

## **The Responsiveness of Local Government onto Public Service: The Case of the Conflict Area of Boundary Affirmation among County and Magelang City**

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**Abstract:** Responsiveness is crucial in implementing the public service in regional autonomy era. However, there are constraints in implementing the public service in the conflict area affirmation between county and Magelang City. The obscurity of district boundaries and status of Magelang City resulted in the public service in particular service licensing and land in this area to become obstructed. On one side is happening in the field of public service those permissions dualism but on the other side of each local government district and Magelang City cannot provide land administration services. This research aims to describe and analyze the responsiveness of local government in the public service in the conflict area of boundaries affirmation among county and Magelang City. The methods used in this research is a mix of qualitative and quantitative approaches are converging. Data collection is done by survey, interview and documentation. Qualitative data analysis done interactive model with the validity of the analysis methodology focusing on triangulation. Triangulation source with the source and this means to compare and check behind the trust degree of an information gained through time and different tools in qualitative research. Research results showed the local government county and Magelang City has not been responsive in public services in the area of dispute the limits assertion of the county and Magelang City. Yet, this responsiveness of local government in the public service in the area of the disputed boundary area supported by the complex problems such as public service, leadership and regulatory authority of public officials who are not able to listen to the grievances of the public and haven't broader priority of public interest in making the corresponding decisions of public service in disputed boundary area. The study recommends doing collaborative action between the local government counties and Magelang City as well as stakeholders, the mainstream public interest by developing listening bureaucracy.

**Key words:** Government responsiveness, public service, boundary affirmation conflict, stakeholders, listening bureaucracy, city

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### **INTRODUCTION**

Responsiveness in the realm of administrative reform is still a problem in the Southeast Asian countries including Indonesia (Shamsul, 2008). The responsiveness of a thing that is important in the organization implementation of the local governance particularly into regional autonomy era. Bureaucratic responsiveness to citizens is a staple in the theories of public administration. Responsiveness itself is the proper role of administrators and professional bureaucracy in a democratic political system (Liao, 2016). Simplicity it can be said that this responsiveness measure bureaucratic against expectations, desires and aspirations as well as demands of the service users.

The problems of bureaucratic government responsiveness in answering the needs and demands of the public is still a major problem in developing countries, especially in Southeast Asia (Shamsul, 2008). The needs and demands of the public will be a public service quality is one of the indicators of Government successful. However, some constraints appear as obstacle in implementing the public service, one of which is a conflict of territorial boundaries region. Vagueness of the boundary status resulted in the public service, especially in the region be hampered. As the conflict border areas affirmation of county and Magelang City.

The conflict began in 1990 with the main issue of the expansion city of Magelang that boils down to the difference perception of the coverage area. This dispute

is flowing and strengthened at the regional autonomy era, for example in 2001 with an attempt limit setup area. After the autonomous region, then the claims against borders become more powerful than before, as a result of the conflict area boundary affirmation ever more powerful. The border region between the county and Magelang City who still questioned limits is an area South of Magelang City.

In the conflict boundaries area between county and Magelang City there is a competition between regions. Due to the interactions that the competition is visible in the form of physical development intensive area. Each area providing service permissions to the investor to build a variety of building trades and services around this area, such as shops, hotels and advertising. While on the other side of each region does not provide services relating to the land administration. So, it impacts on the public service effectiveness.

Problematic situation arises in this case, that is on the one hand of local government is required to provide public services for all citizens without exception on the other hand the government is unable to organize public services because of constrained problems boundary affirmation not yet limit failed to resolved. If this condition persists, then in turn the community/public to the most disadvantaged party. Therefore, local government responsiveness (responsiveness) is important in this regard. Local governments demanded more responsive in the face of this problematic situation and can not rely on the traditional view that emphasizes the suitability rule of law solely.

The bureaucracy of the public good is a bureaucracy that is responsive such as having a high responsiveness and fast against what the complaints, problems, aspirations of the public but (however) the existence of a affirmation boundaries conflict between county and Magelang City affect on the Government responsiveness into public service.

**Literature review:** Gormley, Hoadley and Williams defined as the ability of Government responsiveness to establish quickly the important issues that must be addressed immediately, addressing the issues and problems for real with a variety of actions, through the provision of a wide range resources. Therefore, Gormley *et al.* (1983) measures the potential responsiveness refers to the extent to which government officials with stakeholders shared set of values and the priority issues that will be addressed. Potential responsiveness can be understood as the extent to which government officials with stakeholders set along the process of problem identification and development of

solutions to a problem of a particular public. This action is carried out through a process of dialogue in order to identify various problems perceived by the community. A range of these issues, then narrowed down to choose the issues that are most important and urgent to find alternative solutions that could address the problems of the public.

Potential responsiveness to contain the dimensions of which are potential responsiveness which can be done by government in answering a particular public issues while there is a form of action or concrete actions of responsiveness that is done by the government known as the actual responsiveness (Esaiasson *et al.*, 2017). Esaiasson *et al.* (2017) identified three important things in action (actual) government responsiveness, among other things: to listen, that the action taken by the government to obtain information on the sentiment, the mood, the discourse or the direction of public opinion about a problem (actions taken to stay informed about citizen sentiment), to explain, that the action taken by the government to provide a credible justification or reasoning for such a government policy decisions taken in the face of a certain public issues, to adapt that is government action taken to adjust or align government policy decisions taken by a majority of the public opinion's direction.

**The decisive aspect responsiveness:** There are a lot of studies about the factors that can determine the responsiveness of government bureaucracy. These factors evolve with the changing demands of the public on government bureaucracy. In his expedition, Liao (2016) noted there were two primary dimensions that determine the governments responsiveness, namely the citizen-driven and expertise-driven. The first approach, namely the citizen-driven states that the public administrator must fulfil their democratic responsibilities faithfully carry out the demands of the citizens. Meanwhile, the second Approach such as expertise-driven believe that responsiveness to citizens cannot be defined simply as the matching between the demands and policy action is done. In view of the Liao (2016), model citizen-driven responsiveness of the public determine as a maximization of existing demands of the citizens while the expertise-driven model argue that the public is served by a responsive professional expertise when used for administrative decision making.

**Expertise-driven aspect:** Druckman (2014) in his research "pathologies of studying public opinion, political communication and democratic responsiveness", reveals that representative democracy and the formation of public

opinion have been ignoring each other. To align the two need to be understood about how public opinion is defined and how the representation or representations of the public learned. In addition, Hobolt and Klemmensen (2005) argued that public opinion and policy preferences is a determining factor of the governments responsiveness, namely the intention of the government policy is driven by public opinion or political institutions and affect this government responsiveness. This is due to public policies and public opinion are always interrelated and not rarely the community precisely respond to policy changes with negative feedback (Bendz, 2015). Democratic responsiveness describe the extent to which government policy in accordance with the preference of the public. The regulation contains the framework decision directive in the setting of a public issue. Regulation has an important role in managing conflict because with a clear regulatory authority then the government and the role of each party can be organized and managed properly, so that, it can carry the common good for all parties (Antia *et al.*, 2013). That in a resolution or conflict will found a regulatory dilemma, this happens due to no other decision can stand on all the parties to the dispute (Potoski and Prakash, 2004). Therefore, the required power-sharing among the parties that is then poured in a regulation of handling a dispute (Schneckener, 2002).

As democracies country, this consequence on the relationship and the responsibility of the government with its citizens manifested in the regulation which was published as an action responsiveness against the public problems. This is due to the government's responsiveness is one form of government responsibility towards the citizens of the community. Regulatory policy itself is a unit of the government's relationship with its environment (Eyestone in Smith and Larimer, 2009). Dahl (1961) suggests that representative democracy is a type of political regime that rules and public policy is made not by the whole community but by a community representative accountable. However, public policy often becomes the work area of an elite level group in government. When an elite captured in a regulation of the government without involving other parties whose main community then the public interest be tersandera and not considered in the dialectics of stakeholders (Jones, 2013).

Vigoda (2000) shows the theoretical foundation of the responsiveness of public administration towards the demands of the citizens. In his view is the responsiveness of government ability and speed in responding and fulfilling a request through the actions or information. Vigoda (2000) States that responsivitas against the fulfillment of the needs of citizens in the public service is

an important thing in implementing the public organization. In his view the responsiveness is determined by two aspects, namely the aspects on the human resources dimension (human resource) and aspects on the dimension of the policy framework and organizational culture. As for the aspects that are included in the human resource dimension, including leadership (quality of leadership), government bureaucracy (quality of employees), pressure (stress). Meanwhile, the aspects of the policy framework and dimensions of organizational culture include the orientation of public (social orientation), the spirit of entrepreneurship, public ethics, politika Organization (organizational politics).

In democracies country, the leadership of public officials elected to represent the public expected to be fine. Public officials either government or legislative element is required to always react to changes in the demands of their constituents, respond by changing their bow (Hayes, 2013). The government responsiveness which is a manifestation of the government's attention to a problem of the public attention was also influenced by government agencies, the legislature and the public's priorities are evolving (Bevan, 2015). So that, the democratic process is working well, it is very important for the government and the institutions of representatives notice signals the opinions and preferences of the public in a more responsive. Public officials are required to the more responsive in answering demand and problems of the public.

**Citizen-driven aspect:** That the challenge for the responsiveness of public administration in the democracy era is how to give more attention to the needs of the public willing relate to public service and improving the quality of life of the community (Vigoda, 2002). That the democratization of the government in fact can lead to an increase in the government responsiveness. Crook (1996) argues that in the event of an increase public participation, then it can increase the government capacity to be more responsive.

The challenge for the government responsiveness of bureaucracy in democracy era is also influenced by the complexity of the issues facing (Potoski, 2002). Increasingly complex problems faced by the public then it is more difficult for the government to determine the government's actions in the face of a policy issues are responsive. This is due to a complex public problems will have an impact on any decisions taken by the government. Based on the foregoing, it is apparent that the responsiveness of government depends on the complexity of the issues examined and the growing public

opinion but major changes in responsiveness of a democratic government often occur due to difficulties against these factors (Barabas, 2016). In its development, the government is in the nature of representative democracy often ignore the public preferences.

Lewis and Gilman a fringe subject the importance of fulfilling the public interest in the public administration organization. One of the important of which is prioritize public oriented at a government organization. The government is expected not to mention souls imprisoned in an erroneous understanding and systemic in ethical behavior. That is, the need for the government to understand the public's orientation as one of the values of ethics in government.

The government sued for presenting the efforts of responsive in addressing the problem of the public taking into account the orientation of the public develops. To that end, along with the changes in the demands of the public on government bureaucracy, so, the biggest challenge is the effort brought about a change for the sake of change in the government bureaucracy itself for the sake of supporting the responsiveness that is more oriented to the public interest. Various theories have sprung up and have provided an understanding of how to bring improvements to the bureaucracy of the government so that the more in tune with the public's orientation. Therefore, the bureaucracy as the empirical object still exists but its existence is their status as objects teoritik is turning even much of an understanding originally (Clegg, 2015). This is as part of an agenda of bringing increasingly open and bureaucracy to close to the public. Hobolt and Klemmensen (2008) suggests that the discretion executive and political constellations can affect government responsiveness in answering the public's problems. This is important because the political equality and the responsiveness of government against citizens are the two central values in a democracy. Public actors with powerful political resource can suppress public preferences which in turn makes the value of government responsiveness injure the groups other public in determining an outcome policy (Grimes and Esaiasson, 2014). The responsiveness of government needs to be focused to meet your preferences or desires of the public. So that, the democratic process is working well, it is very important for the government and the institutions of representatives notice signals the opinions and preferences of the public in a more responsive because the feedback from the community to the government's policy is an importance component of representative democracy (Esaiasson *et al.*, 2016).

In addition, the concept of listening bureaucracy is also a major component of the determinant that bring the bureaucracy for getting closer to the public which in turn create a bureaucratic government increasingly reliable responsiveness in addressing the problems of the public. Listen to and understand public preferences can help public administration more responsive to the community. Stivers (1994) argues that the responsiveness of public administration developed by developing the ability to listen to and skillfully reduces the tension between the effectiveness of administration and democratic accountability. This process involves openness, respect for differences and reflectivity. Develop the capacity to listen well can improve accountability by helping administrators to hear voices that are often overlooked and engage in mutual communication with the public, increase the effectiveness by deepening our understanding of the complex situation in the matter of the public.

The process of mutual listening and understanding becomes a value less-noteworthy into democracy in the modern era otherwise known as the new democratic deficit (Dobson, 2010). In a process of deliberation efforts of mutual listening and understand less applied. This concept emphasizes the importance of listening to stakeholders outside the Government as consideration, particularly marginalized communities (Crack, 2013).

This view is consistent with Vigoda (2002) which provides an explanation of the government necessity put the public and other stakeholders in the community in an effort to be responsive in answering the demands of the public.

Vigoda (2002) revealed that the responsiveness of public administration in the future needs to be directed to collaborative networks among all parties involved in public service, starting from the government, the public and other public actors. This is important in order to answer the demands of an increasingly complex with the public increasingly involving right in the decision-making processes.

## **MATERIALS AND METHODS**

This research using a combination of quantitative and qualitative methods in the technique of data collection, data analysis techniques and results/interpretations. The qualitative data gathered with interview techniques. As for the other informant, among others: the leadership of the local government district and Magelang City, the elements of the Regional House

Table 1: Matric research issues, type, technique collection, source and instruments research data

Research problems	Data classifications	Data collecton technique	Data source	Instruments
How does the responsiveness of local government in the public service in the area of the disputed boundary area	Qualitative primary Secondary Quantitative primary	Interview survey	Stakeholders community around 3 districts effected	Interviewing guide questionnaire
The decisive aspect of the government responsiveness into public service in the area of the disputed boundary area	Qualitative primary Secondary Quantitative primary	Interview Survey	Stakeholders Community around 3 districts effected	Interviewing guide questionnaire

Representative known as DPRD of county and Magelang City the officer or the service provider and society of the city and county. Quantitative data are collected with a sample selection technique (the respondents) are based on quota sampling determined a number of 100 people which consists of community based around conflict affirmation boundary areas of county and Magelang City, selected by means of cluster sampling (Babie, 2008). As for the clusters in this study are based on 3 wards that become conflict areas, namely boundary affirmation village Bulurejo a number of 30 people, villages Banyurojo a number of 30 persons and Village Mertoyu of 35 people. So, the number of samples obtained as many as 100 people community.

Applicative in the validity of the data of this research focuses on the triangulation with the source. Triangulation with this source means to compare and check behind the degree of confidence any information gained through time and different tools in qualitative research (Table 1).

## RESULTS AND DISCUSSION

The conflict between the area boundary affirmation of county and Magelang City effected by structural factors, history, regulations that affect the existence of the area as well as the differences of interest. The results showed that local governments have not been responsive in responding to problems obstructed service licensing and land disputes in the area of the regional district boundaries and affirmation of Magelang City. Each region seeks to emphasise the mutual will of the local government. In the context of this research also sighted a second local government over the area on the basis of consideration of the economical profit or market interests and political interests, so that, the public services in the region tend to be excluded and haven't gotten serious attention. This is in line with the opinion of Waterhouse *et al.* (2008) comparing between market responsiveness versus political responsiveness. In his view the reform basically aimed to make government institutions more responsive to the public and the

market. However, tension and disputes can arise in the government itself when the purpose of political responsiveness and market responsiveness pursued simultaneously. To fix the issue, Waterhouse *et al.* (2008) introduced the importance of adoption of integrative structure adopted and the presence of process participation and effective collaboration.

As the organizer of the State, local governments should have the attention of serious public service issue is no exception in the conflict areas of district borders affirmation of county and Magelang City. It is compliance with the opinion of the Demir (2011) who noted that in the diverse literature of public administration there are three important values for public administrators in their role as technical experts and organizers state that is professional, responsive and representations to the public. Professional public administrator's decisions are guided by the norms and principles of the profession of public administration. In their role as public officials appointed and elected their expected to voice the concerns and demands of citizens. Professionalism, responsiveness and representation of all considered the fundamental values that should be reflected in the administrative decisions and actions.

The main issues of the conflict and the affirmation of county and Magelang City began in the difference perception in particular area of coverage against three villages namely Bulurejo, Banyurojo and Mertoyudan neighboring between the county and Magelang City. This conflict flows and strengthened at the regional autonomy era, i.e., in 2001 with an attempt limit setup area. After the autonomous region, then the claims against borders become more powerful than before, as a result of the conflict any more powerful regional boundaries that resulted in obstructed public services in the region.

### The potential responsiveness

**The ability of the government in the process of problem identification:** Potential responsiveness in this case is the description of the extent to which local governments with the stakeholders assign together to identify the problems of public service in the conflict area, involving the regional boundary of the affirmation stakeholders in the

discussion of the issues and developing an alternative solution (or program activities) that corresponds to the issue of public services in the area of boundary disputes (Gormley *et al.*, 1983). Based on the results of the research appear that assertion borders issue is a strategic issue, given with the continued dispute the assertion of the limits of this area, then the function of the government in the public service cannot take place. The government as a public organization has to deal with many stakeholders with conflicting demands (Kanter and Brinkerhoff, 1981).

Research results have shown that assertion borders of county and Magelang City is not new but the issues are already underway in years. The process of conflict resolution had stalled over the years. This shows that the District Government and Magelang City has not been utmost in focusing the public service issues in the area of dispute the assertion of regional and prioritize limits become an urgent public matter to be handled and found the solution its policies. It is delivered as an AM (member of the Regional House Representative of Magelang):

The completion of the border of county and Magelang City became important issues for local governments. But the question now is why is the affirmation of the conflict areas were also completed and there has been no agreement between the two regions involved. But the issue already since long ago. This reason is obvious that the existence of the interest of the political elite for their respective regions. As a result the issue failed but instead to extend the existing issues. The government of Magelang City more concerned with his interests and so, does the government of Magelang Regency

These facts about the process of organizing the public service in the area of dispute assertion of the limits area clearly illustrate that local governments have not been able to identify properly what the complaints and concerns of the community, namely the Ministry of the public at the regional boundary affirmation conflict areas. The inability of the local authorities in identifying the issue of public services in the region of the conflict area boundary affirmation comprehensively, more due to the limited information obtained from one party, namely the internal party government alone and yet involves all elements of society with regard to the dispute over the boundaries of the region. Therefore, the ability of local governments in identifying the problem to ensure the passage of the public service in the territory of the regional boundary disputes can be done with maximize and focus the public on the issues of discuss and

interests a wider public for the sake of the passage of the public service in the area of dispute assertion limits of this region.

**Stakeholders involvement:** The results showed that the local government county and Magelang City yet involving elements of the local community and the other parties in the discussion of the issues surrounding public services in areas of conflict. The government also has yet to involve other parties outside of government (academics, political figures, CBOs, NGOs, etc.) in the discussion of the issues surrounding public services in areas of conflict. Whereas the involvement of stakeholders is essential for the government to do. This is in line with the opinion of the Burgess (2014) suggests that is important to bring in or involve more parties (stakeholders) in the process of public policy and the public interest varied dispersion will be beneficial to generate public policy jointly. The results of the stakeholder involvement survey showed 85% of respondents stated that the involvement of stakeholders in the discussion of the issues surrounding the public services in the region of the boundary conflict is generally classified as low.

Hampered its range from the Ministry of Public Service Licensing and Administration of Land in the Territory of a Border Dispute, Magelang County and city show that government as the community has not been able to exercise the function of its administration with either. The differential of public service in the area of dispute the assertion limits and beyond dispute the assertion igniting the situation that makes the boundaries not us counterpart public services on the territory dispute with outside the territory of the border dispute between the county and Magelang City. Against this problem of local government Counties and Magelang City has not been able to show a responsive action by finding a solution for the repair of public services on the territory border disputes of county and Magelang City.

Vigoda (2002) reveals that the responsiveness of public administration to the needs of society to be improved through a process of dialogue involving the community. The process of dialogue to resolve the issue of public services in the area of dispute assertion of territorial boundaries has been done by governments on both sides. In the results of the research have loaded that meetings have been held to find a solution for this problem. However, the facts also show that the meetings process hasn't been able to produce solutions for the affirmation of border county and Magelang City. Innes and Booher (2003) also stressed the view that the alternatives of a public problem solving can be born from an authentic dialogue (authentic dialogue) among all the

stakeholders involved in the matter. In addition, Fisher and Forester (2002) also shows how the policy process are in a conflict situation, it is necessary to rely on deliberative and interactive patterns that may give the views of the various positions and develop the value of shared responsibility in this conflict situation. Based on the views of this theoretic then the fact responsiveness potential is carried out by both parties the government has not shown the dialogis process towards efforts on the conflict completion of the lack involvement of other stakeholders outside the government. Therefore, then potential governmental responsiveness can run optimally by performing authentic dialogue in two directions by involving all the stakeholders in the public services in the area of the disputed boundary.

**Actual responsiveness:** Actual responsiveness refers to the extent to which the Government is able to meet the needs and desires of society as real in its actions. A variety of problems, needs and wants of the community which has been expressed in the potential responsiveness then quickly needs to be followed up through actions or programs that can directly tackle the issue. Esaiaasson *et al.* (2007) identified three important things in action (actual) Government responsiveness, among other things: To listen, that the action taken by the government to obtain information on the sentiment, the mood, the discourse or the direction of public opinion about a problem (actions taken to stay informed about citizen sentiment), To explain, that the action taken by the government to provide a credible justification or reasoning for such a government policy decisions taken in the face of a certain public issues, To adapt that is government action taken to adjust or align government policy decisions taken by a majority of the public opinion's direction.

The government can be said to be responsive when they create and implement policies that are desired by the citizens of the community (Powell, 2004). View of Powell (2004) that contains the elements concept of the responsiveness of government bureaucracy that is what was done (to what) of an elected public official (what from) to meet or answer the demands of the people (to whom). Facts about obstructing of public service in the area of the disputed boundary area of county and Magelang City has shown that local governments have not been able to answer the demands of society in organizing the public service in the area of the disputed boundary area.

Local authorities are still focusing their efforts on the completion of the affirmation of the limit and not a response to problems in public services that occurred

in the area of dispute assertion limits of the region. It is as expressed by the Mayor of Magelang, he says:

“The government’s still maintains a limit of affirmation conflict areas in order to quickly find the point of it. Actually, the government has already responded to the demands of society regarding issues of public service in the conflict. But for the moment the government is still in the stage of reviewing the documents. So, it could be said that activities to current can not answer the problems that exist but the government is still working on it”

**To listen:** The government’s responsiveness to hear complaints and demands of the public. In this case it is the responsiveness of the government in addressing the problem of public services in the region of the boundary dispute. The results showed that 92% of respondents stated that government responsiveness to hear complaints and demands of the public in the matter of the public service in the area of boundary disputes still low.

**To explain:** Responsiveness of government in explaining the matter of the public service. In this case it is the responsiveness of government to explain existing problems in the area of conflict boundary limit of county and Magelang City. Results of the study to explain showed that 87% of respondents stated that the responsiveness of government in explaining the matter of the public service in the area of boundary dispute is still low.

**To adapt:** To adapt is the responsiveness of the government in the measures taken to address the issue of public service. In this case the government action in the area of conflict boundaries area of county and Magelang City. The results showed that 88 respondents stated that government responsiveness in the measures taken to address the problem of public services on the territory of the regional boundary disputes are still low. The community looked at that local governments lack to respond and follow up on an issue with a particular program or activity. That is, there is no special priority in a program or activity for the public in the territory in conflict areas in the service boundary of the affirmation of the administration of land.

Hampered of its public service in the area of the disputed boundary area of county and Magelang City suggests that government bureaucracy has not been able to optimally to hear voices that are often overlooked and engaging in mutual communication with the community,

increasing their effectiveness by deepening our understanding of the complex situation in the matter of the public (Stivers, 1994). Stivers (1994) suggests that the responsiveness of public administration encouraged by developing the ability to listen to and skillfully reduces the tension between the effectiveness of administration and democratic accountability. This process involves openness, respect for differences and reflectivity. Develop the capacity to listen well can improve accountability by helping administrators.

The process of mutual listening and understanding becomes a value less-noteworthy into democracy in the modern era otherwise known as the new democratic deficit (Dobson, 2010). In a process of deliberation efforts of mutual listening and understand less applied. This concept emphasizes the importance of listening to stakeholders outside the government as consideration, particularly marginalized communities (Crack, 2013). Public services in the area of the disputed boundary area demanding the government not to base their decisions and actual action sporadically and prioritize sectoral ego but rather the need to promote the public interest by developing listening bureaucracy, i.e., more listening and recognizing the needs and demands of an increasingly complex society.

### **The decisive aspect of the responsiveness of local government in the public service**

#### **The case of the conflict area boundary affirmation of county and Magelang City**

##### **Expertise-driven aspect**

**Leadership of public officials:** Leadership is a process of intergovernmental relations or interactions between leaders, followers and situations. In connection with the leadership in the service area boundary affirmation of a conflict between the county and Magelang City, research results show that 76% of respondents stated a public leadership is low.

Young and Pandey (2007) suggests that the support of elected officials is one of the important aspects in the responsiveness of the public in addition to other aspects. Based on the findings of research showing that leadership support public officials in handling the issue of public services on the territory of the regional boundary disputes of Magelang is still not optimal.

This is indicated by not solving problems of public service in the area from year to year. This fact is of course closely related to the pattern of leadership and human resources management organized by the County Government or Magelang City. Human resource management is an important focus in the reform of public administration and answer the demands.

Rusaw (2009) stated that, the reform of the organization can be done through the development of human capital. The main human capital development in the sector of public officials is the main focus in the reform of public administration and answer the demands. Without innovation, technological skills, experience-based knowledge and professional commitment for change, improvement of the organization will not succeed. Facts about this obstructed of public service in the area of the disputed boundary area of county and Magelang City has shown that the leadership of public officials both in the environment of the city government as well as Magelang hasn't been able to develop innovation, creativity, experience-based knowledge and professional commitment to find a obstructed solution of the public service in the area of the disputed boundary area county and Magelang City. It is also concerned with the opinions by Grube and Howard (2016) who suggested that how senior officials on the environment government bureaucracy often how in position between the elected government and responsive serving for the public service.

Hayes (2013) suggests that in democracies, the leadership of an elected public official is required to be able to represent the public properly. Public officials are required to always react to changes in the demands of their constituents by changing a switch they are responsive. Ugwuanyi and Chukwuemeka (2013) suggests that special attention needs to be given to a government bureaucracy often become obstacles in the government's actions in the implementation of a policy. Weak function of the government in the settlement of the issue of public services in the area of dispute assertion limits area of the county and Magelang City has shown that elements of the government itself has become the obstacles in the implementation of the settlement area's of boundary assertion conflicts. This is in line with Oosterwaal and Torenvlied (2011) stating that the implementing organization's preferences in this government bureaucracy can trigger conflicts which in turn affects the course of the outcome of the policy implementation.

**Authority and regulation:** The government has the authority or the authorities in solving this issue of public services in the conflict area between the regional boundary affirmation of the county and Magelang City. Available in solving the rules in regulation or public service conflict issue limits in Magelang. Research results show that 89% of respondents said local governments have the authority and high regulation in conflict resolution. This is apparent from the results of the interview with the head of government neither Magelang



City government nor the Magelang Regency has sought to do problem solving the conflict borders the county and Magelang City. Various regulations have been published to support the process of the conflict settlement but until now has not yet reached an agreement.

Democratic responsiveness describe the extent to which Government policy in accordance with the preference of the public. The regulation contains the framework decision directive in the setting of a public issue. Regulation has an important role in managing conflict because with a clear regulatory authority then the government and the role of each party can be organized and managed properly, so that, it can carry the common good for all parties (Antia *et al.*, 2013). That in a resolution or conflict found a regulatory dilemma, this happens due to no other decision can stand on all the parties to the dispute (Potoski and Prakash, 2004). Therefore, the required power-sharing among the parties that is then poured in a regulation of handling a dispute (Schneckener, 2002).

As democracies country, the consequence on the relationship and the responsibility of the government with its citizens manifested in the regulation which was published as responsiveness action against the problems of the public. This is due to the government's responsiveness is one form of government responsibility towards the citizens of the community. Regulatory policy itself is a unit of the government's relationship with its environment (Eyestone, in Smith and Larimer, 2009). Dahl (1961) suggests that representative democracy is a type of political regime that rules and public policy is made not by the whole community but by a community representative accountable. However, public policy often becomes the work area of a group of elite level in government.

Kim and Han (2015) suggested that the bureaucratic reform programmes in developing countries was only a partial success achieved. most have failed to achieve the end, namely the weakening of traditional bureaucratic elite dominance in making environmental policy in local government. On the contrary, the central government has thus adding strength and institutional autonomy of local governments. Those in charge of designing and implementing measures to reform its own bureaucrats who are supposed to be a 'target' of the reform. The situation in the end produce a variety of incidents of sabotage, delay, obstruction, distortion and reform of the bureaucracy itself. When an elite captured in a regulation of the government, without involving other parties whose main community then the public interest be trapped and not considered in the dialectics of stakeholders (Jones, 2013).

### **Citizen-driven aspect**

**Problems complexity:** The complexity of the problem is the level of nurturing happens on an object of research. In this case the complexity problem that occurs in the public service in the area of the conflict area boundary affirmation of county and Magelang City. From the results of a survey of the field 90% of respondents said the complexity of the problem as a decisive aspect of the responsiveness of local government in the public service in the conflict area.

The challenge for the responsiveness of government bureaucracy in the Democracy Era is also influenced by the complexity of the issues facing (Potoski, 2002). This is in line with the opinion of Cairney (2012) who suggested that the process of making policy decisions in solving a public issue is a focused system (complex systems). Balla (2016) also suggests that political considerations provide a great influence upon the responsiveness of government bureaucracy. For example, an institution that was in some ways more responsive to congressional contacts rather than contact initiated by groups and citizens. These results indicate that the legislative-Executive relations scholars should pay more attention to the interests of the political contacts that take place can influence the extent to which bureaucratic policy choices consistent with the public preferences.

Increasingly complex problems faced by the public, then it is more difficult for the government to determine the government's actions in the face of a policy issues are responsive. This is due to a complex public problems will have an impact on any decisions taken by the government. Based on the foregoing, it is apparent that the responsiveness of government depends on the complexity of the issues examined and the growing public opinion but major changes in responsiveness of a democratic government often occur due to difficult abai against these factors (Barabas, 2016). This is apparent from the facts in the research that shows that the problem of public services in the region of the boundary dispute is one of the things that is very complex and therefore requires the engagement of all the parties in the settlement.

**The public orientation:** Public sector organizations are often defined as organizations that are oriented to the public interest. Because of the orientation in the public interest then this organization usually do not profit-oriented as a destination eventually.

The results of this study indicate that mainstreaming public interest in handling the issue of public services on the territory of the regional boundary disputes still belongs to low, i.e., 82% respondents stated the

Mainstreaming of public interest in the handling of the issue of public services on the territory of the regional boundary disputes are still low.

The passage of the public service in the area of district boundary disputes of county and Magelang City concluded with emphasis on the orientation of the public to continually able to meet the needs and expectations of the community. The fact that you found in your research shows the opposite condition, i.e., the conditions under which public service become stunted. This happens due to prioritize yet the wider public interest in making decisions related to the matter of the public service in the area of the disputed boundary area. This is due, fulfillment and prioritize into public oriented is an important consideration in the conduct of the public administration. The government is expected not to mention souls imprisoned in an erroneous understanding and systemic in ethical behavior. That is, the need for the government to understand the public's orientation as one of the values of ethics in government. The government responsiveness which is a manifestation of the government's attention to a problem of the public was also influenced by legislative institutions and gained the public's priorities are evolving (Bevan, 2015). This is important because the political equality and the responsiveness of government against citizens are the two central values in a democracy. Public actors with powerful political resource can suppress public preferences which in turn injure the value of government responsiveness on other public groups in determining an outcome policy (Grimes and Esaiasson, 2014).

The fact that you found in your research studies show the condition of public service be hampered due to the occurrence of conflict areas. This shows local governments have not noticed problems in terms of public services in the area of the dispute. This is in line with the opinion by Druckman (2014) which revealed that representative democracy and the formation of public opinion have been ignoring each other. To align the two need to be understood about how public opinion is defined and how the representation or representations of the public learned. In addition, Hobolt and Klemmensen (2005, 2008) argue that public opinion and policy preferences is a determining factor of the responsiveness of governments, namely the intention of the government policy is driven by public opinion or and political institutions affected the responsiveness of government. This is due to public policies and public opinion are always interrelated and not rarely the community precisely respond to policy changes with negative feedback (Bendz, 2015). Democratic responsiveness describe the extent to which government policy in accordance with the preference of the public.

The fact this research in line with the opinion of (Clegg, 2015) which suggests that the bureaucracy as the empirical object still exists but its existence is their status as theoretic objects has changed even far from understanding first. Therefore, the agenda forward is to bring the bureaucracy to further open and close with the public. The government sued for presenting the efforts of responsive in addressing the problem of the public taking into account the orientation of the public develops. To that end, along with the changes in the demands of the public on government bureaucracy, so, the biggest challenge is the effort brought about a change for the sake of change in the government bureaucracy itself in order to support responsiveness is more oriented the interests of the public.

## CONCLUSION

The conflict area boundary affirmation affects the responsiveness of the government in the service of the public. The results showed that the local government counties and Magelang City has not been able to identify problems in the organization of public services in a comprehensive manner. Both focus more efforts on regional boundaries and dispute resolution has not been giving attention to the handling of public services in the area of dispute the assertion limits of the region. In addition, the county government and Magelang City not involving all stakeholders concerned, including elements of the community. Therefore, based on the results of the research and the discussion it can be concluded that the county government and Magelang City unresponsive in the public services in the area of the disputed boundary area seen from the tremendous potential responsiveness.

Yet, responsiveness of the local government in the public service in the area of the disputed boundary area supported by the complex problems of public services in the region of the boundary dispute facing the county government and Magelang City, making it increasingly difficult for local governments to determine the course of action in the face of a policy issues generally responsive in addition, regulatory authorities and county government and Magelang City are limited so make the settlement has not yet been optimally support the policy regulation which is more responsive to the problems of public service.

Yet, responsiveness of the local government in the public service in the area of the disputed boundary area is inhibited by the leadership of public officials who are unable to listen to the public's complaints are managed well in the management of government organizations to support the government more responsive to public issues

and public service. In addition, the public service be hampered because not prioritize wider public interest in making decisions related to the issue of public services in the region of the conflict area boundary affirmation.

### **LIMITATIONS**

The responsiveness of local governments in implementing public service area boundary disputes in the region is still low therefore to realize the public service is good then the Government District and Magelang City in order to be able to listen to the public and understanding the public issue (the listening bureaucracy).

This research is only done in the area of conflict between the regional district boundaries affirmation of county and Magelang City, so that, the data collected may vary with circumstances in the area of border conflict in Indonesia as well as in other countries, so that, needs to be done advanced research about the responsiveness of the government's case in the area of border conflict in different conditions.

### **RECOMMENDATIONS**

Potential responsiveness of local government in the public service need to be strengthened with the combined efforts collaboratively among stakeholders. The actual local government responsiveness in the public service need to be strengthened by not base their actual action sporadically and prioritize sectoral ego but rather put forward the public interest by developing listening bureaucracy, more listening and recognizing the needs and demands of an increasingly complex society.

The responsiveness of local governments in implementing public service in the area of conflicts of regional boundaries need to be strengthened with the support of authorities and regulation as well as handling the complexities of the issue together with involve many parties can support government more responsive in answering the needs and problems in the community. In addition, the need to improve the leadership of public officials and mainstreaming or the orientation of the public interest in order to make local government more responsive in the handling of public services problems for the community.

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