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A Model for Improving the Performance of Regional Councils in the Province of South Sumatra in the Delivery and Absorption of Public Aspirations

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Abstract

The purpose of this research is to answer measurably and scientifically, so this research has the following objectives. 1. To identify the performance of local councils in South Sumatra Province in delivering and absorbing public aspirations. 2. To identify the factors that influence the performance of local councils in South Sumatra Province in delivering and absorbing public aspirations. 3. To identify the ideal model to be used in implementing the performance of local councils in South Sumatra Province in delivering and absorbing public aspirations. The method used in this research was the descriptive qualitative method. This research reviewed concepts and collected facts. Furthermore, this research intends to describe and explain the Performance Improvement Model of DPRD in South Sumatra Province in the Absorption and Delivery of Public Aspirations. Knowing the performance of DPRD in South Sumatra Province in the delivery and absorption of public aspirations. To identify the factors that will influence the performance of DPRD in South Sumatra Province in delivering and absorbing public aspirations. Knowing the ideal model to be used in implementing the performance of DPRD in South Sumatra Province in delivering and absorbing public aspirations. Improving the performance of local councils in South Sumatra Province in delivering and absorbing public aspirations through the assessment of New Public Service theory and the Measurement Model of Local Council Performance Accountability in the Context of Good Governance towards excellent service or Good Government.

Keywords: *New Public Service, DPRD Performance, Accountability Model, Aspiration, DPRD.*

Introduction

In a democratic system of government, the people's representative institution is an important element in addition to other elements such as the electoral system, equality before the law, freedom of expression, freedom of association, and so on. Democratic life requires every citizen to be involved in the process of making political decisions, either directly or indirectly, through their representatives in representative institutions [1]. Each of these representatives is believed by the people who elected them to have a good ability to carry out the mandated roles, duties, and authorities. In carrying out this mandate, the people believe that these representatives have the ability/competence and high integrity, will carry out their duties professionally and with full commitment, and always uphold goodwill, loyalty, and honesty. One of the functions carried out by the DPRD is the supervisory function of the implementation of various public policies in the regions [2]. Public policies are implemented by the executive and other competent institutions.

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Supervision by DPRDs is important, not only because it is their duty and authority to assess whether policies have been implemented according to plan. The oversight function is also important as a measure of how far DPRD members can carry out the mandate given by their voters to ensure the achievement of development goals in the regions. [3]. Furthermore, the supervisory function of DPRDs can provide greater opportunities for the public to participate in the governance process. A democratic political system in which sovereignty rests with the people has become an accepted system in many countries. Sovereignty is "supreme power". In the life of the state, the people surrender their sovereignty to the state. But not all of the people's sovereignty is given to the state. The sovereignty of the people given to the state is reflected in the three branches of power known as "Trias Politica". In general, countries that implement the separation system before then developing (after the "separation of powers") refer to Montesquieu's Trias Politica theory by doing some variations and developments in its application. Trias Politica assumes that state power consists of three kinds of power: first, legislative power or the power to make laws; second, executive power or the power to implement laws; and third, judicial power or the power to adjudicate violations of laws (Suparto, 2019). In a democratic government, power is not located and exercised by one body but by several institutions. The purpose of the division of the exercise of power is so that power is not centralized in only one institution, which results in an authoritarian government and inhibits the participation of the people in determining political decisions. [4].

In the theory of freedom, the representative is considered necessary to formulate his attitude and views on the issue at hand without being strictly bound to the representative. Therefore, the representative's judgment, which takes into account all aspects related to the problem at hand, determines the representative's decision and attitude. Because the freedom of the representative in carrying out his duties is recognized, such a representative is called a trustee-type representative, whereas a representative based on the mandate theory is called a delegate-type representative. In addition to these two types, there is a combination type between the two, which is called the politico's type. Here, the representative sometimes acts as a trustee and sometimes acts as a delegate; his actions depend on the issues discussed [5]. Riswandha Imawan (Imawan, 2001) said, "Representation is a concept that shows the relationship between people, namely those who represent and are represented, where the person who represents has a series of authorities by the agreement between the two. This delegation of (political) authority is not only to reduce the burden on the political system so that the number of actors involved in the political process creates network complexity that can make the system dysfunctional. This delegation is also related to the complexity and intricacy of people's daily lives." Political representatives exist in the DPR and DPRD through elections and are attached to certain functions that they must carry out. Miriam Budiardjo (Budiardjo, 1992) suggests that among the most important functions of the legislative body are: 1) determining policy and making laws. For this purpose, the DPR (DPRD) is given the right of initiative, the right to make amendments to the draft law prepared by the government and the budget right; and 2) control the executive body in the sense of keeping all actions of the executive body by the policies that have been set. To carry out this task, the representative body is given special control rights. The function of representatives and the function of representative institutions can also be seen from their objectives. As Riswandha points out, the purpose of political representation is to translate the will of the people into the will of the state. Therefore, the functions of the DPR can be divided into two broad categories: the representative function and the representative institution function. As representatives, they perform the functions of demographic representation, decision-making, and legitimization. Meanwhile, as an institution, representatives in the council or representative body have 6 (six)

basic functions, namely the function of people's representation, the legislative function, the legislative review function, the supervisory function, the budgetary function, and the political regulatory function. So, in the context of local governance, the local government and the DPRD are together but with different tasks and functions. The combination of the duties and powers of the local government together with the DPRD is a form of local governance. Local governments and DPRD must be able to function in accordance with their respective main tasks so as to realize good local governance. The local government is the organizer of local government affairs and DPRD according to the principles of autonomy and assistance tasks with the principle of the widest possible autonomy in the system and principles of the Unitary State of the Republic of Indonesia as referred to in the 1945 Constitution of the Republic of Indonesia.

Idris & Pranoto, (2025). Implementation of DPRD supervisory function on local government in order to realize good governance. *Aspiration: Scientific Journal of State Administration*, 2(2), 11-20. This study discusses the implementation of the supervisory function of the DPRD (Regional People's Representative Council) in Indonesia, which is directly related to improving governance through monitoring and ensuring that public policies align with the aspirations of the local community.

Chernov et al., (2020). Participatory Planning in the Preparation Process of the 2014-2019 Regional Medium-Term Development Plan of Dairi Regency. *Journal of Public Administration*, 5(2), 240-262. This paper highlights the importance of participatory planning in local governance, emphasizing community participation in the decision-making processes that influence local development plans. This research is relevant for understanding how local councils can effectively integrate public aspirations into their development agendas.

The implementation of regional autonomy, as mandated in the 1945 Constitution of the Republic of Indonesia, is intended to organize the regional government system in the context of the Unitary State of the Republic of Indonesia. The implementation is carried out by providing "flexibility to the regions" to organize regional autonomy. In order to implement the mandate of the 1945 Constitution, the Law on Regional Government has been enacted, which has undergone several amendments. In further developments, to anticipate various demands for changes to the order of life of the nation and state, as well as to anticipate various demands for global change, both from within the country and from abroad, Law Number 22 of 1999 concerning Regional Government was issued and then revised into Law Number 32 of 2004 concerning Regional Government, which in its development has been amended by Law Number 8 of 2006 concerning the Stipulation of Government Regulations instead of Law Number 3 of 2005 concerning amendments to Law Number 32 of 2004 concerning Regional Government. In Law No. 32/2004, the DPRD is placed in a very strategic and decisive position in the implementation of regional autonomy in local governance. DPRD is a representative body of the local people and serves as an element of local government administration with legislative, budgetary, and supervisory functions.

The purpose of this study is to evaluate the performance of the Regional People's Representative Council (DPRD) of South Sumatra Province in conveying and absorbing public aspirations. This research will assess how effective the DPRD is in interacting with the needs of the community and how these aspirations can be incorporated into the local government process. In addition, this study aims to identify factors that affect the performance of the DPRD in absorbing and conveying public aspirations, taking into account internal and external factors, such as the competence of DPRD members, the level of community involvement, and the administrative

support available.

Research Methods

According to [8], administrative or management research methods can be interpreted to obtain valid data with the aim of obtaining, proving, and developing certain knowledge, so that in turn it can be used to understand, solve, and anticipate problems in administration and management. The method used in this research was a descriptive qualitative method. [9]. This research reviewed concepts and collected facts. Furthermore, this research intends to describe and analyze the Improvement of DPRD Performance in the South Sumatra Prov region in the Delivery and Absorption of Public Aspirations. Masri Singarimbun (1998:10) states that "Unit of Analysis is a unit that will be studied or analyzed". The unit of analysis that is the subject of this research is:

1. Organizations, namely DPRD in South Sumatra Province that provide services to the public/community
2. Individuals are the people who receive or perform services. This unit reveals the effectiveness of information delivery and aspiration absorption seen in DPRD in the South Sumatra Province area.

The data collection technique used in this research is the documentation method. This is done by collecting, recording and calculating data related to the research. Data collection procedures are carried out by observation:

1. Observation

This method uses direct observation instruments in the field so that clear facts are obtained about the state of the research object.

2. Documentation

In this research, documents were obtained from documents related to community aspirations.

3. Interview

The instruments used in this method are documentation guidelines and checklists. The first instrument makes outlines or categories for which data will be sought, and the second instrument is in the form of variable data to be collected. Results of conversations, direct quotes from people's statements about their experiences, attitudes, beliefs and thoughts in in-depth interview opportunities.

The data that has been collected is then analyzed using three stages, namely data reduction, data presentation and conclusion drawing.

Discussion

Currently, the development approach is starting to focus more on the bottom-up development model, where more initiatives and decisions are taken from the needs and aspirations of the community. [7]. This is different from the top-down approach, where development policies and programs are determined by the government or authorities. Community participation in this approach is crucial to ensure that development is truly beneficial and in line with local needs. Empowerment, in this case, aims to increase the capacity and independence of the community so that it is able to manage and direct development. [10]. The community groups involved in

Community aspiration is one form of community participation in the development process. Aspirations conveyed in general by the community should ideally be an important consideration in providing recommendations regarding policies and development directions taken by the government. [11]. This is becoming increasingly relevant in the current era of government decentralization. In implementing development policies, district/city governments must involve more communities, especially local indigenous communities, either directly or indirectly. This situation also occurs in the South Sumatra Province.

DPRD, as a representative body of the people, has a crucial role in conveying and accommodating the aspirations of the community, so the performance of DPRD in this regard must be optimal. The Regional People's Representative Council (DPRD) is an important component of the local government system in Indonesia. As a legislative body, the DPRD has a strategic role in channeling and absorbing the aspirations of the community and overseeing the implementation of local government [6]. In South Sumatra Province, this role is increasingly important given the diverse challenges faced by the community in various sectors, such as the economy, education, health, and infrastructure [12]. However, aspiration absorption will be different when DPRD members are faced with the fact that the people they represent tend to be passive in conveying their aspirations, even though access to information is now open and can be used by anyone.

To develop a model for improving the performance of DPRDs in South Sumatra Province in terms of delivering and absorbing public aspirations, it is necessary to analyze the factors that influence DPRD performance and evaluate the existing mechanisms. This step aims to understand the extent to which DPRDs in South Sumatra perform in delivering and absorbing public aspirations, identify influential factors, and then improve those aspects that are still less than optimal.

Initial observations revealed problems in the performance of DPRDs, particularly in terms of handling community aspirations. The accumulation of aspiration documents that have not been followed up indicates that community aspirations have not been adequately responded to by DPRDs, which should be an important part of the local policy-making process. DPRDs have a moral and political responsibility to follow up on community aspirations by making local regulations that can provide a legal basis and protect community interests. However, in reality, their performance has fallen far short of expectations, leading to an assessment that the overall performance of DPRDs in South Sumatra Province is still very low.

In assessing the performance of DPRDs in South Sumatra Province (South Sumatra) regarding the delivery and absorption of public aspirations, this study uses performance measurement indicators proposed by [13]. Of the five available indicators, the researcher chose to use three, namely, productivity, responsiveness, and responsibility. The selection of these three indicators is based on the consideration that they are sufficiently representative of various indicators that are often used to assess the performance of a public organization, both from an internal and external perspective.

Year	Recess/ Kunker	Demonst ration	e- Inspir ation	RDP (Hearin g	Followed up	Not followed up
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				Meeting)		
2019	1	20	0	5	25	0
2020	3	10	0	6	16	0
2021	3	19	0	19	38	0
2022	3	21	0	11	32	0
2023	3	17	0	11	28	0
2024	1	9	0	2	11	0

Table 1: Community Aspirations of the South Sumatra Provincial House of Representatives

Source: Document of Aspiration and Community Service Subdivision of South Sumatra Provincial House of Representatives, 2024

First, in terms of productivity indicators, according to [13], productivity measures not only the efficiency but also the effectiveness of services. Productivity is measured based on how much output is produced by the DPRD in carrying out its functions, including the number of recess activities, working visits (kunker), hearing meetings (RDP), and follow-up of public aspirations conveyed through various channels such as demonstrations and e-aspiration.

From 2019 to 2024, the South Sumatra Legislative Council (DPRD) has conducted recess activities, working visits, and public hearings with a relatively stable frequency. Recess activities and work visits are usually conducted 1 to 3 times per year, while public hearings are held several times each year, with the number varying from 2 to 19 times per year. Follow-up to community aspirations is carried out without any neglect, whether the aspirations are received through recess, working visits, demonstrations, or public hearings. However, the findings also show a decline in the number of community aspirations received from 2022 to 2024. This phenomenon is important to note because it may affect the effectiveness of DPRDs in fulfilling their role as representatives of the people.

Second, the responsiveness indicator measures the performance of DPRDs in terms of how well they respond to the needs and aspirations of the community. Responsiveness assesses the ability of DPRDs to recognize public needs, set service agendas and priorities, and develop programs that are in line with community aspirations. This indicator can be seen in the speed and effectiveness of DPRDs in following up on aspirations conveyed through formal channels, such as hearings and recess/kunker activities, as well as informal channels, such as demonstrations.

Based on the data, from 2019 to 2024, DPRDs showed a high level of responsiveness, where all aspirations received, whether through recess/kunker, demonstrations, or public hearings, were followed up on quickly and effectively. There were no reports of aspirations being ignored, reflecting the DPRD's commitment to responding to community input.

Finally, the responsibility indicator, according to [13], explains the extent to which the implementation of activities by public organizations is carried out by correct administrative principles or organizational policies, both explicit and implicit. Responsibility measures the extent to which local councils are accountable in carrying out their duties, including transparency in reporting activities and following up on public aspirations. The South Sumatra DPRD has demonstrated consistency in following up on all aspirations received each year, reflecting responsibility and commitment to responding to every voice of the community. However, the

lack of use of e-aspiration may indicate a lack of transparency or a lack of effort in utilizing digital technology to improve community engagement. This limited use of technology may indicate room for improvement in transparency and communication with the public.

Based on the analysis, it can be concluded that the performance of the South Sumatra DPRD in terms of delivery and absorption of public aspirations is good when assessed based on indicators of productivity, responsiveness, and responsibility. DPRD has shown consistency in following up on every aspiration received from various sources and channels. However, some aspects still need improvement, such as the utilization of digital media (e-Aspiration). Although all aspirations are followed up, the absence of data on the use of e-aspiration from 2019 to 2024 shows that the DPRD has not optimally utilized digital technology to reach out to the wider community. Improvements in this regard could help DPRD become more responsive and transparent. In addition, the decreasing frequency of activities such as recess, working visits, and hearings in 2024 suggests a decline in DPRD engagement with the community. Increasing the frequency of these activities could strengthen the relationship and interaction between DPRD and the community.

After evaluating the performance of the South Sumatra Legislative Council (DPRD) in terms of delivering and absorbing public aspirations, the next step is to analyze the factors that influence its performance. This analysis is important to determine which factors need to be improved. Based on the results of the interviews, the factors that influence the performance of DPRD in South Sumatra Province include several main aspects that must be considered.

1. Capacity and competence of DPRD members

The quality of performance of individuals, including DPRD members, is often measured based on their educational background, which reflects their level of competence. This is important because questions often arise about how much influence educational background has on the quality of performance of DPRD members in absorbing and responding to public aspirations. Education can be an important indicator to assess how effective DPRD are in managing, accommodating, and responding to public aspirations. [14]

According to interviews with several DPRD members in South Sumatra Province, skills such as effective communication, an in-depth understanding of local issues, and legislative analytical skills are considered key skills needed to fulfill their roles. They stated that the ability to communicate with various community groups, understand local needs, and formulate effective policies are key in carrying out their duties.

However, based on data and observations, the capacity and competence of DPRD members in South Sumatra Province in terms of absorption and delivery of public aspirations is still inadequate. Some reasons for this deficiency include a lack of in-depth understanding of local issues, limited communication skills, and a lack of adequate training or development. This suggests the need for improvement in these aspects to enhance the effectiveness of DPRD members in serving and responding to public aspirations.

2. Interaction with constituents

Interaction between DPRD members and constituents is an important factor influencing the performance of DPRD in absorbing and delivering public aspirations (Sari & Muttaqin, 2024). DPRD members who regularly communicate with the community are more likely to understand the needs, concerns, and problems faced by their constituents. An in-depth understanding of

local conditions allows DPRD members to formulate policies and make decisions that are more relevant and useful.

The annual survey is conducted to evaluate the interaction of DPRD members with their constituents and assess how responsive the DPRD is to complaints and feedback. The survey model is similar to the public service satisfaction survey stipulated in the Minister of Administrative Reform and Bureaucratic Reform Regulation No. 16/2014, but with questions tailored to DPRD functions.

The survey results in South Sumatra showed that most respondents felt that DPRD members were not responsive to their inputs or complaints. These results indicate that DPRD members in South Sumatra are perceived to be less responsive or unresponsive to community input. This highlights the need for increased interaction between DPRD members and their constituents. More active interaction would help DPRD members gain a better understanding of the needs and problems faced by the community so that they can be more effective in absorbing and conveying public aspirations.

3. Administrative support and resources

Adequate administrative support and resources are key to improving the performance of DPRD members. Without this support, DPRD members have difficulty performing their duties properly. According to one DPRD member, one of the main problems is the lack of adequate administrative support. They mentioned that the availability of qualified expert staff and adequate access to important data is limited. In addition, the lack of supporting facilities is also a significant obstacle to the effective performance of DPRD duties.

After measuring and identifying the factors that influence performance, the next step is to determine the most appropriate model to be applied by the South Sumatra Provincial DPRD in carrying out its duties in conveying and absorbing public aspirations. According to Archon Fung, as cited by [15], five basic models describe the extent to which public participation in conveying aspirations can be accommodated. The first model is self-selected, which gives full freedom to the public to decide whether they want to channel their aspirations or not. In this model, participation is entirely voluntary without coercion. The second model is selected recruitment, where only individuals who meet certain criteria are given the right to channel their aspirations in the policy-making process. Participation in this model is more structured and limited by the requirements that must be met. The third model is known as random selection, or often referred to as the polling technique, where community aspirations are absorbed through the random selection of several individuals who are considered representative of their respective communities. This model seeks to reflect the diversity of views within the community through a random sampling method. The fourth model is lay stakeholders, which involves citizens volunteering without remuneration to work in the aspiration absorption process. In this model, a group of citizens is entrusted with considering or addressing a particular policy, with the hope that this voluntary involvement can reflect authentic public aspirations. The fifth model, Professional Stakeholders, involves professionals who are paid or given honoraria to participate in public policy making. The assumption is that these professionals are qualified to find the most effective solutions to the problems faced by society. This model emphasizes expertise and competence in making quality decisions.

An ideal model for the implementation of community aspirations obtained from community participation by DPRD members. Based on the results of field research and studies conducted by the

study team, a pattern or model of absorption and application of community aspirations using artificial intelligence approach is proposed to be carried out by DPRD in building community participation into a policy or program, which will be called the Government of Indonesia Responds Immediately (GIRI) Framework as follows:

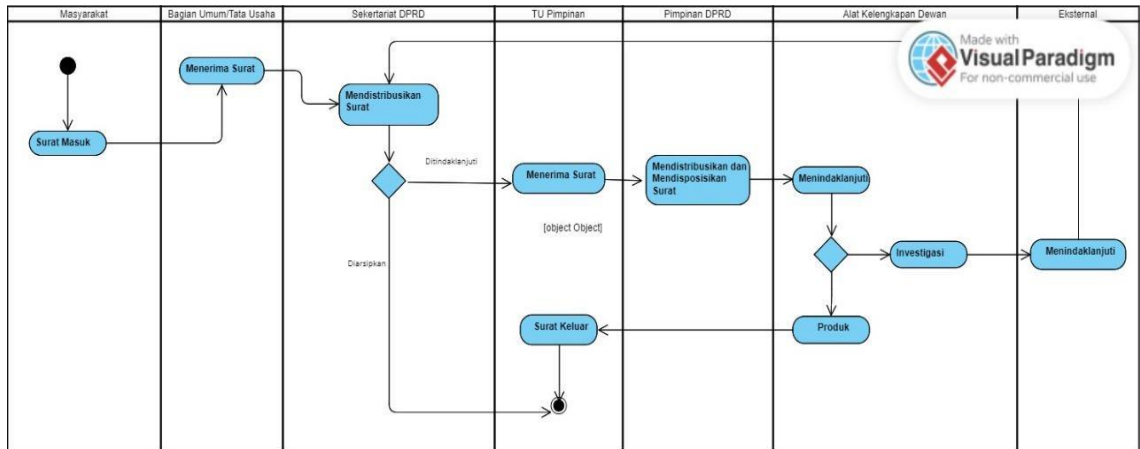


Figure 1. Framework Government of Indonesia Responds Immediately

The flowchart illustrates the process of managing incoming and outgoing mail at the DPRD Secretariat. The process begins with the receipt of incoming letters from the public. Once the letter is received, the General Administration Section is tasked with receiving it and then forwarding it to the DPRD Secretariat. At the DPRD Secretariat, the letter will be distributed to the Chairman's Office for further processing.

Subsequently, the TU Leader receives the letter and hands it over to the DPRD Leader. The Leader is responsible for distributing and disposing of the letter, which means giving direction or a decision on what steps to take. At this stage, there are two possibilities: the letter is followed up or not. If there is no follow-up, the mail management process is complete.

However, if the letter requires further action, the Council Leader may decide to conduct further investigation into the content of the letter. Once the investigation is complete, the Council Organs or related parties will follow up on the results of the investigation. Finally, an outgoing letter will be prepared and sent back to external parties or the public in response to the incoming letter that has been processed.

This process demonstrates clear and structured governance, involving several divisions within the DPRD to ensure incoming letters are handled correctly and receive appropriate responses.

Conclusions

In an effort to improve the performance of DPRD in South Sumatra Province (South Sumatra) in terms of delivering and absorbing public aspirations, it is necessary to first evaluate the current performance of DPRD based on three main indicators: productivity, responsiveness, and responsibility. The analysis shows that the performance of the South Sumatra DPRD is relatively good in these indicators, but some aspects need to be improved, such as the utilization of digital media (e-Aspiration) and the frequency of activities such as recess, working visits (kunker), and Hearing Meetings (RDP) which decreased in 2024. Meanwhile, the research shows that the factors that influence the performance of DPRD in South Sumatra include the capacity and

competence of DPRD members, interaction with constituents, and administrative support and resources. Based on the results of the research, a model for the absorption and implementation of community aspirations has been proposed that can be used by DPRD members to increase community participation in policy and program making, thereby improving DPRD performance. Improving the performance of DPRD members in South Sumatra in delivering and absorbing public aspirations can be achieved by applying the New Public Service theory and the DPRD Performance Accountability Measurement Model in the context of Good Governance to achieve excellent service or good governance.

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