Analysis of Public Services Inperspective of State Administrative Law

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Abstract.
Public services are a form of implementing government functions that aim to meet the needs of the community based on applicable legal provisions. From the perspective of State Administrative Law, public services must be carried out in accordance with the principles of legality, the General Principles of Good Governance (AUPB), transparency, accountability, and justice. However, its implementation still faces various challenges, such as convoluted bureaucracy, lack of transparency, maladministration, and the lack of optimal use of digital technology. This research aims to analyze the implementation of public services from the perspective of State Administrative Law, especially regarding the legal basis, the application of AUPB, and the mechanism for supervision and protection of people's rights. This research uses normative legal research methods with a legislative approach and a conceptual approach. Legal materials are collected through literature studies and analyzed qualitatively using descriptive-analytical methods. The results of the study show that the quality of public services is greatly influenced by the operator's compliance with laws and regulations, the implementation of AUPB, and the effectiveness of supervision. Digitization of public services also has the potential to increase efficiency, transparency, and accountability if supported by the protection of personal data and equal access for the public. Therefore, strengthening supervision, improving the professionalism of the apparatus, and consistency in the application of the principles of the State Administration Law are needed to realize quality, fair, and community-oriented public services.
Keywords: *State Administration Law, public services, AUPB, maladministration and digitalization.*

I. INTRODUCTION

Public services are a form of state responsibility in meeting the basic needs and rights of the community and realizing public welfare. The implementation of quality public services is an important indicator in assessing the success of government, especially in creating transparent, accountable, effective, and fair governance. From the perspective of State Administrative Law, public services are not only understood as administrative activities, but also as the implementation of government authority that must be based on the law and oriented to the interests of the community. Therefore, every action of government apparatus in providing services must pay attention to the principles of legality, legal certainty, openness, and accountability. Solechan (2019) explained that the General Principles of Good Governance (AUPB) have an important position in the administration of government, both as a guideline for administrative officials and as an instrument of legal protection for the community. Thus, the application of the principles of State Administrative Law is an important basis to ensure that public services are carried out in accordance with the provisions of applicable law.

Normatively, the implementation of public services in Indonesia is regulated in Law Number 25 of 2009 concerning Public Services, while the implementation of government authority is regulated in Law Number 30 of 2014 concerning Government Administration. These two regulations are the foundation for the government in providing quality services while ensuring the protection of people's rights. In their implementation, public service providers are required to meet service standards, provide information openly, provide complaint mechanisms, and account for every administrative action taken. However, the existence of laws and regulations has not automatically guaranteed the optimal quality of public services. Various problems, such as convoluted procedures, delays in services, lack of transparency, discrimination, and potential abuse of authority, are still challenges in realizing services that are in accordance with the principles of the rule of law. This condition shows that strengthening compliance with the law and supervision of government administration is an important need in the implementation of public services.

Public service problems are also closely related to the application of the General Principles of Good Governance in government administration practices. These principles serve as a guideline for government officials in using their authority so as not to act arbitrarily and still pay attention to the interests of the community. Research by Hadiyono et al. (2023) on the implementation of AUPB in online-based public

services in Temanggung Regency shows the importance of applying good governance principles in the implementation of digital services. These findings show that the use of technology in public services needs to be accompanied by the fulfillment of administrative legal principles so that service innovation continues to ensure legal certainty and service quality. In line with this, supervision of government actions is an important instrument to prevent maladministration and ensure that the rights of the public as service recipients are protected. Therefore, the assessment of public services is not enough based only on the speed of administrative completion, but must also consider the legality of government actions, fairness in the provision of services, and accountability mechanisms in the event of violations.

The development of information technology has also encouraged the transformation of public services towards a more modern and integrated system. The digitization of services through the Electronic-Based Government System is expected to be able to increase efficiency, transparency, and ease of public access to government services. However, the implementation of digital services also raises legal challenges, including related to the protection of personal data, technology access gaps, clarity of procedures, and accountability for administrative decisions made electronically. From the perspective of State Administration Law, changes in the service system must still be based on the principles of legality, accountability, and protection of people's rights. Thus, it is not enough to modernize public services only through the use of technology, but also requires strengthening regulations, supervision, and the capacity of government apparatus so that the implementation of services remains in accordance with the principles of good governance.

Based on this description, research on the analysis of public services in the perspective of State Administrative Law is important to examine the suitability of the provision of services with the provisions of laws and regulations, the application of General Principles of Good Government, and the form of legal protection for the public as service recipients. This research aims to analyze the implementation of public services based on the principles of State Administrative Law, identify legal problems that can affect the quality of services, and explain the role of administrative supervision and accountability in realizing transparent, accountable, effective, and fair public services. The results of the research are expected to contribute to the development of State Administrative Law as well as be a consideration in improving the quality of public service delivery in Indonesia.

II. METHODS

This research uses a normative legal research method with a statute *approach* and a *conceptual approach*. The normative legal research method is used to examine the legal norms that govern the implementation of public services and analyze the application of the principles of State Administrative Law in the implementation of government authority. The legislative approach is carried out by examining relevant regulations, especially Law Number 25 of 2009 concerning Public Services and Law Number 30 of 2014 concerning Government Administration, while the conceptual approach is used to examine the concepts of legality, accountability, legal certainty, and the General Principles of Good Governance (AUPB). The legal materials used consist of primary legal materials in the form of laws and regulations, secondary legal materials in the form of law books, scientific journal articles, and previous research results, and tertiary legal materials in the form of legal dictionaries and supporting reference sources. The collection of legal materials is carried out through literature studies by tracing, identifying, and inventorying legal sources that are relevant to the research object. Furthermore, legal materials are analyzed qualitatively through legal interpretation and reasoning to identify the suitability between normative provisions and principles of public service implementation. The results of the analysis are presented in a descriptive-analytical manner to explain the position of State Administrative Law in regulating government authority, preventing maladministration, and providing legal protection to the public as recipients of public services.

III. RESULT

a. Legal Position of State Administration in the Implementation of Public Services

The results of the normative study show that the State Administrative Law has an important position in the implementation of public services, especially as the basis for regulating authority, administrative procedures, and government accountability. Law Number 25 of 2009 concerning Public Services establishes a framework for the implementation of services oriented to meet the needs of the community, while Law Number 30 of 2014 concerning Government Administration regulates the implementation of the authority and actions of government officials. Both regulations show that public services must be carried out based on the law and should not depend solely on the subjective policies of the apparatus. In the perspective of State Administration Law, the principle of legality requires that every government action has a legitimate basis of authority. This principle serves to prevent abuse of authority and provide legal certainty to the public. In addition, the government is obliged to carry out services in accordance with the standards that have been set, provide clear information, and provide a complaint mechanism if the service does not run as it should. Thus, compliance with laws and regulations is one of the main elements in realizing professional and accountable public services.

b. Application of General Principles of Good Governance in Public Service

The results of the analysis of the legal provisions show that the General Principles of Good Governance (AUPB) are important guidelines in the implementation of public services. Law Number 30 of 2014 concerning Government Administration contains principles, including legal certainty, usefulness, impartiality, prudence, non-abuse of authority, openness, public interest, and good service. The application of these principles is necessary so that services are provided fairly, transparently, and in accordance with the needs of the community.

The principle of openness requires the government to provide information about requirements, procedures, completion time, and service costs in a clear manner. The principle of prudence requires officials to check the completeness and correctness of documents before making administrative decisions. Meanwhile, the principle of non-abuse of authority requires officials to use their authority in accordance with the purpose of granting the authority. If these principles are not applied, the implementation of services has the potential to cause uncertainty, unfair treatment, and maladministration.

Hadiyono et al.'s (2023) study on the application of AUPB in online-based public services shows the importance of fulfilling good governance principles in the development of service innovation. These findings strengthen the argument that the use of technology does not eliminate the government's obligation to comply with the principles of administrative law. Therefore, the evaluation of public services needs to consider not only the speed and ease of service, but also compliance with the AUPB.

c. Legal Problems in the Implementation of Public Services

The results of the normative study identified a number of problems that have the potential to hinder the realization of quality public services. These problems include unclear service information, inefficient procedures, delays in administrative completion, unequal treatment, and weak accountability mechanisms for the actions of the apparatus. These problems are a form of risk in the implementation of services that need to be prevented through the implementation of effective service standards and supervision. However, this identification is the result of an analysis of norms and literature, not the result of direct measurement of all public service agencies in Indonesia.

From the perspective of administrative law, public service problems need to be assessed based on their conformity with laws and regulations, service standards, and good governance principles. When the organizer does not fulfill service obligations or takes actions that are contrary to the law, the public needs to gain access to the complaint mechanism and available legal protection measures. Law Number 25 of 2009 provides a framework for public service complaints, while Law Number 30 of 2014 provides a basis for supervision and resolution of government administrative problems in accordance with applicable regulations. Thus, the improvement of public services is not enough to be carried out through simplification of procedures, but also requires strengthening supervision and professional improvement.

IV. DISCUSSION

Public services are a form of implementing government functions that aim to meet the needs and rights of the community. From the perspective of the State Administration Law, the implementation of public services is related to the use of government authority which must be based on the provisions of laws and regulations. Law Number 25 of 2009 concerning Public Services is the basis for the provision of services to the community, while Law Number 30 of 2014 concerning Government Administration regulates the use of authority and actions of government officials. Both regulations affirm that public services are not only oriented towards the settlement of administrative affairs, but must also ensure legal certainty, justice, transparency, and accountability. Thus, the quality of public services needs to be assessed based on the suitability of government actions with the law and their ability to meet the needs of the community professionally and responsibly.

The application of the General Principles of Good Governance (AUPB) is one of the important elements in realizing quality public services. The AUPB provides guidelines for government officials in exercising their authority so as not to act arbitrarily and still pay attention to the interests of the community. The principles of legal certainty, openness, prudence, impartiality, prohibition of abuse of authority, and good service need to be applied at every stage of service. Solechan (2019) explained that the AUPB has an important position as a legal norm in the administration of government as well as an instrument of legal protection for the community. In line with this, Ali and Rozi (2026) emphasized the importance of implementing the AUPB in realizing democratic, transparent, and fair public services. The application of these principles can be realized through the open submission of information on requirements, the establishment of clear procedures, service without discrimination, and the settlement of applications in accordance with predetermined standards.

Public service problems are still a challenge in realizing good governance. Convoluted procedures, service delays, lack of transparency, unclear information, and potential abuse of authority can hinder the fulfillment of people's rights. From the perspective of State Administrative Law, these issues need to be analyzed based on the legality of government actions, compliance with service standards, and the implementation of apparatus obligations. Putri and Ramadhani (2026) examine the relationship between State Administrative Law and the protection of human rights in public services, especially in relation to maladministration and abuse of authority. The study shows the importance of supervision and legal protection mechanisms so that the public has the opportunity to complain about services that are not in accordance with the provisions. Therefore, strengthening internal supervision, the role of the Ombudsman of the Republic of Indonesia according to its authority, and the provision of an effective complaint mechanism are needed to prevent maladministration and increase the accountability of public service providers.

The development of information technology has also encouraged the transformation of public services through the use of electronic systems and the digitization of government administration. Digitalization has the potential to increase efficiency, speed up service processes, expand access to information, and reduce dependence on manual procedures. However, the application of technology also presents challenges in the form of digital access gaps, limited technology literacy, information security, and personal data protection. Said, Rijal, and Sarinah (2026), through a literature review on the implementation of public service digitization policies in Indonesia, identified a number of challenges related to infrastructure, digital literacy, system integration, and data security. Meanwhile, Fiqri, Frinaldi, and Roberia (2025) emphasized the importance of integrating the principles of State Administrative Law in digital governance so that services remain accountable and transparent. Based on the study, digitalization cannot be seen solely as a technological change, but also as a change in governance that must ensure legal certainty, openness of procedures, data security, and protection of people's rights.

Accountability is another important aspect in the implementation of public services because it is related to the government's obligation to account for administrative decisions and actions. Accountability can be realized through the establishment of measurable service standards, the provision of easily accessible information, decision documentation, performance evaluation, and the objective handling of complaints. Yolanda, Endasari, and Mawaddah (2025), in a study on the role of good governance in the State Administration Law, emphasizes the relevance of transparency, accountability, community participation,

effectiveness, and the rule of law in supporting good governance. This shows that improving the quality of public services requires more than just formal regulations, which also require apparatus capacity, consistent supervision, and community participation in the service evaluation process. Public complaints need to be used as material for improving procedures and identifying system weaknesses, so that the government can conduct continuous evaluations.

Based on the overall discussion, public services from the perspective of State Administrative Law are the implementation of government authority that must be limited by law and directed at the fulfillment of people's rights. The application of the principles of legality, AUPB, supervision, and accountability are the main elements in preventing maladministration and realizing transparent, effective, and fair services. In the midst of the development of digitalization, the government also needs to ensure that service innovations do not reduce legal certainty and do not create new obstacles for community groups that have limited access to technology. Thus, the improvement of public services needs to be carried out comprehensively through strengthening regulations, improving the competence of the apparatus, simplifying procedures, legal protection, and periodic evaluation of service standards. Because this study uses normative legal methods, the discussion is the result of an analysis of laws and regulations and literature, so that an empirical assessment of the effectiveness of its implementation in certain agencies still requires field research.

V. CONCLUSION

Based on the results of the research, public services in the perspective of State Administrative Law are the implementation of government authority that must be based on the principles of legality, legal certainty, openness, accountability, and protection of people's rights. Law Number 25 of 2009 concerning Public Services and Law Number 30 of 2014 concerning Government Administration are the main legal basis in regulating the implementation of services, authority of apparatus, service standards, and government accountability. The application of the General Principles of Good Governance (AUPB), such as legal certainty, thoroughness, openness, impartiality, public interest, and prohibition of abuse of authority, is an important element to realize fair and quality public services. However, there are still various problems in the form of convoluted procedures, service delays, lack of clarity of information, discrimination, and potential maladministration which shows the need to increase compliance of the apparatus and strengthen the supervision mechanism.

The digitalization of public services has the potential to increase efficiency, transparency, accountability, and ease of public access, but also poses challenges in the form of technology access gaps, limited digital literacy, system security, personal data protection, and clarity of accountability for electronic decisions. Therefore, improving the quality of public services needs to be carried out through the integration of legitimate authorities, the implementation of AUPB, measurable service standards, internal and external supervision, effective complaint mechanisms, and the inclusive use of technology. The supervision of the Ombudsman of the Republic of Indonesia and public participation need to be strengthened to prevent maladministration and encourage continuous service improvement. Because this study uses normative legal methods, the conclusions obtained are based on an analysis of laws and regulations and literature, so empirical research is still needed to test the effectiveness of its application in certain agencies or regions.

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