

THE PUBLIC SERVICE POLICY

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ABSTRACT

Qualified and appropriate public services have been public demands together with the more democratic development of public awareness. Government's role as governor and regulator so far is not adequate yet to give opportunities to public to obtain services according to their fundamental rights as citizens. The regulation of public services, which is still distributed in many by sector regulations and is more state-oriented rather than people oriented, has made public services in Indonesia in the unmanageable state. Managing public services with a regulation that is perceptive and more responsive to public demands, by inviting public participations, is viewed as necessary to create a model of theoretical and conceptual service contract reflecting the existence of law, which is not only responsive but also progressive and democratic.

Keywords: Democratic, public policy, public services.