

# **New Public Service**



**and**

# **Human Governance**

# New Public Service

- Konsep yang dimunculkan dalam tulisan Janet V. Dornhart dan Robert B. Dornhart berjudul “ *The New Public Service : Serving ,not Steering.*”

- Tujuan :

Meng'counter' paradigma administrasi yang menjadi arus utama (mainstream) saat ini - New Public Management

- Prinsip :

Government shouldn't be run like a business,  
it should be run like a democracy

# New Public Service

- **Serve citizen, not customer**
  - **Seek the public interest**
  - **Value citizen over entrepreneurship**
  - **Think strategically act democratically**
- The focal point of public management is to **best serve the citizenry** rather than meet the need of the customer
  - The greater good of public management is **pursuit of public interest**
  - Citizenship rather than entrepreneurship is rooted in **democratic pluralism** which is a **key feature of public service**
  - **Democratic principles** and **processes** rather than business purposes is the key to sound strategic thinking.

# New Public Service

- Recognize that accountability is not simple
- Serve rather than steer
- Value people not just productivity



- Accountability is difficult to attain because it requires **hard work and commitment** on the part of the servant and on the served.
- The best public manager is the **servant manager**
- The ultimate end of of a public manager is **respect the people** who he serves rather than focusing on output and productivity measures.

## New Public Management

Publik pengguna layanan publik sebagai “**customer**” (konsep ekonomi liberal “economic man”) yang tindakannya dimotivasi dorongan utk memaksimalkan pemenuhan kebutuhan material.

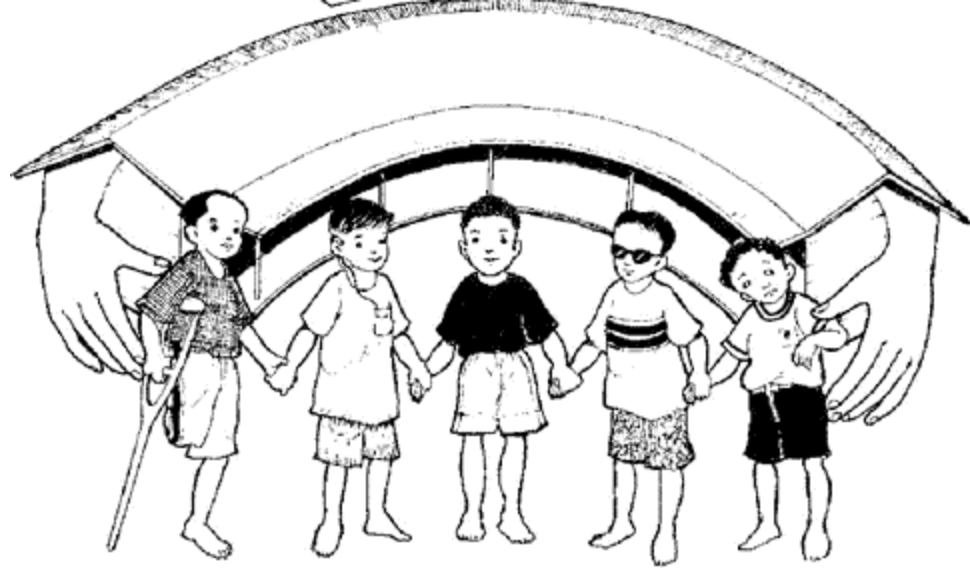


## New Public Service

Publik sebagai “**citizen**” atau warga negara yang mempunyai hak dan kewajiban publik yang sama.

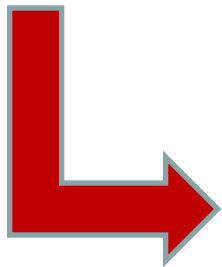
Citizen adalah pengguna layanan publik dan juga subyek berbagai kewajiban publik.

Karena itu, adm. Publik tidak hanya responsif pada “customer”, tapi juga pada pemenuhan hak-hak publik



NPS :

- pro – citizen
- pro – kepentingan publik
- Pro – demokrasi
- Pro – hak asasi manusia



Human Governance  
Democratic Governance

# Human Governance

“the Administration with a human face”

→ Human-based Governance

→ Democratic Governance



# HUMAN GOVERNANCE

- Is focusing on **values, norms** and **knowledge** along with characteristics of **good governance** that are interrelated with **human rights based on democratic government** that **meet and fulfill all the needs of citizens.**

- Hyam Nasahsh





# Human Governance : Indikator

- Huq (2001) introduced the concept of “Humane Governance” and argued that there are three components to governance, namely :
  - “economic governance”
  - “Political/Public governance”
  - “Civic/Social governance”



Huq also emphasized on the equal importance of each element

# Human Governance : Indikator

The principles for the “Declaration on Human Governance” are :

- social accountability,
- education of citizens,
- equality of freedoms,
- participation,
- sustainability,
- subsidiarity,
- competitiveness at international level,
- use of results and reliability.



# Human-right based indicators

1. **People** are recognized as **key actors** in their own development, rather than passive recipients of commodities and services.
2. **Participation** is both a means and a goal.
3. Strategies are **empowering**.
4. Both outcomes and processes are monitored and evaluated.
5. Analysis includes all stakeholder
6. Programmes focus on **marginalized**, **disadvantaged**, and **excluded groups**.

# Human-right based indicators

7. The development process is **locally owned**.
8. Programmes aim to **reduce disparity**.
9. **Both top-down and bottom-up** approaches are used in synergy.
10. **Situation analysis** is used to identify immediate, underlying, and basic causes of development problems.
11. **Measurable goals and targets** are important in programming.
12. **Strategic partnerships** are developed and sustained.
13. Programmes support **accountability to all stakeholders**.

# Democratic Governance

promoting:

- peace, security, **democratic governance** and **human rights**
- basic freedoms, **gender equality**
- sustainable economic development, including industrialisation
- developing a **people-centred partnership**



# Democratic Governance : Indikator

Democratic Governance assesment  
(USAID) :

- **Consensus.** Adakah konsensus tentang aturan-aturan yg mendasar , dan apakah kompetisi politik diatur oleh aturan-aturan tsb?
- **Rule of law.** Adakah kebebasan yg terkendali? Apakah politik, kehidupan, dan hak atas properti terikat pada aturan hukum?



# Democratic Governance

- **Competition.** Adakah kompetisi dalam sistem? Pemilu salah satu bentuk kompetisi, tapi bukan satu-satunya. Adakah kompetisi dalam mengemukakan ide, media yg bebas, dan masyarakat sipil yg berdaya? Adakah mekanisme check & balance dalam pemerintahan?
- **Inclusion.** Adakah problems menyangkut inklusi and ekslusi? Adakah diskriminasi thd sekelompok masyarakat untuk berpartisipasi dalam bidang politik, sosial, atau ekonomi participation? Apakah tingkat partisipasi masyarakat tinggi atau rendah?

# Democratic Governance

- **Good governance.** Good governance tidak hanya menunjuk pada pemerintah. GG menunjuk pada cara lembaga sosial – sektor publik dan swasta- menjalankan fungsinya. Adakah good governance, atau setidaknya kapasitas good governance— tidak hanya di kelembagaan negara tapi juga lembaga sosial pada umumnya?





# Democratic Governance : Indikator

- The *legal* arena ( *consensus* dan *rule of law* ) : merumuskan aturan-aturan main yg mendasar dan sejauh mana aturan itu ditaati.
- *competitive* arena(s). Kompetisi politik : pemilu yg bebas dan jujur ; keseimbangan pemerintah pusat-daerah; masyarakat sipil yg pluralistik; kebebasan berpendapat dan berekspresi, dan media yg bebas

# Democratic Governance

- *Governance*—pengaturan kehidupan sosial yg **seimbang** oleh keseluruhan kelembagaan sosial. Kelembagaan negara (eksekutif, legislatif, dan yudikatif) – aktor utama , governance diukur dari :
  - Otoritas (diskresi kekuasaan)
  - Transparansi
  - Akuntabilitas
  - Kapasitas dan efektivitas
  - Responsivitas pada kepentingan publik
- *pluralistic civil society*- diperlukan bagi demokrasi yg sehat.

the end