The Role of Community Oversight In Realising Good Governance In The Public Sector

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Abstract: This study aims to analyze the role of public oversight in realizing Good Governance in the public sector. Effective public oversight is expected to strengthen transparency, accountability, participation, efficiency, and justice in government. Although regulations supporting public oversight, such as Law No. 14 of 2008 on Public Information Disclosure and Law No. 25 of 2009 on Public Services, exist, the implementation of public oversight still faces various challenges. This research uses a qualitative approach with a case study analysis to identify the challenges, opportunities, and strategies to enhance the role of public oversight. The findings indicate that public oversight needs to be strengthened through improved access to information, public awareness, and government responsiveness to criticism. This study recommends increasing synergy between the government, society, and non-governmental institutions to create more effective Good Governance.

Keywords: Public Oversight, Good Governance, Transparency, Accountability, Participation, Public Sector

Introduction

Good governance or good governance has become one of the main goals in public sector management in various countries, including Indonesia. This concept includes the principles of transparency, accountability, participation, efficiency, and justice. (Purba, Irma Sunarty Djamin, 2015). The application of these principles aims to create a clean, responsive government system that is able to meet the needs of the community fairly and evenly. However, in reality, realizing good governance in the public sector is still a big challenge at various levels of government. (Susila Wibawa, 2019). Various reports and studies show that the practice of corruption, collusion, and nepotism (KKN) is still a major obstacle in the implementation of good governance. In addition, the minimal involvement of the community in monitoring the government process is often one of the causes of weak good governance. (Ni Wayan Desi Budha Jayanti, 2023). In a democratic government system, society should have a significant role as an external supervisor to ensure that the principles of Good governance can be applied consistently. Community supervision can function as a control mechanism to prevent abuse of authority and ensure that government policies are in accordance with the needs and aspirations of the people. (Kholilah, 2023). In Indonesia, the mechanism of public supervision has been regulated in various regulations, such as Law

Number 14 of 2008 concerning Public Information Disclosure and Law Number 25 of 2009 concerning Public Services (Monyai, 2022). However, the implementation of public supervision is often hampered by the lack of access to information, low public awareness of their rights and responsibilities as supervisors, and resistance from interested parties. In addition, the lack of optimal synergy between the community, government institutions, and non-government institutions also contributes to the obstacle in realizing good governance. (Kholilah, 2023). This context emphasizes the importance of strengthening the role of public supervision in encouraging the creation of Good governance in the public sector. With effective supervision, the public will not only be the beneficiary of public policies but also become an actor that contributes to the decision-making process.

Therefore, it is necessary to conduct an in-depth study on how the role of public supervision can be improved to realize Good governance in the public sector. (Ombudsman et al., 2023). Community supervision is an important element in realizing good governance . (Arti & Rizky, 2023). In the public sector, public oversight includes various efforts made by individuals, groups, or organizations to monitor, evaluate, and provide input on government performance. This oversight role not only helps improve government accountability, but also encourages transparency, participation, and community empowerment as part of a healthy democratic system. Good governance itself is a concept that emphasizes effective, efficient, transparent, and responsible government management. In the context of the public sector, good governance is key to ensuring quality public services and sustainable resource management. Without adequate public oversight, various efforts to realize good governance can be hampered by unhealthy practices, such as budget misuse, non-participatory decision-making, and low transparency in the implementation of government programs. (Familia Irene et al., 2024).

However, the role of community oversight does not always run smoothly. In many cases, communities face various obstacles, such as minimal access to relevant information, limited capacity to understand government processes, and a lack of adequate participation space. (Lailin et al., 2024). On the other hand, the government is often less responsive to criticism and input from the community, resulting in gaps in communication and collaboration. In fact, good collaboration between the government and the community is a primary requirement for creating inclusive and sustainable governance (Muhamad, 2023). This study aims to analyze the role of community supervision in realizing Good governance in the public sector. Through this study, it is expected to find strategies and steps that can be taken to strengthen community supervision, so that it can support the creation of better governance. The main focus of this study is to understand the challenges faced by the community in conducting supervision, exploring existing opportunities, and formulating policy recommendations that can strengthen the synergy between the community and the government in realizing good governance (Naldi, 2021).

Methodology

The research method used in this study is a qualitative approach with a descriptive research type, which aims to deeply understand the role of community supervision in realizing Good governance in the public sector, as well as exploring the challenges and opportunities that exist (Vernooy, 2020). Data were collected through three main techniques, namely literature studies, in-depth interviews, and documentation. Literature studies were conducted by tracing related laws, scientific journals, government reports, and relevant media articles to understand the concepts, regulations, and practices that support community supervision. (Hermawan & Amirullah, 2021). In-depth interviews involving informants such as NGO activists, community leaders, government officials, and academics with expertise in governance were conducted to gain first-hand insight into the implementation and obstacles to community oversight (Westrate, 2022). In addition, documentation in the form of analysis of official reports and survey results related to transparency and community participation was also used, followed by indirect observation through secondary data to understand patterns of community oversight. The collected data were analyzed thematically by grouping the findings into main themes, such as the principles of good governance , obstacles in community supervision, and strategies for strengthening supervision (Kyirewiah, 2022). The results of this study are expected to provide a comprehensive picture of the role and challenges of community supervision and offer policy recommendations to support better governance.

Result and Discussion

Based on this study, it was found that public supervision plays a key role in realizing Good Governance in the public sector. The basic principles of Good Governance such as transparency, accountability, participation, efficiency, and justice become easier to implement if the public plays an active role in the supervision process (Putrijanti, 2018). However, the implementation of this role does not always run smoothly, considering the various challenges and obstacles faced, both from the public and the government. Some of the key findings from the research include:

Obstacles to Community Supervision
a. Lack of Access to Information: One of the main obstacles is the limited access to information that the public has regarding government policies, budgets, or programs. This is contrary to the mandate of Law Number 14 of 2008 concerning Openness of Public Information. This obstacle often arises due to the low commitment of the government to open data transparently.
b. Low Public Awareness: Most people are not fully aware of their rights and responsibilities in overseeing the running of government. This low awareness is often influenced by the level of education, lack of information, or apathy towards government.
c. Government Resistance: In many cases, the government has shown resistance to public scrutiny, such as being less responsive to criticism, withholding information, or even

intimidating independent monitors. This shows a gap in the implementation of the principles of accountability and transparency.
d. Capacity Constraints: Many communities lack an adequate understanding of governance mechanisms, which hinders them from exercising effective oversight.

Positive Opportunities and Initiatives
a. Participation in Government Programs: Several initiatives, such as Musrenbang (Development Planning Consultation), have opened up space for community participation in designing public policies. Although the effectiveness of these programs still needs to be improved, their presence shows positive potential in strengthening the role of community oversight.
b. Role of NGOs and Civil Society Organizations: NGOs and civil society organizations play an important role in raising public awareness of their rights, providing training, and advocating in the monitoring process.
c. Utilization of Information Technology: Digitalization provides a great opportunity to increase public access to public information. Transparency portals, online complaint applications, and social media are effective tools in supporting public oversight.

Impact of Community Supervision
a. Increased Government Accountability: Effective oversight has been shown to reduce budget misuse, minimize the potential for corruption, and increase the efficiency of program implementation.
b. Greater Transparency: With pressure from the public, the government has become more open in reporting performance, budget use, and policy outcomes.

Discussion
The results of the study show that the role of community supervision is very significant in supporting the creation of good governance. In a democratic system, community supervision is not only a mechanism for controlling power, but also a form of active participation of the people in determining the direction of development (Muharremi, 2023). However, there are several important points that need to be discussed further to strengthen this role.

1. **The Importance of Open and Transparent Access to Information**
   Access to information is the foundation for effective public oversight. Without adequate information, the public cannot evaluate government performance objectively. The government needs to ensure that the implementation of Law Number 14 of 2008 concerning Public Information Disclosure runs optimally, including providing information that is easily understood by the general public.

2. **Community Capacity Building**
   In many cases, the public does not understand the mechanisms of government or budget management, so that supervision is less than optimal. Therefore, the government, NGOs, and educational institutions need to collaborate to provide relevant

education and training to the public. This step can help the public recognize their rights while increasing their ability to monitor public policies.

3. **Government Responsiveness to Criticism**

   The government's attitude towards criticism and supervision is an important factor in creating Good Governance. The government needs to adopt a more inclusive and responsive approach in receiving input from the community. An open attitude will not only increase public trust, but also help the government in formulating policies that are more in line with the needs of the people.

4. **Strengthening Collaboration and Synergy**

   Collaboration between government, communities, and non-governmental institutions needs to be improved to create an effective monitoring mechanism. For example, establishing a communication forum involving all stakeholders can be a first step in reducing gaps and increasing synergy in monitoring.

5. **Utilization of Digital Technology**

   Information technology can be a catalyst in increasing public participation. Through transparency portals, social media, and complaint applications, the public can easily access information and report irregularities that occur. The government needs to invest in the development of this technology while ensuring the security and confidentiality of public data (Choudhury, 2019).

Conclusion

The conclusion of this study is that public supervision has a very important role in realizing Good Governance in the public sector. The public, as part of stakeholders, must play an active role in overseeing the running of government so that principles such as transparency, accountability, participation, and justice can be implemented effectively. However, the main challenges faced are limited access to information, low public awareness, and resistance from the government to external supervision. These obstacles require serious attention so that public supervision can be more optimal in supporting the creation of good governance (Martins, 2022). It is important to strengthen community capacity and increase their access to public information so that they can carry out supervision more effectively. In addition, the government needs to be more responsive to input and criticism from the community and strengthen collaboration with non-governmental institutions to create an inclusive and sustainable supervision system. With good synergy between the community and the government, Good Governance can be realized more clearly, which in turn will improve the quality of public services and encourage more equitable and equitable development (Idris, 2019).

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