

Public Health Services by the Community Health Center Reviewed According to Law Number 25 of 2009 Concerning Public Services

Gafar Hartatianto¹, Ahmad Redi², Herman Bakir³
{doktergafar@gmail.com¹, redi.ahmad2010@gmail.com²,
herman_bakir@borobudur.ac.id³}

Universitas Borobudur, Indonesia

Abstract. The public authority plays a significant part in offering fantastic public types of assistance for every one of its kin by Regulation no. 25 of 2009 concerning Public Administrations. In view of Regulation Number 25 of 2009 concerning Public Administrations, what is implied by open administrations are exercises or series of exercises with regards to satisfying assistance needs adhering to regulations and guidelines for each resident and occupant of the merchandise, administrations, and additionally managerial administrations by open specialist co-ops. For wellbeing focuses that overlook patients under regulation no. 25 of 2009 concerning Public Administrations, specialist co-ops and implementers can likewise be dependent upon criminal managerial authorizations. As managed in the public help regulation, coordinators and implementers can be given lawbreaker sanctions since infringement of the administrations gave cause injury, long-lasting handicap, or the death toll of another party.[8] For activities/exclusions that outcome in injury, super durable inability, or loss of an individual's life, he might be dependent upon criminal authorizations under Articles 359 and 360 of the Crook Code and don't set himself free from paying pay for the person in question (Article 1365 of the Lawbreaker Code) in view of a court choice.

Keywords: Law, Public Health Services, Community Health Center

1 Introduction

The state is obliged to serve each resident and occupant to satisfy their essential freedoms and requirements inside the structure of public administrations which is the command of the 1945 Constitution of the Republic of Indonesia, building public confidence openly benefits completed by open specialist co-ops is a movement that should be done in accordance with assumptions and requests of all residents and occupants about working on open administrations. To highlight the freedoms and commitments of all residents and occupants and the acknowledgment of the obligation of the state and enterprises in the conveyance of public administrations, legitimate standards give clear guidelines that work on quality and assurance public administrations. Is required. It is conveyed by the overall standards of safeguarding states and organizations and shielding all residents and occupants from maltreatment of force in the organization of public administrations.

The public authority plays a significant part in offering amazing public types of assistance for every one of its kin by Regulation no. 25 of 2009 concerning Public Administrations in Article 1 states as follows:[1]

"Public service is an activity or series of activities in the context of fulfilling service needs in accordance with the laws and regulations for every citizen and resident of goods, services, and/or administrative services provided by public administrators."

Administration itself is basically a work to assist with planning all that others need and can give fulfillment by the desires expected by shoppers.[2] The public authority isn't held to serve yet to serve the local area and make conditions that empower each local area part to foster their capacities and imagination to accomplish shared objectives. [3] This development effort is expected to realize an optimal level of community life, including improving health.

Wellbeing improvement objectives as a public responsibility should be visible in Article 3 of Regulation Number 36 of 2009 concerning Wellbeing as follows:

"Health development aims to increase awareness, willingness, and ability to live a healthy life for everyone to realize the highest degree of public health, as an investment for the development of socially and economically productive human resources"

Regulation No. 36 of 2009 makes sense of that wellbeing is a solid state, both genuinely, intellectually, profoundly, and socially that permits everybody to live socially and monetarily useful. Furthermore, it has likewise been laid out that everybody has the privilege to get wellbeing administrations. Subsequently, every component of society, the two people and families, reserve the option to acquire administrations for their wellbeing and the public authority is liable for sending off, controlling, arranging, and overseeing the arrangement of wellbeing equitably and reasonable by the local area. One of the public authority's endeavors in giving wellbeing to the local area is that in each sub-region an administration office is worked as a unit for giving general wellbeing administrations, in particular the Local area Wellbeing Center or normally called the Puskesmas.

Wellbeing improvement held at the Puskesmas intends to make a local area that:

- a. Have solid way of behaving which incorporates mindfulness, eagerness, and capacity to carry on with a sound life;
- b. Able to get to quality wellbeing administrations
- c. Live in a sound climate; andd. have an optimal degree of health, both individuals, families, groups, and communities.

Puskesmas is a utilitarian association that sorts out wellbeing endeavors that are complete, incorporated, evenhanded, satisfactory, and reasonable by the local area, with dynamic local area support and utilizing the consequences of the improvement of proper science and innovation, at an expense that can be borne by the public authority and the local area. These wellbeing endeavors are done with an accentuation on administrations for the more extensive local area to accomplish ideal wellbeing levels, without disregarding the nature of administrations to people.

The Puskesmas is a wellbeing specialized executing unit under the oversight of the Locale/City Wellbeing Office. By and large, they should give preventive, promotive, therapeutic to rehabilitative administrations either through individual wellbeing endeavors (UKP) or general wellbeing endeavors (UKM). Puskesmas can give ongoing administrations notwithstanding short term administrations. To offer great support, obviously, consistently endeavor to work on the nature of administration to accomplish ideal wellbeing status for the entire local area.

The presence of the Puskesmas is extremely useful for unfortunate families. With the presence of a Puskesmas, basically it can answer the requirements of satisfactory local area

administrations, specifically wellbeing administrations that are effectively open. The wellbeing community capabilities as:

- a. Center for driving wellbeing focused advancement
- b. Center for family and local area strengthening.
- c. First-level wellbeing administration focus. By and large, wellbeing administrations given by the Puskesmas incorporate corrective (treatment), preventive (anticipation endeavors), promotive (wellbeing improvement), and recovery (wellbeing reclamation) administrations.

It is important to have great and quality wellbeing administrations by wellbeing suppliers to accomplish the most extensive level of general wellbeing through wellbeing endeavors as broadcasted in the Guideline of the Pastor of Strength of the Republic of Indonesia Number 43 of 2019 concerning Local area Wellbeing Focuses (Puskesmas). Thusly, great execution is required higher than the medical care supplier itself. The Puskesmas in Setiabudi Locale generally endeavor to work well for in all care needs including corrective (treatment), preventive (anticipation endeavors), promotive (wellbeing improvement), and recovery (wellbeing reclamation) administrations with the expectation that patients who get wellbeing administrations will feel fulfilled.

Each client or administration beneficiary positively needs fulfillment in getting a help, as per Aziz, the proportion of the outcome of administration still up in the air by the degree of fulfillment of administration beneficiaries. Administration beneficiary fulfillment is accomplished when administration beneficiaries get administrations by what is required and anticipated.[4]

Service is a factor that is often experienced by most patients who seek treatment at the puskesmas, one of the things experienced starting from a very long queue, the absence of human resources at the puskesmas that directs patients to where to go after registering, the DKI health center there is no inpatient service. With so many problems, it indicates that the service level of community health centers (Puskesmas) is terrible.

2 Methodology

The review utilizes a standardizing juridical methodology, in particular by evaluating or breaking down optional information as auxiliary legitimate materials by understanding regulation as a bunch of guidelines or positive standards in the general set of laws that directs human existence. The analyst attempts to depict the occasions and occasions that are the focal point of consideration without giving unique treatment to these occasions. So this examination is perceived as library research, in particular exploration on auxiliary information.[5]

This exploration incorporates regularizing lawful examination, so the kind of information utilized is auxiliary information. The auxiliary information examined are as per the following:

- 1) Primary Data Sources are sources of data or information which are data obtained directly from the first source based on field research. Primary data in this study were obtained through information and information obtained from the Puskesmas
 - a. Law Number 36 of 2009 concerning Health
 - b. Guideline of the Priest of Strength of the Republic of Indonesia Number 43 of 2019 concerning Local area Wellbeing Focuses (Puskesmas).
- 2) Secondary data sources are data obtained through library materials. Primary data in the research carried out book review, secondary data in the study sourced from:

- 3) Tertiary lawful materials, specifically legitimate materials that give directions and clarifications of essential and auxiliary lawful materials as reference book word references, materials from the web, etc.
 - a. Indonesian Encyclopedia;
 - b. Legal Dictionary;
 - c. Various magazines and legal journals.

Through the auxiliary information in this review, information assortment was done by gathering, assessing, and methodically handling library materials and related records. Optional information, both essential, auxiliary, and tertiary legitimate materials, are gotten from library materials, considering the standards of refreshing and importance.

3 Result and Discussion

Legal Arrangements Regarding Health Services at the Puskesmas

Medical care administration is the right of each and every individual ensured in the 1945 Constitution to put forth attempts to further develop the wellbeing status of the two people, as well as gatherings or society as a whole.[6] The meaning of wellbeing administrations as per the Service of Soundness of the Republic of Indonesia in 2009 (Service of Strength of the Republic of Indonesia) as expressed in the Wellbeing Regulation concerning wellbeing is any work that is completed alone or mutually in an association to keep up with and further develop wellbeing, forestall and fix illness and reestablish wellbeing. people, families, gatherings, or networks. In light of Article 52 section (1) of the Wellbeing Regulation, wellbeing administrations by and large comprise of two types of wellbeing administrations, in particular:

1. Personal health services (medical services)

A considerable lot of these wellbeing administrations are completed by people freely (taking care of oneself), and families (family care) or gatherings of local area individuals that plan to fix infection and reestablish the strength of people and families. These singular help endeavors are completed at wellbeing administration establishments called emergency clinics, maternity centers, and free practices.

2. Public health services

General wellbeing administrations are coordinated by gatherings and networks that mean to keep up with and further develop wellbeing which alludes to promotive and preventive activities. These people group administration endeavors are done at specific local area wellbeing focuses like Puskesmas. Whole wellbeing administration exercises are directed in Article 52 section (2) of the Wellbeing Regulation as alluded to in passage (1), to be specific:

- Promotive wellbeing administrations are exercises or potentially a progression of wellbeing administration exercises that focus on wellbeing advancement exercises.
- Preventive wellbeing administrations are exercises to forestall a medical issue/infection.
- Corrective wellbeing administrations are exercises or potentially a progression of treatment exercises pointed toward restoring infection, lessening experiencing because of illness, controlling sickness, and controlling handicap with the goal that the patient's quality can be kept up with as ideally as could really be expected.

- Rehabilitative wellbeing administrations, exercises, or potentially a progression of exercises to return previous victims to the local area so they can work again as local area individuals who are helpful for them and the local area, to the most extreme degree conceivable as indicated by their capacities.

In light of the portrayal above, wellbeing administrations given at Puskesmas, facilities, and clinics are for the most part directed in the Wellbeing Regulation, Article 54 passage (1) of the Wellbeing Regulation expresses that the execution of wellbeing administrations is done in a capable, protected, quality, and evenhanded way and non-prejudicial. For this situation, each individual or patient can get wellbeing administration exercises in an expert, protected, quality, hostile to oppressive and powerful way and focus on the security of patients' lives over different interests.

The rising public requirement for wellbeing administrations, the more fostered the guidelines and the job of regulation in supporting the improvement of wellbeing administrations, the explanation is a propelling variable for the public authority and wellbeing specialist organizations to carry out the premise and job of regulation in further developing wellbeing administrations that are situated towards legitimate security and sureness. The legitimate reason for giving wellbeing administrations is for the most part managed in Article 53 of the Wellbeing Regulation, to be specific:

- a. Individual wellbeing administrations are pointed toward relieving infection and reestablishing the strength of people and families.
- b. Public wellbeing administrations are pointed toward keeping up with and further developing wellbeing and forestalling sickness in a gathering and society.
- c. The execution of wellbeing administrations as alluded to in section (1) should focus on the security of the patient's life over different interests.

Then, at that point, in Article 54 of the Wellbeing Regulation additionally manages the arrangement of wellbeing administrations, specifically:

- a. The execution of wellbeing administrations is done in a mindful, protected, quality, as well as fair and non-unfair way.
- b. The government and territorial states are answerable for the execution of wellbeing administrations as alluded to in section (1).
- c. The management of the execution of wellbeing administrations as alluded to in passage (1) will be completed by the public authority, provincial states, and the local area.

A wellbeing administration is likewise a legitimate demonstration, which brings about the development of a lawful connection between the wellbeing specialist co-op, for this situation, the Puskesmas, and the beneficiary of wellbeing administrations, which remembers proficient exercises or exercises for the field of preventive and remedial administrations to serve patients. In particular, in Article 29 passage (1) letter (b) of the Medical clinic Regulation, emergency clinics should give protected, quality, against oppressive, and powerful wellbeing administrations by focusing on the interests of patients by medical clinic administration guidelines. (It is Clinic related).

Parties related to any health service activities, whether in hospitals, health centre, clinics, or private practice, among others:

1. Doctor

A specialist is an individual who has the legitimate power and consent to give wellbeing administrations, particularly looking at and treating illnesses in light of regulations and administrations in the wellbeing area. Article 1 section (11) of Regulation no. 29 of 2004 concerning Clinical Practice makes sense of that the meaning of a

specialist is a task that is completed in view of a science, capability got through layered training, and a set of principles that helps out to the local area.

A specialist should comprehend the legitimate arrangements that apply in the execution of his calling, remembering the uniformity of freedoms and commitments for completing his calling as a specialist.[7] A doctor's awareness of his legal obligations both to himself and to others in carrying out his profession must be understood by doctors as bearers of rights and obligations.

2. Nurse

Medical caretakers are experts whose nature of work is generally in circumstances including human relations, there is a course of communication and shared impact that can affect each concerned. As per the consequences of the 1983 Public Nursing Studio, medical caretakers are a type of expert help that is an essential piece of wellbeing administrations in view of thorough bio-psycho-socio-profound assistance information, focused on people, families, and networks both debilitated and sound who cover the whole human existence cycle.

As a nursing calling, it has a common agreement with the local area, and that implies that the local area gives trust to medical caretakers to ceaselessly keep up with and work on the nature of administrations gave. Guideline of the Clergyman of Wellbeing Number 26 of 2019 concerning Carrying out Guidelines of Regulation Number 38 of 2014 concerning Nursing Article 1 passage (1) makes sense of the meaning of a medical caretaker is somebody who has passed higher nursing training, both at home and abroad perceived by the Public authority following the arrangements regulation. During the time spent the connection between the medical attendant and the patient, the patient communicates his concern to find support, and that implies the patient shares himself with the nursing care gave.

3. Midwife

Maternity care is a calling that is perceived broadly and globally by a few professionals all over the planet. The meaning of a maternity specialist as per the Worldwide Confederation of Maternity specialists (ICM) in 1972 is somebody who has finished a maternity specialist schooling program perceived by the state and got capabilities and allowed to rehearse maternity care in the nation required by ladies during pregnancy, labor, and the post pregnancy time frame, to direct conveyances on their obligation and to really focus on babies and youngsters. This care incorporates preventive measures, recognizing strange circumstances in the mother and child, looking for clinical help, and performing crisis alleviation measures when other clinical faculty isn't free.

A maternity specialist definition in Indonesia is a lady who has joined in and finished maternity care schooling that has been perceived by the public authority and has breezed through the assessment by pertinent prerequisites to get the capabilities for enrollment and has a license. Legitimate Article 1 section (1) of the Guideline of the Pastor of Wellbeing Number 28 of 2017 concerning Licenses and Execution of Maternity care Practices makes sense of what is implied by a birthing specialist is a lady who has moved on from birthing assistance instruction and has been enlisted by legal guidelines. Birthing specialists have a significant errand in wellbeing conference and schooling, for ladies as patients as well as for their networks. The training incorporates antenatal, family arranging, and youngster care.

4. Pharmacist

According to the provisions of Government Regulation no. 51 of 2009 concerning Pharmaceutical Work, pharmacists are pharmacy graduates who have graduated as pharmacists and have taken the pharmacist's oath of office. The duties of a pharmacist in providing health services are regulated in PP 51 of 2009 concerning Pharmaceutical Work as follows:

- Carry out pharmaceutical work including quality control of pharmaceutical preparations, security, procurement, storage, distribution of drugs, drug management, drug services based on doctor's prescriptions, drug information services, as well as drug development, medicinal ingredients, and traditional medicines.
- Make and update SOP (Standard Functional Methodology) in the drug business.
- Comply with the provisions of a good distribution method determined by the minister, when carrying out pharmaceutical work in the distribution or distribution of pharmaceutical preparations, including recording everything related to the distribution process or distribution of pharmaceutical preparations.
- As the individual accountable for the drug business in quality confirmation, creation, and quality control.
- As the individual accountable for drug administration offices, to be specific in drug stores, in medical clinic drug store establishments, wellbeing focuses, centers, pharmacies, or joint practice.
- Conducting pharmaceutical services (pharmaceutical care) in pharmacies to meet the community's need for pharmaceutical supplies in the context of maintaining and improving public health status.
- Keep up with drug privacy in the drug business and drug stores concerning the creation, conveyance, and administration cycles of drug arrangements, including patient secrecy.

Administrations for wellbeing exercises can be gotten beginning from the degree of Puskesmas, public/confidential medical clinics, facilities, and other wellbeing administration organizations. The people group or patients, for this situation, request great wellbeing administrations from a portion of the above coordinating foundations so their exhibition can be felt by patients and their families, then again, the public authority has not had the option to apply wellbeing administration leads appropriately, true to form because of impediments. Further developing wellbeing administrations requires great, gifted wellbeing laborers and great clinic offices, yet not all clinical benefit foundations meet these models, in this way expanding the intricacy of the present medical services framework.

Each open help conveyance should have administration principles and be distributed as an assurance of sureness for administration beneficiaries. To work on quality and guarantee the conveyance of public administrations, an understanding of the Place of Delegates working closely together ought to be in accordance with the public authority's overall standards of security from maltreatment of force by all residents and occupants in the organization of public administrations should be Illustrative of the Republic of Indonesia and Leader of the Republic of Indonesia. 18 July 2009 Indonesia passed Regulation No. 25 of 2009 on Open Administrations.

According to Law No. 25 of 2009, service standards are benchmarks used as guidelines for service delivery and a reference for evaluating service quality as an obligation and promise of providers to the community in the context of quality, fast, easy, affordable, and measurable services.

As per the law, the organization is obliged to arrange and decide administration norms by considering the capacity of the suppliers, local area needs, and natural circumstances, focus on consideration and focus on variety. The readiness of administration norms is completed with specific rules which are additionally directed in unofficial laws. The parts of administration norms essentially incorporate:

- a. Legal Premise, Regulation that is the lawful reason for administration conveyance.
- b. Requirements and conditions should be met in the administration of a sort of administration, both specialized and managerial prerequisites.
- c. Systems, components, and methodology, in particular the help strategies completed for specialist co-ops and beneficiaries.
- d. Several fulfillment times are the period expected to finish the whole help cycle of each sort of administration.
- e. Fees/passage expenses, which are required on help beneficiaries in overseeing or potentially getting administrations from the supplier, how much which is resolved in view of an understanding between the coordinator and the local area.
- f. Service items are the aftereffects of administrations gave and got by the arrangements that have been set.
- g. Facilities, framework, and additionally offices, Gear, and offices required in the arrangement of administrations, including hardware and administration offices for weak gatherings.
- h. Competencies, implementers are the abilities that should be moved by implementers incorporate information, mastery, abilities, and experience.
- i. Internal bosses, controls did by the top of the work unit or the immediate manager of the implementer
- j. Handling grievances, ideas, and sources of info, Methodology for executing objections taking care of and follow-up.
- k. Several implementers, Accessibility of implementers as per responsibility.
- l. Service ensures that give conviction of administrations did by support principles. Very clear
- m. Guarantee of administration security and wellbeing as a pledge to give a feeling of safety, liberated from risk, and the gamble of a feeling of uncertainty. Sureness gives a feeling that everything is good and is liberated from risk, chance, and uncertainty.
- n. Implementing execution assessment, Evaluation to figure out how far the execution of exercises is by administration principles.

The law capabilities for equity, assurance, and convenience. In the act of directing regulation in the field, there are times when there is a contention between lawful sureness and equity. Legitimate conviction is concrete and substantial, while equity is conceptual so when an appointed authority concludes a case by applying the law alone, there are times when the worth of equity isn't accomplished. So while taking a gander at an issue with respect to the law, essentially equity is a first concern. Since the law isn't just seen from the place of composed regulation, there are as yet many standards that live in a general public that can control individuals' lives. In the event that the reason for the law is simply equity, the trouble

is on the grounds that equity is emotional and profoundly reliant upon the abstract characteristic upsides of every individual.

A legitimate connection between a patient and a medical care supplier and medical services administration (for this situation, a sore, a specialist, a medical caretaker, a birthing assistant) in the exhibition of a medical services administration relationship. The first is a clinical relationship controlled by clinical guidelines, and the second is a lawful relationship represented by composed and unwritten legitimate principles. The lawful relationship that happens in clinical benefits depends on an understanding that expects to give patient consideration and treatment to the purpose of patient recuperation.

Endeavors to give wellbeing administrations at Puskesmas start from fundamental connections as helpful exchanges. A remedial exchange is a limiting exchange between the specialist co-op and the patient as the help beneficiary in the restorative exchange commitment. To evaluate the legitimacy of the lawful relationship arrangement in wellbeing administrations, it is controlled in Article 1320 of the Common Code, that the components of the provisions of the understanding in helpful exchanges incorporate:

- a. There is arrangement from the people who tie themselves.
- b. There is the capacity between the gatherings to make the commitment.
- c. A certain thing is permitted.
- d. For a legitimate explanation.

The implementation and application of the agreement itself must be carried out in good faith by the provisions of Article 1338 and Article 1339 of the Civil Code and the engagement is based on a business engagement based on the precautionary principle. The engagement between health care providers and patients can be distinguished in two forms, namely:

- a. Treatment agreement, where there is an agreement between the hospital and the patient that the hospital provides treatment rooms and nursing personnel performs healing actions.
- b. Medical service agreement, where there is an agreement between the hospital and the patient that the medical staff at the hospital will try their best to cure the patient through medical action.

Hypothetically, the most common way of furnishing wellbeing administrations starts with the choice of the patient and his family to go to the specialist. In the Puskesmas, the appearance of the patient can be deciphered to make a proposal to the specialist to request help in defeating the medical condition he is experiencing. Assuming that the patient and his family consent to go through wellbeing administrations at the Puskesmas, then, at that point, the Puskesmas will give the wellbeing administrations required by the patient, then, at that point, the privileges and commitments of the patient and the Puskesmas emerge from the time the patient enters the Puskesmas and consents to get wellbeing administrations.

Patients with all obligations established by Puskesmas are entitled to medical services according to the patient's symptoms of illness. In this agreement, the Puskesmas should provide treatment facilities, namely medical devices, doctors, and health workers to provide optimal health services to patients.

The understanding made between the patient and the wellbeing specialist organization in light of Article 1320 of the Common Code is utilized as a benchmark in view of the lawful circumstances for the event of an understanding between the patient and the wellbeing specialist organization in light of a remedial arrangement that brings forth freedoms and commitments for the gatherings in doing mending endeavors.

In general, in the legal relationship between health service providers and patients, the healing effort is not an outcome engagement (*resultaasverbatenis*), yet a business engagement

(inspanningsverbintenis) maximally and based on the precautionary principle, the outcome of which is uncertain. On the other hand, the patient must also provide clear, complete, and honest information to the doctor regarding his illness. Thus, it does not cause misunderstandings between the two parties to achieve more optimal health service goals.

As regulated in Article 40 of Law Number 25 of 2009 concerning Public Services, complaints are made against providers who do not carry out their obligations and or violate prohibitions and/or implementers who do not provide services by existing service standards. For the complaint to be followed up, the public (complainant) is obliged to file a complaint no later than 30 days after the occurrence of a service violation by the organizer and or implementer of public services. If it is proven that the organizer or executor has deviated from the service standard, the person concerned may be subject to sanctions by the applicable regulations. Some types of sanctions received by violators of public services are as follows:

- a. Written warning.
- b. Release from office.
- c. Decrease in salary by one periodic salary increase for a maximum of one year.
- d. Demotion.
- e. Dismissal with honor at own request.
- f. Disrespectful dismissal.
- g. License revocation.

In addition to the administrative sanctions above, service providers and implementers may also be subject to criminal sanctions. As regulated in the public service law, organizers and implementers can be given criminal sanctions because violations of the services provided cause injury, permanent disability, or the loss of life of another party.[8] For actions/omissions that result in injury, permanent disability, or loss of a person's life, he may be subject to criminal sanctions under Articles 359 and 360 of the Criminal Code and do not release himself from paying compensation for the victim (Article 1365 of the Criminal Code) based on a court decision. The most important way to make a complaint is that the people who will complain to have data or evidence of irregularities or violations committed by the organizers or implementers of public services. Furthermore, the complainant must meet the following requirements: the complaint is made in writing which contains: the full name and address, description of the complaint, request for complaint settlement, and place and time for submitting the complaint. In certain cases, the complainant can also file for compensation in his complaint letter if there is indeed a loss caused by the deviation of the service. For specific purposes, the identity of the complainant will be kept confidential.

As well as giving approvals, it would be better on the off chance that public administrations were additionally observed. Management of public administrations should be possible by anybody, including regions. The basic role of this oversight is to guarantee and control that public administrations are being acted as per existing help principles. To work on the capability of administration oversight, the public authority of the Republic of Indonesia 2008 laid out a sort of open help administrative body through Regulation Number 37 of 2008 called the Ombudsman. Ombudsman is a state establishment that has the power to supervise the execution of public administrations whose wellsprings of assets are halfway or completely got from state funds. One of the targets of the foundation of the Ombudsman is to work on the nature of state administrations in all fields so every resident and occupant gets equity, a feeling of safety, and better government assistance. The capability of the Ombudsman is to regulate the execution of focal and territorial administrations, including BUMN/D, and confidential bodies relegated the errand of overseeing specific public administrations.

4 Conclusion

The assistance capability is one of the essential capabilities that the public authority should do to accomplish the objectives of the Indonesian state. Administration implies serving a necessary help by the local area in all fields. Administration exercises to the local area are one of the obligations and elements of state organization. In light of Regulation Number 25 of 2009 concerning Public Administrations, what is implied by open administrations are activities or series of exercises with regards to satisfying help needs by regulations and guidelines for each resident and occupant of the products, administrations, or authoritative administrations by open specialist co-ops.

References

- [1] "UU no. 25 of 2009 concerning Public Services."
- [2] A. Aziz, "Marketing strategy in creating the competitiveness of Ngudi Waluyo University (Perspective strategic management m ichael porter ' s) Strategi pemasaran dalam menciptakan daya saing Universitas Ngudi Waluyo (Perspektif manajemen strategis michael porter," vol. 2, no. 1, 2022.
- [3] Sirajuddin dkk, *Hukum pelayanan Publik berbasis Partisipasi dan Keterbukaan Informasi*. Malang: Setara Press, 2012.
- [4] A. Aziz, "Retail Store Effectiveness in Affecting Purchase Decisions," *Int. J. Econ. Bus. ...*, vol. 2021, no. 4, pp. 371–378, 2021, [Online]. Available: <http://www.jurnal.stie-aas.ac.id/index.php/IJEBAR/article/view/3664>.
- [5] S. S. dan S. Mamudji, *Penelitian Hukum Normatif*. Jakarta: Raja Grafindo, 2001.
- [6] Ibram David Levy S, "Tinjauan Yuridis Perlindungan Pasien Dalam Pelayanan Kesehatan Yang Menggunakan Alat Kesehatan Di Rumah Sakit (Skripsi) Program Sarjana, Fakultas Hukum Universitas Lampung, Lampung," 2015.
- [7] Anny Isfandyarie, *Tanggung Jawab Hukum dan Sanksi Bagi Dokter Buku I*. Jakarta: Prestasi Pustaka, 2006.
- [8] "Article 55 of the Law of the Republic of Indonesia Number 25 of 2009 concerning Public Services."