

Enhancing Public Service Quality Through the Lens of Islamic Economics

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ABSTRACT - This study aims to evaluate the quality of public services from an Islamic economic perspective. A qualitative method was employed, with data collected through observation, interviews, and documentation techniques. The study was conducted in Dasri Village, Tegalsari Subdistrict, Banyuwangi District, East Java, Indonesia. The findings highlight several key indicators of public service quality in governance based on an Islamic perspective: fairness, transparency and accountability, community welfare, and community participation in decision-making. Fairness is implemented by the government through the principle of Amanah, emphasizing sincerity and a free-of-charge service system. Transparency and accountability are demonstrated through an open system without concealed information, allowing the public to access all relevant processes. Community participation in decision-making is facilitated through regular meetings and discussion forums, enabling the government to incorporate community input and actively involve citizens. Lastly, community welfare is promoted by ensuring effective access to services and fostering strong relationships between the village government and its residents.

Keywords: Public services quality; Islamic economics

ABSTRAK Studi ini bertujuan untuk mengetahui kualitas pelayanan publik dalam perspektif ekonomi Islam. Metode penelitian yang digunakan dalam penelitian ini adalah metode kualitatif. Teknik pengumpulan data dilakukan dengan menggunakan teknik observasi, wawancara dan dokumentasi. Subyek penelitian yang digunakan adalah Desa Dasri Kecamatan Tegalsari Kabupaten Banyuwangi Jawa Timur Indonesia. Hasil penelitian menunjukkan bahwa terdapat beberapa indikator kualitas pelayanan publik pada pemerintahan berdasarkan perspektif Islam, yaitu keadilan, transparansi dan akuntabilitas, kesejahteraan masyarakat, partisipasi masyarakat dalam pengambilan keputusan. Keadilan dilaksanakan pemerintah melalui asas Amanah, yaitu niat yang diberikan terhadap pelayanan bersih, dan dengan sistem pelayanan cuma-cuma. Transparansi dan akuntabilitas diterapkan pemerintah melalui prinsip tidak ada yang ditutup-tutupi sehingga seluruh sistem yang ada di desa ini dapat diketahui masyarakat. Partisipasi masyarakat dalam pengambilan keputusan dilaksanakan oleh pemerintah melalui pertemuan rutin dan forum diskusi untuk mendengarkan masukan dari masyarakat dan masyarakat ikut ambil bagian didalamnya. Kesejahteraan masyarakat dilaksanakan oleh pemerintah dengan selalu memberikan akses yang baik antara satu sama lain sehingga selalu terjalin hubungan yang baik antara pemerintah desa dan masyarakat desa.

Kata Kunci: Kualitas Pelayanan Publik; Ekonomi Islam

INTRODUCTION

In the era of globalization that continues to develop, public services have become an important aspect that influences the welfare of society. At the village level, the role of village government in providing quality services is very crucial, considering that the village is the smallest unit in government that has direct contact with the community¹. However, challenges in improving the quality of public services often face various obstacles, including limited human resources, lack of facilities, and low community participation². Therefore, it is important to analyze the performance of village governments in the context of public services, especially from an Islamic economic perspective³.

Quality of public service in a democratic country must at least meet three indicators, as follows⁴:

- a. Responsiveness, namely the responsiveness of service providers regarding hopes, desires, aspirations and usage demands service.
- b. Responsibility or responsibility that shows the extent of the process. The services provided to the public are carried out in accordance with the principles or administrative and organizational provisions that are correct and have been set.
- c. Accountability refers to how big the process is public service providers in accordance with the interests of stakeholders and norms that develop in society.

Islamic economics emphasizes the principles of fairness, transparency and accountability, and the welfare of society. In the context of public services, Islamic economic principles can be applied, among others:⁵

¹ Pratama, E. N., Sulistyarningsih, T., & Sulistyowati, T. "Analisis Implementasi Kebijakan Sosial Pemerintah Kabupaten Malang dalam Pembatasan Sosial Berskala Besar". *Jurnal Kebijakan Kesehatan Indonesia : JKKI* (Vol. 10). 2021.

² Suharto, B., & Supadno, S. "Hambatan-Hambatan dalam Pelaksanaan Program Pendaftaran Tanah Sistematis Lengkap (PTSLS)". *The Indonesian Journal of Public Administration (IJPA)*, 9(1). 2023. Hal 27-42

³ Tri Inda Fadhila, N. "Analisis Ekonomi Islam dalam Kebijakan Fiskal (APBN 2021) di Indonesia". *Jurnal Pendidikan Tambusai*, 5(3),2021. hal 8692-8702.

⁴ Charles, Lenvine, H. et al. *Public Administration Obalinges, Obvices, Consequences*. (Lilioness scatt Foreman, 1990), Hlm 188.

⁵ Veronica, D. "kualitas pelayanan public perspektif ekonomi islam". *Journal Development*, 5(ranses), 2017. Hal 55-69.

- a. Principle of Fairness: Public services must be implemented with the principle of Fairness, ensuring that all citizens have the right to receive services without discriminatory treatment.
- b. Transparency and Accountability: The government must be transparent in managing public resources and be responsible to the community in providing public services.
- c. Public welfare: Public services must be directed towards the welfare of society as a whole, not the interests of particular individuals or groups.
- d. Community Participation: Islamic Economics encourages active community participation in development and decision making. This can increase the effectiveness and relevance of the public services provided.

In the context of Islamic economics, public services must promote social welfare and economic justice based on the principles of Islamic values.

The village government is the first spearhead in providing services to the community. In serving the community, the village government is also inseparable from problems related to relatively unsatisfactory service conditions⁶. In terms of Islamic Economics, it offers a different approach in assessing the performance of public services. In the Islamic view, public services are seen from the moral and ethical values contained therein. By applying an Islamic economic perspective, it is hoped that the performance of village governments can be improved, thereby having a positive impact on community welfare⁷. As contained in surah Al-Baqarah Verse 267 below:

يَا أَيُّهَا الَّذِينَ آمَنُوا أَنْفِقُوا مِنْ طَيِّبَاتِ مَا كَسَبْتُمْ وَمِمَّا أَخْرَجْنَا لَكُمْ مِنَ الْأَرْضِ وَلَا تَيَمَّمُوا الْخَبِيثَ مِنْهُ تُنْفِقُونَ وَلَسْتُمْ بِأَجْدِيهِ إِلَّا أَنْ تُغْمِضُوا فِيهِ وَاعْلَمُوا أَنَّ اللَّهَ غَنِيٌّ حَمِيدٌ

Meaning: *Wahai orang-orang yang beriman, infakkanlah sebagian dari hasil usahamu yang baik-baik dan sebagian dari apa yang Kami keluarkan dari bumi untukmu. Janganlah kamu memilih yang buruk untuk kamu*

⁶ Chilmi, F. "Kinerja aparatur sipil negara dalam keterangan usaha" (studi implementasi Per- MENPAN No. 15 tahun 2014 tentang standar proses pemberian rekomendasi pelayanan publik di kantor camat selopuro k abupaten Blitar). *Jurnal EKSIS Indocakti Malang*, 12(ranses), 2020. Hal 27-54.

⁷ Pratiwi, A., & Hidayat, K. "Pengembangan Kemitraan Ekonomi Syariah Untuk Kesejahteraan Masyarakat Di Indonesia". *NOMISMA: Jurnal Ekonomi, Bisnis Dan Manajamen*, 2(1), 2024. Hal 24-41.

infakkan, padahal kamu tidak mau mengambilnya, kecuali dengan memicingkan mata (enggan) terhadapnya. Ketahuilah bahwa Allah Mahakaya lagi Maha Terpuji.

The aim of this research is to explore how village government performance can be improved through the application of Islamic economic principles. This research also aims to provide practical recommendations for village governments in designing and implementing better public service programs. By carrying out in-depth analysis, it is hoped that the findings of this research can become a reference for public policy, as well as contribute to the development of knowledge in the fields of government and Islamic economics.

METHODOLOGY

This research uses a qualitative approach. This analysis uses descriptive analysis, which is a type of research that focuses on certain problems or phenomena that only occur in the context of normal daily life. This data analysis was collected using primary data and secondary data. This data collection technique includes observation, interviews and documentation. This data analysis technique uses Miles and Huberman's theory.

RESULT AND DISCUSSION

Based on the research results, it shows that the quality of public services from an Islamic economic perspective in Dasri village is based on several indicators, namely fairness, transparency and accountability, community welfare, community participation in decision making. Fairness is implemented by the government through services the Amanah principle, namely the intention given to the service is clean, and with a free service system. The results of interviews related with the village head as follows:

"In particular, if service is viewed from an Islamic perspective, service is an obligation of the village government to the community, so it can be considered that this is a mandate. So the village government has the intention that services in this basic village must be truly clean and have no burden on the community. What does that mean? All service systems are free. In the Islamic perspective, we serve this as worship. And if we look at it from an economic perspective, we serve this with a free system without charging any fees, whether the service contains individual or general elements." (Dasri village head)

The results of the interview above show that the implementation of fairness in the quality of public services can be identified through the

Amanah principle, namely the intention given to the service is clean, and with a free service system. In an Islamic economic perspective, this public service is considered an act of worship and a moral responsibility carried out by the village government towards its community. For this reason, the village head emphasized that the services provided at the basic village hall office must be carried out sincerely without any burden or charge for the community in public services in accordance with Islamic economic principles which prioritize the benefit of the community.

Transparency and accountability are implemented by the government through the principles of honesty, openness, sincerity and sincerity. The results of the interview regarding transparency and accountability in the quality of public services in the quality of public services from an Islamic economic perspective can be known based on the results of the interview with the village head as follows:

"Including we are racing in the context of Sharia, always if it is free we carry it out sincerely and sincerely and then here it is transparent, no one is covering it up, so we only open public transparency so that all the systems that exist in this Dasri village are known publicly so that no one includes and there is no system here that discusses laws, both state law and Islamic law. So it is in accordance with our stated vision and mission. It's called system reform, both the service system and the government governance system. Here we focus on honesty. If you are honest, everyone will come along. If the name is honest, it must be open, transparent and fair." (Dasri village head)

The results of the interview above show that the implementation of transparency and accountability in the quality of public services can be known through the principles of honesty, openness, sincerity and sincerity. The head of the Dasri village emphasized that all systems in the Dasri village hall must be implemented transparently, where all information relating to public services and governance in the Dasri village hall must be known to the community, nothing is hidden, whether related with Islamic law and state law. In addition, the principle of accountability emphasizes an attitude of honesty and openness which must be the basis for carrying out public services, and it must be ensured that the services provided with this principle of accountability are clear and fair.

Community welfare is implemented by the government by always providing good access between one another so that there is always a good relationship between the village government and the village community.

The results of the interview regarding Community Welfare in the quality of Public Services seen from an Islamic economic perspective can be known based on the results of the interview with the village head as follows:

"Community welfare refers to conditions where individuals and groups in a community live well, have good access to one another. The welfare of the community in our village shows positive developments, although there are still challenges that need to be overcome. We are trying to increase existing access to the community. We have also implemented social assistance programs and skills training to support the community". (Dasri village head)

The results of the interview above show that the implementation of Community Welfare in the quality of public services can be identified through the principles of accessibility, social assistance and community empowerment. The village government explained that the welfare of the community in this village focuses on increasing good access for the community to live a better life. Apart from that, social assistance and skills training programs are also implemented with the aim of supporting and empowering the community.

Community participation in decision making is implemented by the government through regular meetings and discussion forums to listen to input from the community and the community takes part in it. The results of interviews related to community participation in decision making regarding the quality of public services from an Islamic economic perspective can be known based on the results of interviews with the village head as follows:

"The role of the community in decision making is very important. We believe that decisions taken should reflect the needs and aspirations of citizens. Therefore, we hold regular meetings and discussion forums to listen to input from the community. Just like when we are going to widen a road, we need a decision from the community regarding road widening through a discussion/deliberation forum between the village government, village officials, and participation from the community. In this regard, the community also takes part in it, to approve the opinions and proposals of the village government". (Dasri village head)

The results of the interview above show that the implementation of community participation in decision making regarding the quality of public services is known through the principles of deliberation and

consensus. The government holds regular meetings and forums for discussions with the aim of listening to input from the community, so that the decisions taken reflect the needs and are in line with the aspirations of the community.

The results of this research are in accordance with Ismail' s research⁸ which states that government, governance, and people cannot be separated. The powers, duties, responsibilities are all accountable. They are like tongue and teeth; bamboos and riverbank; body and soul. From the Islamic perspective, they are accountable in this world and the world after. The results of this research also have similarities with research conducted by Rafi Husin Harahap & Andri Soemitra which states that public services can be defined as services provided to the community, both on a general and specific scale. The public expects that public services organized by the state is carried out honestly, manages resources well, and accountable to society. Public services that are carried out fairly, responsible, and accountable to the public will obtain it trust from society. Therefore, good public services include these aspects availability of good facilities and infrastructure, presence of quality employees, responsibility responsibility towards consumers, speed and accuracy in service, capability good communication, as well as efforts to meet consumer needs. Analysis of public services from an Islamic economic perspective explains the principles of Islamic economics that can be implemented in the provision of public services. In this perspective, the principles of fairness, efficiency, and social welfare has a strong emphasis⁹. Both studies have similarities with the results of this study with indicators of accountability and fairness. However, there are differences in results with indicators of community welfare and community participation in decision making.

CONCLUSIONS

The research results show that there are several indicators of the quality of public services in government based on an Islamic perspective, namely fairness, transparency and accountability, community welfare, community participation in decision making. Fairness is implemented by the

⁸ Mohamad Ismail bin Mohamad Yunus. "Good Governance According to Islamic Perspective". *Fiat Justisia: Faculty of Law, Lampung University, Bandarlampung, Lampung, Indonesia*. Vol 11 no 3. 2017. Hal 200-230.

⁹ Rafi Husin Harahap & Andri Soemitra, "Analisis Pelayanan Publik Dalam Perspektif Ekonomi Islam". *Neraca: Jurnal Ekonomi, Manajemen dan Akuntansi*. Vol 1 no 4. 2023. Hal 7-11.

government in the quality of public services can be identified through the Amanah principle, namely the intention given to the service is clean, and with a free service system. Transparency and accountability are implemented by the government through the principle of nothing being covered up so that all existing systems in this village can be known to the public. Community participation in decision making is implemented by the government through regular meetings and discussion forums to listen to input from the community and the community takes part in it. Community welfare is implemented by the government by always providing good access between one another so that there is always a good relationship between the village government and the village community. The quality of public services provided by the Village Government is in accordance with Islamic principles, namely that everything carried out by the village government is carried out fairly and in accordance with the expectations of the community.

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