that this research emerged. The research on "Service Charter Analysis in Public Sector Bodies (Case Study of Military Court II-09 Bandung)" aims to evaluate the effectiveness, transparency and impact of the Service Charter of Military Court II-09 Bandung on the public services provided. Through an in-depth analysis of the Service Charter, this research is expected to provide valuable insights into the military court's efforts to fulfill its public service commitments and how the document can be a tool to improve better and fairer services. Against this background, this research aims to open up further horizons of understanding regarding the role of the Service Charter in public sector agencies in Indonesia, with the Military Court II-09 Bandung as a relevant case study. A deeper understanding of the Service Charter is expected to contribute positively to efforts to improve public services and ensure justice in the military context in Indonesia.

B. LITERATURE REVIEW

Service Charter

Service Information, also known as Citizen Charter, is a tool or concept used in public administration to improve the quality and transparency of public services provided to the community. The service edict is a pledge of an agency carried out by the leadership and all employees in providing good service to the community and a commitment to continuous service improvement (Annaafi et al., 2022). This concept was first implemented in the UK in the early 1990s under the government of Prime Minister Margaret Thatcher and then continued by the government of Prime Minister John Major in 1991. The main purpose of the Service Charter was to re-emphasize government support for privatization, the use of contracting in

service delivery, and a competitive orientation and focus on customer satisfaction (Clark, 2006). The Service Charter has several basic principles that guide its implementation. First, the establishment of service performance standards that serve as a reference for assessing the actual performance of the standards that have been set. This allows service users to have clear expectations about the services they receive. Second, the Service Announcement must provide clear and easily accessible information to the public and customers regarding the types of services received, processes, rights and obligations, and how to submit complaints or feedback related to these services.

Service information in Indonesia itself is one of the points of assessment of compliance with public service standards as stipulated in Law No. 25 of 2009 concerning Public Services which is carried out by the Ombudsman RI. In Government Regulation No. 96/2012 on the Implementation of Law No. 25/2009 on Public Services, a service announcement is defined as a written statement containing all details of obligations and promises listed in the service standard. Service notices can be interpreted as a form of obligation and promise from service providers, to the public as service users, to implement service standards that have been determined by the service provider..

Public Sector Agencies

According to Robbins in (Pananrangi, 2019), public sector agencies are social units that are managed consciously, with acceptable boundaries identified, and carried out on an ongoing basis to achieve common goals that have been made before. According to (Pananrangi, 2019) public sector agencies can be interpreted as places that can carry out many roles that are determined with the aim of realizing the wishes of all parties. Meanwhile, according to (Mahsun, 2013) public sector agencies are organizations related to the public interest and the provision of goods or services to the public paid for through taxes or state revenues regulated by law. In Indonesia, there are many public sector agencies, including NGOs (Non-Governmental Organizations), hospitals, health centers, places of worship (churches, mosques, monasteries, temples, and shrines), political parties, and educational organizations. Meanwhile, according to (Dwi, 2013), public sector agencies manage economic resources in a unique way. The uniqueness of public sector agencies in financial management can be seen from the funds that enter the agency and are often used to carry out transactions, but not for profit. Funds or donations obtained by agencies are managed with the aim of public welfare. Therefore, public sector agencies have the responsibility to manage existing resources for the benefit of all parties.

C. RESEARCH METHODOLOGY

This research adopts a qualitative approach. According to (Nugrahani, 2014) a qualitative research approach is a research approach that is based on philosophy, focuses on exploration in a scientific context, and emphasizes qualitative aspects that prioritize understanding meaning. To examine carefully, this research chose the type of case study method, which is a form of in-depth qualitative research that explores details about programs, events, processes, activities, or individuals (Sugiyono, 2018). This research relies on data collection techniques that include direct interviews, observation, and documents. Interviews, according to (Nugrahani, 2014) are meetings between researchers and respondents to exchange information and ideas through question and answer dialog, with the aim of building an in-depth understanding of a particular topic. Observation, as explained Nugrahani, (2014) is a data collection technique that has its own characteristics and is not only limited to humans, but can also include other natural objects. Documentation is used to obtain data in the form of reports, documents, written figures, and images that support research. (Sugiyono, 2018)

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This study used purposive sampling, which refers to a sampling technique based on certain considerations, such as the selection of individuals who are considered to have in-depth knowledge of the research topic. The data analysis technique follows the approach described by (Batley & Rose, 2011), which includes three main stages: 1) Data reduction, defined as the process of selecting, focusing on simplifying, abstracting, and transforming rough data that emerges from written notes in the field; 2) Presentation of data, a presentation as a set of organized information that gives the possibility of drawing conclusions and taking action; 3) Drawing conclusions or verification, based on data that has been reduced and presented, researchers make conclusions that are supported by strong evidence at the data collection stage.

Table 1
Research Informants

HNDK	Secretary of Dilmil II-09 Bandung
SLW	PTSDP Officer Dilmil II-09 Bandung
WWS	PTSDP Officer Dilmil II-09 Bandung

Source: Processed by Researchers

The informants in this study amounted to 3 people. These informants include the following: Secretary of Military Court II-09 Bandung who became the Key Informant. The next informant who became the Main Informant. and the next informant who became a Supporting Informant. The data sources used in this study used primary and secondary data sources. Primary data sources in the form of direct data from the Military Court II-09 Bandung. As well as secondary data sources in the form of data obtained by researchers through research related to literature, the internet, and journals.

D. RESULT AND DISCUSSION

Definition of Public Service Announcement

The creation of public service edicts at the Military Court II-09 Bandung is based on a number of key principles that form the basis for public services at the institution. These principles not only serve as guidelines, but also reflect the commitment of the military court in providing the best service to the people who need legal services. One of the key principles underpinning the creation of public service edicts at the Military Court is the principle of service excellence. This principle emphasizes the importance of responsiveness to the needs of the people who come to the institution. Excellent service includes speed in providing services and providing satisfaction to the community. Public servants are required to be responsive to the requests and needs of the community. This creates an efficient service environment without sacrificing quality. The principle of excellent service basically aims to provide maximum satisfaction to the public who require services from the Military Court.

Types of Services at the Military Court II-09 Bandung

The types of services available at Military Court II-09 are trial services, information services, and complaint services. Trial services are provided during the entry of files and until the completion of the trial process or the issuance of a decision. Then the complaint service is a service if there are people who experience or know of any disgraceful actions from military people. Meanwhile, information services are services provided to the public who want to know information about the court, such as trial information or judicial decisions. This information can usually be accessed on the website of the Bandung Military Court II-09 agency, and there are also applications made by this Court. So far, Military Court II-09 has not encountered any significant public complaints. It is more common for people to ask for information about court decisions, which can be accessed publicly on the website of the Military Court II-09 Bandung.

Sanctions and Compensation

In the public service edict, there are also provisions regarding sanctions that will be applied if the service is not in accordance with predetermined standards. These sanctions are actually a manifestation of the seriousness of the Military Court in implementing quality public services. Sanctions that may be given to service officers can be in the form of reprimands from agency leaders, coaching, or even the impossibility of getting a promotion.

The purpose of sanctions is to encourage all service officers to provide the best performance in serving the community and to ensure that service standards are met. In addition to sanctions, there is also a compensation mechanism that will be provided to the community if there are those who feel aggrieved or dissatisfied with the services of the Military Court. This compensation can be in the form of compensation or souvenirs as a form of apology for the dissatisfaction experienced by the community. The sanction and compensation mechanism in this service edict is based on government regulations, specifically Permenpan (Regulation of the Minister of Administrative Reform and Bureaucratic Reform of the Republic of Indonesia) RB No. 15 of 2014 on Public Service Standards. This provides a legal basis for military courts to implement sanctions and compensation in public services.

Thus, the principles that form the basis for making public service edicts at the Military Court II-09 Bandung reflect a strong commitment to providing excellent service to the community. The sanction and compensation mechanisms contained in the edict are also based on applicable regulations and aim to ensure that public services are provided in accordance with established standards. All of this is an important foundation in running a good and responsible public service within the Military Court.

Mechanisms for enforcing the Commitments contained in the Citizen Charter

The internal approach to improving public services at the Military Court II-09 Bandung is a key step in ensuring successful implementation of the Citizen Charter. This approach involves efforts by the court itself to provide clear direction and guidance to its staff on how to deliver quality services in accordance with established standards. An important aspect of the internal approach is the process of regular briefings to all staff. In this process, staff are given an in-depth understanding of the Citizen Charter and the customer service principles that are at the core of the edict. This involves training and skill development of staff, covering technical aspects of public service, application of customer service principles, effective communication, and the ability to handle various situations well.

Monitoring staff performance is an important component of this approach. Courts need to develop an effective monitoring system to measure staff performance in delivering services in accordance with the Citizen Charter. This includes evaluating the extent to which staff comply with public service edicts, how they interact with customers, and the extent to which the quality of service is in line with established standards. In addition, feedback from customers is also a valuable source of information in identifying areas that require improvement. Thus, courts can continuously improve the quality of their services and adjust their practices according to customer needs.

Analysis of the Service Announcement of Military Court II-09 Bandung in terms of supervision

External Supervision by Related Institutions and Agencies In addition to the internal approach, external supervision also has a very important role in supporting the implementation of the Citizen Charter at the II-09 Military Court. This supervision is carried out by relevant institutions and agencies that have a role in ensuring that public services are in accordance with established standards. The Secretary and Registrar at the II-09 Military Court have a key role in ensuring that the institution complies with the Public Service Charter that they have established. They are responsible for ensuring that all staff understand, follow and properly

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implement the edict. They also play a role in coordinating the court's internal efforts to ensure optimal public service quality. In addition, the Public Relations and Supervision section at the Supreme Court also has an important role in providing feedback and guidance to government agencies or organizations, including the II-09 Military Court. They can provide guidance on how to improve communication, responsiveness, and efficiency of public services. In addition, they can also facilitate cooperation between various government agencies in an effort to improve overall public service delivery.

Although the implementation of the Citizen Charter in Military Court II-09 has proceeded without significant obstacles, it is important to remember that continuous evaluation and improvement are key to long-term success in providing quality public services. The court must remain committed to conducting periodic audits, collecting feedback from customers, and implementing continuous improvement.

Periodic audits are an important step to ensure that services remain in line with established standards. These audits allow the court to conduct an in-depth evaluation of the extent to which public service edicts are being adhered to and the extent to which staff performance is meeting established standards. It can also identify areas that require improvement or enhancement. Feedback from customers is also invaluable in identifying areas that require improvement. By listening to customer feedback and complaints, courts can adjust their practices according to customer needs and ensure that quality service is maintained. Continuous improvement is an important step in maintaining the quality of public services. Courts must continuously commit to improving their services and implement improvements in line with audit results and customer feedback. By doing so, courts can maintain and improve the quality of their public services in the long term. In this context, a comprehensive approach involving internal and external efforts is the key to success in implementing the Citizen Charter at the Military Court II-09 Bandung.

E. CONCLUSION

In analyzing the Service Charter at the Military Court II-09 Bandung, it is concluded that the Citizen Charter is an important step for quality public service in the public sector. The court based the service charter on principles such as service excellence, with sanctions and compensation to maintain service quality. The internal approach involves court staff in understanding the Citizen Charter through training and performance monitoring. External oversight by the Secretary, Registrar, and relevant agencies ensures the court's compliance with the standards. Continuous evaluation and improvement are key to long-term success. Periodic audits, customer feedback, and continuous improvement maintain and enhance the quality of public services. Thus, the Citizen Charter supports the appropriateness and mechanisms of quality public services with internal commitment and external oversight. This is important in running good public services at the Military Court II-09 Bandung. The limitations of the study are that it is limited to certain internal and external viewpoints, and other aspects of the implementation of the Citizen Charter may also be relevant.

From the interviews conducted by researchers, it is important to keep setting action plans for continuous improvement based on evaluation results and feedback. Ensure that periodic audits and performance monitoring are ongoing, and that corrective actions are implemented. In addition, proceed with a public awareness campaign aimed at increasing public understanding of the Citizen Charter. This campaign can be conducted through social media, information campaigns, and community activities. Thus, the Military Court II-09 Bandung can achieve the goal of continuous improvement while engaging and educating the public on the importance of the Citizen Charter. Future research is expected to take respondents from the

public or visitors at the Military Court II-09 Bandung and can examine the effect of service information on employee performance in depth.

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