

Society Aspiration To Be Public Services Reference


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There needs to be a change in the paradigm of public administration services in governmental agencies, from one that serves the state to one that serves market orienting society. There are still many state apparatuses and bureaucrats that have not yet given public services that take into account the aspiration of society. This was said by Governor of the Province of Yogyakarta Special Region, Sri Sultan Hamengku Buwono X, in the opening of international conference of IAPA (Indonesian Association for Public Administration) at University Club (UC) UGM, Thursday (6/10).

According to Sri Sultan, it is time to pay attention to society aspiration both in central and regional governments through the dynamics of digital society development. Such aspiration can be the reference for policy drafting. But, public administration services have to be more open, flexible, streamlined, and rational. "It's got to be more open for everyone, not just a few," said Sri Sultan in a remarks read out by Head of Bureau for Government Administration of Yogyakarta, Benny Suharsono.

Sri Sultan said the government through state apparatuses ought to follow and respond to all the dynamics in society so that the role of public administration as an instrument to prosper for the people can be achieved. To meet this, the government should place the society as a subject, not an object, of development. Society and government can make a synergy to attain maximum results of developments.



Rector of UGM, Dwikorita Karnawati, said the role of digital society is influential to increasing public administration function. Strategic measures are needed from the central and regional governments to increasing quality and speed of public services. “Our state leaders always emphasise on expediting services, so that we’re not behind neighbouring countries, Malaysia, Singapore or Vietnam,” she said.

Prof. Mark Evans from Institute for Governance and Policy Analysis (IGPA) University of Canberra, Australia, said the role of government, politicians, and political parties are influential to increase people’s trust and satisfaction in a democratisation process happening in a country. He pointed out the decrease in Australian people’s satisfaction since 2007. From 85.6% in 2007 during the era of Howard, to 71.5% in 2010 era of Kevin Rudd, 61.7% in 2013 in the era of Abbott and 58% in March 2016 in the era of Malcolm Turnbull. He said the dissatisfaction of society in democracy can be indicated by the political participation, partisan balance and trust to politicians and political institutions, which have reached the lowest point.

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