

Akuntabilitas Sosial Pelayanan Publik Menuju Good Governance

Deskripsi Lengkap: <https://lib.ui.ac.id/detail?id=132550&lokasi=lokal>

Abstrak

All states have mechanism procedure to promote or guarantee their civil services' accountability . Reform era era with the improvement of democracy has provided a new expectation to have accountability practices of public administrators in Indonesia. Other factors including donor countries such as UNDP and world Bank have forced Indonesia to reorganize its bureaucracy system in particularly its public services to materialize practices of good governance. Moreover, the movement of democracy values, global human right issues, and strong demands for local autonomy has encourage a wide accountability; it is not only evaluated internally but also externally, that is social accountability in performing public services.