

The Accountability of the Regional Government of Central Lombok Regency in the Provision of Public Services Based on Citizens' Constitutional Rights

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Abstract:

This study examines the accountability of the Regional Government of Central Lombok Regency in the provision of public services based on citizens' constitutional rights. The research is based on the argument that public service is not merely an administrative function of local government, but a constitutional obligation to ensure equality, legal certainty, transparency, participation, accessibility, and protection from maladministration. This study employs empirical legal research with a socio-juridical approach. Data are obtained through field observation, document study, and legal material analysis, focusing on public service standards, institutional procedures, information transparency, complaint mechanisms, service accessibility, and the relationship between public service delivery and citizens' rights. The findings show that Central Lombok Regency has developed several accountability instruments, including service standards, institutional evaluation, public complaint mechanisms, and service facility improvement. However, the fulfilment of citizens' constitutional rights requires more than formal compliance; it requires public services that are substantively accessible, responsive, inclusive, affordable, and non-discriminatory. The novelty of this study lies in its constitutional rights-based framing of public service accountability, which places citizens as rights holders and local government as the duty bearer. This study concludes that public service accountability in Central Lombok Regency must be strengthened through rights-based service standards, transparent information systems, effective complaint handling, citizen participation, and inclusive service innovation.

Keywords: public service accountability; Central Lombok Regency; constitutional rights; local government; rights-based public service.

1. Introduction

Public service is one of the most direct constitutional responsibilities of local government in a decentralized state. In Indonesia, regional autonomy gives local governments the authority to regulate and manage public affairs according to local needs, but such authority must remain accountable to citizens as rights holders. Public service is therefore not merely a technical administrative activity, but a legal and constitutional obligation of the state to ensure that citizens can access basic services fairly, transparently, and without discrimination. In the perspective of constitutional law, the accountability of local government in public service delivery is closely related to the protection of constitutional rights, including equality before the law, legal certainty, administrative justice, access to public information, participation, and the right to proper public services (Akmal, 2022; Muchsin, 2024).

The issue becomes significant in Central Lombok Regency because public service delivery is directly connected with the daily fulfilment of citizens' needs, including population administration, licensing, health services, social services, education-related services, and local economic services. Central Lombok has shown institutional efforts to improve service quality, including the development of public service standards, the strengthening of service facilities, and the establishment of integrated service mechanisms. Recent local reporting also shows that Central Lombok Regency received a green-zone public service compliance assessment with a score of 91.96 in 2024, indicating progress in the formal compliance of public service delivery. Yet, constitutional accountability requires more than compliance with service

standards; it requires that public services be accessible, responsive, inclusive, measurable, and capable of protecting citizens from maladministration.

The urgency of this study lies in the need to shift the understanding of public service from an administrative obligation to a constitutional rights-based obligation. Public service accountability cannot be evaluated only through the availability of service desks, procedural standards, or institutional reports. It must also be assessed by examining whether citizens are able to obtain services in a fair, timely, transparent, affordable, and non-discriminatory manner. In this sense, local government accountability includes legal accountability, performance accountability, social accountability, and constitutional accountability. When public services are slow, unclear, discriminatory, inaccessible to vulnerable groups, or unsupported by effective complaint mechanisms, the problem is not only administrative inefficiency, but also a potential failure of the local government to fulfil citizens' constitutional rights (Jawang et al., 2025; Syafiqoti, 2023).

Previous studies have discussed public service accountability and local government performance from various perspectives. Ririhena and Richard (2022) examined the relationship between agency, accountability, and public value creation in local government, showing that accountability is essential for producing public value in decentralized governance. Mareta and Fakihi (2024) analyzed public service accountability mechanisms and emphasized the importance of clarity, transparency, and responsibility in service delivery. Simbolon et al. (2024) discussed the application of good governance principles in improving public service quality, while Wardana and Prabawati (2024) examined public service effectiveness from the perspective of good governance in the digital era. Norwanda et al. (2026) highlighted the strategic role of local governments in improving public service quality through institutional capacity, innovation, and responsiveness to community needs.

Several studies are also relevant to the local and constitutional dimensions of this research. Shabir and Jannah (2025) examined local-wisdom-based public service innovation in Central Lombok Regency and argued that Sasak cultural values can be integrated into modern public service systems through integrated service models, community participation, and culturally adaptive communication. Lalu (2021) studied public service quality in the health sector at Puskesmas Praya, Central Lombok Regency, and showed the importance of service quality assessment from the perspective of service users. Rido et al. (2026) examined the preparation of service standards in Mataram from a rights-based perspective and argued that service standards should function not only as administrative compliance documents, but also as instruments to guarantee citizens' rights. Muchsin (2024) discussed public participation as a constitutional right, while Akmal (2022) examined the dynamics of constitutional rights protection in Indonesia. These studies show that public service, accountability, participation, and constitutional rights are closely connected, yet they have not fully examined local government accountability in Central Lombok Regency through the specific lens of citizens' constitutional rights.

This study is positioned to fill that gap by analyzing the accountability of the Government of Central Lombok Regency in public service delivery from the perspective of citizens' constitutional rights. Unlike previous studies that mainly focus on service innovation, good governance, administrative standards, public satisfaction, or sectoral service quality, this study places public service as a constitutional duty of local government. The novelty of this research lies in its argument that public service accountability in Central Lombok Regency must be understood not only as bureaucratic responsibility, but as a concrete form of constitutional rights fulfilment. Therefore, this study aims to analyze how the local government of Central Lombok Regency implements accountability in public service delivery, identify the legal and institutional factors affecting such accountability, and examine how a constitutional rights-based approach can strengthen public service governance at the local level.

2. Methodology

This study employs an **empirical legal research method** with a **socio-juridical approach**. The empirical legal method is used because this research examines how legal norms concerning public service accountability are implemented in the practice of local governance in Central Lombok Regency. The study does not apply a quantitative method, mixed method, or statistical model. Instead, it focuses on observing,

describing, and analyzing the relationship between public service regulation, institutional accountability, and the fulfilment of citizens' constitutional rights.

The socio-juridical approach is applied to connect the normative framework of public service accountability with the empirical reality of public service delivery. Normatively, local government has a legal obligation to provide public services based on principles of legality, equality, transparency, responsiveness, participation, and non-discrimination. Empirically, this study examines whether those principles are reflected in the implementation of public services in Central Lombok Regency. This approach allows the research to assess public service not only as an administrative function of local government, but also as a constitutional obligation to fulfil and protect citizens' rights.

The case study of this research is the accountability of the Regional Government of **Central Lombok Regency, West Nusa Tenggara Province, Indonesia**, in the provision of public services. Central Lombok Regency is selected as the research locus because public service delivery in this region is closely related to the daily realization of citizens' rights, including access to population administration, licensing, health-related services, social services, education-related services, and other local government services. The study focuses on how local government accountability is implemented through public service standards, institutional procedures, complaint mechanisms, transparency of information, service accessibility, and responsiveness to citizens' needs.

The data used in this study consist of **primary legal-empirical data** and **secondary legal data**. Primary legal-empirical data are obtained from field-based observation of public service implementation in Central Lombok Regency. These data include observable practices related to service procedures, institutional responsiveness, accessibility of services, implementation of service standards, complaint handling, and the relationship between service delivery and citizens' constitutional rights. Secondary legal data are collected from statutory regulations, regional regulations, local government policy documents, public service standards, official reports, previous studies, journal articles, and other academic literature relevant to public service accountability, constitutional rights, regional governance, and administrative law.

Data collection is conducted through **field observation, document study, and legal material analysis**. Field observation is used to examine the practical implementation of public service accountability in local government institutions. Document study is used to collect legal documents, regional policy documents, public service documents, accountability reports, and relevant academic sources. Legal material analysis is used to identify the legal basis of public service accountability and to examine its relationship with citizens' constitutional rights, particularly the right to equal treatment, legal certainty, administrative justice, participation, information, and proper public services.

The collected data are analyzed using **qualitative descriptive analysis**. The analysis is conducted by classifying the data into several main themes, including the legal basis of public service accountability, forms of accountability mechanisms, implementation of service standards, accessibility of services, complaint handling, transparency, and the relationship between public service delivery and constitutional rights fulfilment. The data are then interpreted using constitutional law and administrative law concepts, particularly legality, accountability, equality, good governance, public participation, and protection of citizens' rights. Through this analysis, the study evaluates whether public service accountability in Central Lombok Regency functions effectively as a mechanism for fulfilling citizens' constitutional rights.

To strengthen the validity of the research, this study applies **source triangulation** by comparing field observation, official documents, legal materials, public service records, and relevant academic literature. This technique is used to ensure that the analysis is not based on a single source of data, but on a comprehensive reading of both legal norms and empirical institutional practice. Through this method, the study aims to provide an accountable explanation of how public service accountability is implemented in Central Lombok Regency and how it can be strengthened through a constitutional rights-based approach.

3. Results and Discussions

1) Public Service Accountability as a Constitutional Responsibility of Local Government

The results of this study show that public service accountability in Central Lombok Regency cannot be understood only as administrative compliance with service procedures. In the constitutional law

perspective, public service is part of the state's responsibility to fulfil citizens' constitutional rights. The local government, as the closest level of government to citizens, has the obligation to ensure that public services are accessible, transparent, fair, timely, and non-discriminatory. This means that public service accountability must be assessed not only from institutional reports or procedural standards, but also from the extent to which citizens can actually enjoy their rights through local government services.

The empirical analysis indicates that the Regional Government of Central Lombok Regency has developed several formal accountability instruments in public service delivery. These instruments include service standards, institutional procedures, information disclosure, complaint mechanisms, public service evaluation, and the improvement of service facilities. Such mechanisms reflect the administrative side of accountability, where government institutions are required to explain, justify, and improve their performance in providing services to the public. The improvement of Central Lombok Regency's public service compliance assessment also shows that there has been an institutional effort to strengthen formal service accountability.

From the rights-based perspective, those accountability instruments should not be treated merely as bureaucratic documents. Service standards, for example, function not only to regulate service time, service fees, procedures, and requirements, but also to protect citizens from arbitrary treatment and legal uncertainty. Complaint mechanisms are not merely administrative channels, but instruments for restoring citizens' rights when maladministration occurs. Information transparency is not only a matter of institutional openness, but also part of citizens' constitutional right to know how public services are delivered and how government authority is exercised. This finding is consistent with Rido et al. (2026), who argued that public service standards should be understood as instruments for guaranteeing citizens' rights, not only as administrative compliance documents.

The findings also support the argument of Muchsin (2024), who emphasized that public participation is part of constitutional rights in the administration of government. In public service delivery, participation allows citizens to evaluate, criticize, and influence service improvement. Public service accountability therefore requires a two-way relationship between local government and citizens. The government must provide services based on law and service standards, while citizens must have access to information, complaint channels, and participation mechanisms. Without such access, accountability becomes one-directional and tends to serve institutional reporting rather than rights fulfilment.

In Central Lombok Regency, the challenge is to ensure that formal accountability mechanisms operate substantively. A high compliance score or the existence of service standards may indicate institutional progress, but it does not automatically mean that every citizen experiences equal and effective access to public services. Accountability must be tested through actual accessibility, responsiveness, clarity of procedures, affordability, and the treatment of vulnerable groups. This is important because constitutional rights are not fulfilled only when regulations exist; they are fulfilled when citizens can use those rights effectively in daily administrative interactions with local government institutions.

2) Implementation of Accountability Mechanisms in Public Service Delivery

The results of this study indicate that public service accountability in Central Lombok Regency is implemented through several mechanisms, including procedural accountability, performance accountability, transparency, responsiveness, and complaint handling. Procedural accountability is reflected in the existence of service standards and administrative procedures that regulate requirements, stages, costs, time limits, and responsible officials. Performance accountability is reflected in institutional evaluation and service quality improvement. Transparency is reflected in the availability of service information, while responsiveness is reflected in the ability of government institutions to respond to public complaints, service barriers, and changing community needs.

The implementation of these mechanisms shows that the local government has made efforts to align public service delivery with the principles of good governance. Public service delivery is expected to be more measurable, more accessible, and more accountable through standardized procedures and institutional supervision. This finding is in line with Simbolon et al. (2024), who argued that good governance principles are important for improving public service quality because they promote transparency, accountability, participation, effectiveness, and responsiveness. Wardana and Prabawati (2024) also emphasized that public

service in the digital era requires stronger governance capacity so that services can be delivered efficiently while remaining accountable to citizens.

The accountability of public service delivery in Central Lombok Regency can also be seen through the development of integrated and culturally adaptive service models. Shabir and Jannah (2025) found that public service innovation in Central Lombok Regency can be strengthened by integrating local Sasak cultural values into public service systems. This finding is important because public service accountability is not only about formal procedures, but also about how services are communicated and received by the community. Cultural proximity can improve public trust, reduce communication barriers, and make public service delivery more responsive to local social conditions.

Public service accountability is also closely related to sectoral service quality. Lalu (2021), in a study on public service quality at Puskesmas Praya in Central Lombok Regency, showed that service quality must be assessed from the experience of service users. This is relevant because constitutional rights are experienced concretely through sectoral services such as health, population administration, licensing, and social assistance. If citizens face unclear procedures, long waiting times, limited information, unequal treatment, or ineffective complaint mechanisms, then the issue is not only poor service management, but also weak protection of constitutional rights at the local level.

The study further finds that complaint handling is a crucial element of public service accountability. Complaint mechanisms allow citizens to challenge service failures and demand institutional correction. Yet, the effectiveness of complaint mechanisms depends on accessibility, clarity, speed of response, and follow-up. Mareta and Fakihi (2024) emphasized that accountability in public services requires clear responsibility, transparency, and the ability of institutions to respond to public concerns. Syafiqoti (2023) also argued that public service quality must be evaluated from the relationship between institutional responsibility and community satisfaction. These studies support the finding that complaint mechanisms must not stop at receiving complaints; they must produce corrective action.

Another important finding is that public service accountability must address inequality in access. Citizens in different geographic, economic, social, and technological conditions may not experience public services equally. Digitalization may improve efficiency, but it may also create exclusion when citizens have limited internet access, limited digital literacy, or difficulty understanding online procedures. Jawang et al. (2025) emphasized that public service reform must consider accessibility and responsiveness, especially when service delivery is connected with digital transformation and institutional modernization. For Central Lombok Regency, this means that public service accountability must include both digital innovation and non-digital access mechanisms so that service improvement does not create new barriers for citizens.

3) Strengthening Public Service Accountability Based on Citizens' Constitutional Rights

The discussion above shows that public service accountability in Central Lombok Regency must be strengthened through a constitutional rights-based approach. This approach places citizens as rights holders and local government as the duty bearer. In this framework, public service is not simply a bureaucratic output, but a constitutional obligation that must be fulfilled through lawful, fair, transparent, and responsive governance. The rights-based approach changes the focus of accountability from “whether the government has provided services” to “whether citizens can effectively access and enjoy their constitutional rights through those services.”

First, public service accountability should be strengthened through clearer rights-based service standards. Service standards should explicitly reflect citizens' rights to legal certainty, equal treatment, information, participation, and complaint resolution. Each service unit should provide clear information on service procedures, time limits, costs, requirements, responsible officers, and complaint channels. Such clarity protects citizens from arbitrary administrative practices and reduces the possibility of maladministration. Akmal (2022) argued that constitutional rights protection requires not only normative recognition, but also effective institutional mechanisms that allow citizens to claim and enjoy those rights.

Second, the local government should strengthen transparency and public access to information. Transparency allows citizens to understand how services are provided, what requirements must be fulfilled, and how decisions are made. Without transparency, citizens may become dependent on informal information, discretionary practices, or intermediary actors. Transparency is therefore essential for

preventing unequal treatment and improving trust in public institutions. Ririhena and Richard (2022) emphasized that accountability contributes to public value creation when government institutions are able to justify their actions and align service delivery with public needs.

Third, public participation must be integrated into the evaluation of public services. Citizens should not only be treated as service recipients, but also as evaluators of service quality. Participation can be implemented through public consultations, satisfaction surveys, complaint forums, community feedback systems, and participatory monitoring. This is important because government institutions may evaluate their performance based on internal indicators, while citizens evaluate services based on accessibility, clarity, fairness, speed, and dignity of treatment. Local government plays a strategic role in improving public service quality through responsiveness and institutional capacity. Public participation strengthens this role by ensuring that institutional improvement is based on actual community needs.

Fourth, complaint handling must be designed as a rights-restoration mechanism. A complaint should not only be recorded administratively, but must be followed by verification, institutional response, corrective action, and public reporting. A complaint mechanism that does not produce follow-up may weaken trust in public institutions and discourage citizens from reporting service failures. In a constitutional rights-based framework, complaints are part of citizens' legal protection against maladministration. They allow citizens to demand accountability when public services fail to meet legal and constitutional standards.

Fifth, service innovation must remain inclusive. Digital platforms, integrated service systems, and administrative simplification can improve public service delivery, but they must be accompanied by accessibility safeguards. Citizens who are elderly, economically vulnerable, geographically distant, or digitally excluded should not be left behind by service modernization. The constitutional rights-based approach requires that innovation must not only improve efficiency, but also expand equal access. In Central Lombok Regency, culturally adaptive and community-based approaches remain relevant because they can bridge formal service systems with local social realities.

The novelty of this study lies in its argument that public service accountability in Central Lombok Regency must be understood as a form of constitutional rights fulfilment. Previous studies have generally discussed public service accountability through administrative, managerial, good governance, or innovation perspectives. This study contributes by placing citizens' constitutional rights at the center of public service accountability. In this framework, the success of public service delivery is measured not only by compliance scores, institutional innovation, or procedural availability, but by the extent to which citizens can access services fairly, transparently, and effectively. Therefore, strengthening public service accountability requires the integration of legal standards, institutional responsibility, citizen participation, complaint-based correction, and inclusive service innovation.

4. Conclusion

This study concludes that public service accountability in Central Lombok Regency must be understood as a constitutional responsibility of local government, not merely as an administrative obligation. The findings show that the Regional Government of Central Lombok Regency has developed several accountability instruments in public service delivery, including service standards, institutional procedures, information transparency, complaint mechanisms, service evaluation, and the improvement of public service facilities. These instruments indicate formal progress in strengthening public service governance. However, the fulfilment of citizens' constitutional rights requires more than formal compliance; it requires services that are accessible, fair, responsive, transparent, affordable, and non-discriminatory.

The main finding of this study is that public service accountability becomes meaningful only when citizens can effectively access and enjoy their rights through local government services. Service standards should not be treated only as bureaucratic documents, but as legal instruments that protect citizens from maladministration, arbitrary treatment, unclear procedures, and unequal access. Complaint mechanisms should not only receive public complaints, but must also produce verification, institutional response, corrective action, and transparent follow-up. This finding is consistent with previous studies which emphasize that public service accountability requires clarity of responsibility, transparency, responsiveness, and citizen-oriented service standards.

The novelty of this study lies in its constitutional rights-based framing of public service accountability in Central Lombok Regency. Previous studies have generally examined public service through administrative compliance, good governance, innovation, public satisfaction, or sectoral service quality. This study contributes by placing citizens' constitutional rights at the center of public service accountability. In this framework, public service is not only evaluated from the existence of procedures, service desks, digital platforms, or institutional reports, but from the extent to which local government services guarantee equality, legal certainty, participation, accessibility, and protection from maladministration.

The findings also have implications for previous research on public service accountability and good governance. They confirm that transparency, participation, innovation, and responsiveness are important elements of public service improvement. At the same time, this study shows that those elements should be interpreted as constitutional requirements rather than merely managerial principles. Public service innovation, including digitalization and local-wisdom-based service models, must be directed toward expanding citizens' access to rights. Innovation that improves efficiency but excludes vulnerable groups, digitally marginalized citizens, or geographically distant communities cannot be considered fully accountable from a constitutional perspective.

This study has several limitations. It focuses on public service accountability in Central Lombok Regency and does not provide a comparative empirical measurement across several regions in West Nusa Tenggara. The study also does not apply quantitative indicators to measure citizens' satisfaction, complaint resolution rates, or differences in access among social groups. These limitations open opportunities for further research to examine public service accountability through comparative, quantitative, or mixed-method approaches.

Future research is recommended to compare Central Lombok Regency with other regencies or cities in West Nusa Tenggara in order to identify different models of rights-based public service accountability. Further studies may also examine specific public service sectors, such as health services, population administration, licensing, education-related services, and social assistance. In addition, future research should explore the effectiveness of digital public service platforms, public complaint mechanisms, and service standards in protecting citizens' constitutional rights. Such studies are important to develop a more measurable and inclusive model of local government accountability in public service delivery.

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