

# **CAPACITY DEVELOPMENT OF HUMAN RESOURCE IN LOCAL GOVERNMENT TO IMPROVE PUBLIC SERVICE QUALITY**

**Dini Zulfiani, M.Si**



# Law Number 23 year 2014

## The Local Government

### Article 1 paragraph 6

“ Regional Autonomy is the right, authority, and obligation of an autonomous region to regulate and manage its own government affairs and the interests of the local community in the system of the Unitary State of the Republic of Indonesia”



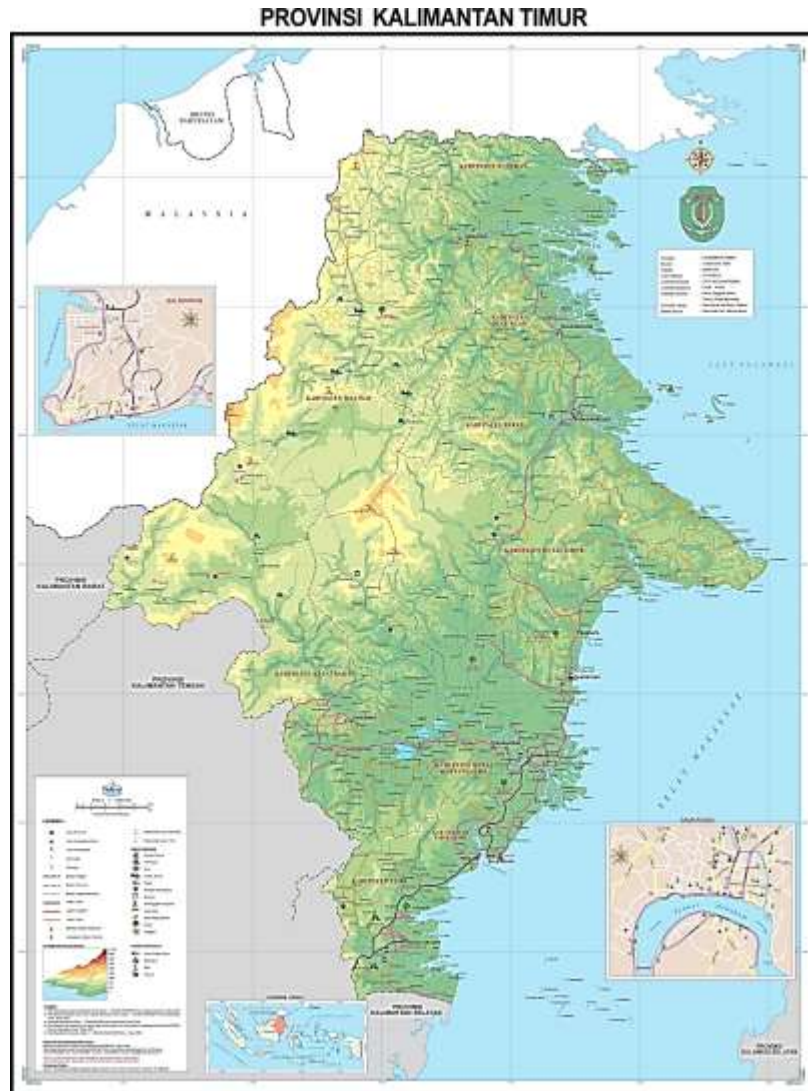
# Several ongoing problems in the bureaucracy affect the capacity of the bureaucracy as a whole. This is mainly due to:

- (1) a bulky and inefficient structure of organization
- (2) an overlap among main duties, function, and authority of the local government
- (3) the poor working relation within the local government, including the implementation of the regional autonomy;
- (4) the disproportional organization of local governments' working units which does not reflect the regions' characteristics and cannot answer the actual needs
- (5) there are many overlapping regulations that make it difficult to implement by the bureaucracy itself.
- (6) the low quality of the government apparatus in general
- (7) a non-objective career system which is not entirely based on working achievement
- (8) the ineffective remuneration system which cannot yet help the staff to live a decent life
- (9) the obligation to attend education and training for bureaucratic apparatus is based more on the requirements to advance to a certain level of position rather than developing knowledge and skills for the apparatus itself.
- (10) the low quality of the government apparatus in general
- (11) the ineffective education and trainings that have not been favourable to the government's performance.





# Local Government



## ARTICLE 1 PARAGRAPH 2

**Regional Government** is the administration of government affairs by the **regional government** and **regional people's representative councils** according to the principle of autonomy and assistance tasks with the principle of autonomy as wide as possible within the system and principles of the Unitary State of the Republic of Indonesia as referred to the Republic Indonesian Constitution of 1945

# Capacity

Ability of an individual, organization, or system to run its functions efficiently, effectively and continuously

## Capacity development

A broad concept concerning the improvement of human resource and many other management issues and tendencies, such as strategic management, knowledge management, and information management



# Dimensions and focus of capacity building Initiatives



<b>Dimension</b>	<b>Focus</b>	<b>Types of Activities</b>
Human resource development	Supply of professional and technical personnel	Training, salaries, conditions of work, recruitment
Organizational strengthening	Management Systems to improve performance of specific tasks and functions; microstructures	<u>Incentives</u> systems, utilization of personnel, leadership, <u>organizational</u> culture, communication, managerial structures
Institutional Reform	Institutions and systems; macrostructures	Rules of the game for economic and political regimes, policy and legal change, constitutional reform

Source : Grindle, 1997; 9



# STATE CIVIL APPARATUS

An illustration of five government officials in uniform standing in front of a city skyline. From left to right: a woman in a brown hijab and uniform, a man in a brown uniform, a man in a brown uniform with a blue badge, a woman in a brown uniform with a white badge, and a man in a brown uniform with his hands clasped. The background shows stylized buildings in shades of blue and red.

The government apparatus is everything related to the positions, tasks, rights, authorities, and responsibilities of the government apparatus (Mondy, 2008)



# PUBLIC SERVICE

“1945 constitution explicates that the state has the obligation to fulfil the citizen’s basic necessities and responsible for its people’s welfare”

The State Apparatus Empowerment Minister defines “public service is all kinds of service, material or immaterial, to fulfil the needs of the community”  
(Pasolong, 2010: 128)



# MAL PELAYANAN PUBLIK





“it is a continuous improvement”



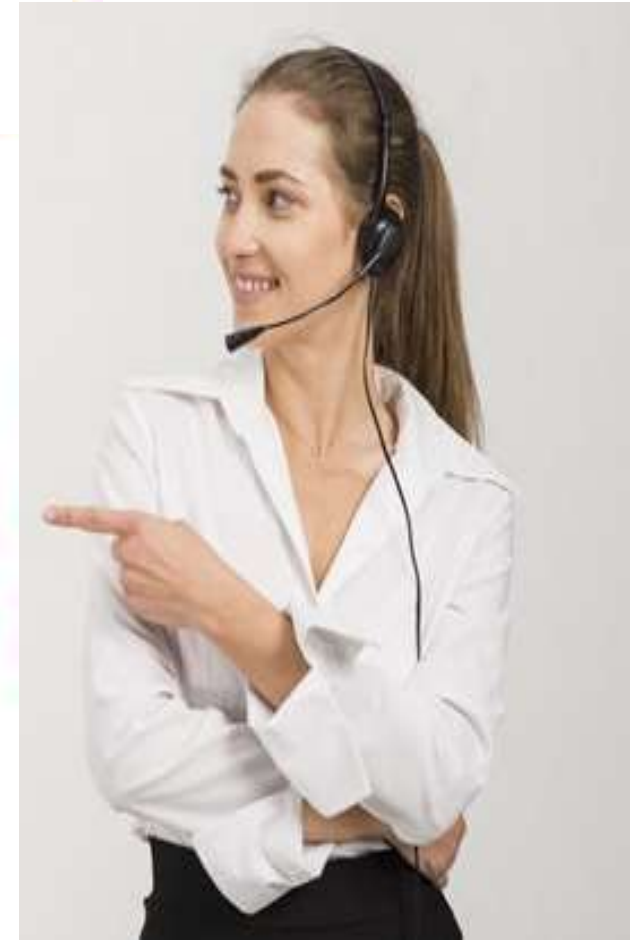
“fit for use”

“the moment of truth”

Quality

“Conformance to the requirement”





# SERVICE QUALITY INDICATOR

Based on the Decree of the Minister of State for Empowerment of State Apparatus Number 63/KEP/M.PAN/7/2003,  
The public service principals are as following:

1

SIMPLE

2

Clarity and Certainty

3

CERTAINTY OF TIME

4

Accuracy

5

SECURITY

6

RESPONSIBILITY

7

The availability of the facilities and infrastructures

8

ACCESSIBILITY

9

DISCIPLINE

10

CONVENIENT





Capacity development of the  
**GOVERNMENT APARATUS MUST FOCUS  
ON:**



skills and  
expertise



insights and  
knowledge



talent and  
potential



personality and job  
motivation



moral and working ethos.

# CONCLUSION

