

Implementation of Administrative Law Principles in Public Service Delivery at the Buol Regency Library and Archives Service

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ABSTRACT

Public services at the Buol Regency Library and Archives Service (DPAD) play a crucial role in supporting the provision of information, public literacy, and the management of government archives. However, based on existing conditions, various issues remain, such as inconsistencies between service procedures and administrative law provisions, a lack of technical regulations that serve as the basis for service operations, and suboptimal transparency in providing information to the public. Limited human resources and digital infrastructure also slow down the service process, impacting the quality of service provided.

This study aims to analyze the implementation of administrative law principles in the provision of public services at the Buol Regency DPAD. The approach used is a juridical-empirical approach with qualitative descriptive methods. Data were obtained through in-depth interviews, field observations, and documentation reviews with officials, employees, and service users.

The results indicate that the application of the principle of legality is evident in policy formulation, but has not been fully implemented in technical service delivery because some procedures lack a sufficient written legal basis. The principle of accountability is implemented through performance reports and internal audits, but has not yet led to outcome-based measurement. The principle of transparency has also been implemented through public information disclosure, but this remains limited to the provision of formal information and is not yet fully accessible to the public.

Inhibiting factors include limited civil servant competence, inadequate digital infrastructure, and weak internal oversight. This study recommends the development of more comprehensive standard operating procedures (SOPs) based on the principle of legality, increasing the legal capacity of civil servants, and strengthening the digitalization of archives and services. Overall, this study confirms that strengthening the principles of administrative law is key to realizing good governance in Buol Regency.

Keywords: Administrative Law, Public Services, Principle Of Legality, Accountability, Transparency, Library and Archives Service.

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INTRODUCTION

Public service is a concrete manifestation of the state's function in serving the public and meeting the basic needs of citizens. In the context of regional government, the provision of public services is the responsibility of every regional apparatus, including the Regional Library and Archives Service (DPAD). As an institution with a strategic role in information management, literacy, and the preservation of government archives, DPAD is required to provide professional, transparent services based on public administration law. Good public service is measured not only by the satisfaction of users but also by the extent to which administrative law principles are applied in every service delivery process.

Public administration law essentially regulates the relationship between the government (state administration) and citizens in the context of the exercise of governmental power. Administrative law principles, such as legality, accountability, legal certainty, and professionalism, serve as the primary foundation for clean and responsible governance (Hadjon, 2017). Through the application of these principles, every action by administrative officials can be tested for its legality and

rationality, thereby preventing abuse of authority, maladministration, and violations of the rights of the public as recipients of public services.

In the context of Buol Regency, the Regional Library and Archives Office plays a crucial role as a provider of information services and manager of local government archives. Buol Regency, as a regency in the northern region of Central Sulawesi Province, is actively promoting bureaucratic reform based on good governance. One of the sectors focused on improvement is public services, including library services and archives management. The Buol Regency Library and Archives Office is responsible for providing inclusive access to information for the public and maintaining the integrity of archives as authentic evidence of government activities.

However, in practice, various challenges remain in the application of administrative law principles within the Buol Regency Library and Archives Office. These challenges include limited human resources with understanding of administrative law, suboptimal implementation of Standard Operating Procedures (SOPs) for public services, and weak internal oversight in the exercise of administrative authority. Furthermore, the process of digitizing archives and transforming information technology-based services is still ongoing, impacting service effectiveness and administrative accountability.

This situation demonstrates a gap between normative provisions in administrative law and empirical implementation in the field. According to Law Number 30 of 2014 concerning Government Administration, every administrative official is required to act based on the principle of legality and the general principles of good governance (AUPB). This means that every decision, policy, and action taken by the Buol Regency Library and Archives Service must have a clear legal basis, a legitimate purpose, and be carried out in a proportional, transparent, and accountable manner. Failure to properly implement these principles will result in low public trust in government services and potentially give rise to administrative disputes.

Furthermore, Law Number 25 of 2009 concerning Public Services mandates that local governments provide quality and equitable public services. Furthermore, Law Number 43 of 2007 concerning Libraries and Law Number 43 of 2009 concerning Archives mandates that library and archive management must be carried out professionally, sustainably, and ensure public access. These regulations constitute a crucial legal framework that should guide the Buol Regency Library and Archives Service in carrying out its administrative functions and public services.

The application of administrative law principles to public services within the Buol Regency Library and Archives Service is not only related to compliance with laws and regulations, but also has implications for improving service quality and the effectiveness of regional governance. The application of the principle of legality, for example, ensures that every service activity has a clear legal basis and does not conflict with applicable provisions. Meanwhile, the application of the principles of accountability and transparency is a crucial instrument for preventing maladministration and increasing public trust in government institutions.

Based on this description, it is important to conduct research on how the principles of administrative law are implemented in the provision of public services at the Buol Regency Library and Archives Service. This research will examine the extent to which these principles of administrative law have been internalized and applied in the implementation of public service functions, as well as the factors that support and hinder such implementation.

Therefore, this research is expected to contribute academically to the development of public administration law studies, while also providing practical recommendations for the Buol Regency Government in strengthening public service governance with integrity, transparency, and accountability in accordance with the principles of good governance.

Public service is a state obligation that must be implemented based on the principles of administrative law to ensure justice, legal certainty, and the protection of public rights. Modern administrative law emphasizes that government actions must be based on the principles of legality, accountability, proportionality, and legal certainty, as formulated in Law Number 30 of 2014 concerning Government Administration. According to Rahayu (2021), the application of these principles serves to ensure that every action of administrative officials has a clear legal basis and prevents maladministration that is detrimental to the public. Thus, the principles of administrative

law serve as a crucial foundation for improving the quality of public services at every level of government.

In the context of public services, the general principles of good governance (AUPB) also serve as an evaluation instrument for the performance of government agencies. Quality services must reflect transparency, effectiveness, efficiency, and responsiveness, aligned with public service standards as mandated by Law No. 25 of 2009. Research by Taufik and Irawan (2020) confirms that consistent implementation of AUPB will increase public trust and strengthen the integrity of service providers. Therefore, efforts to strengthen the implementation of administrative law principles are an integral part of bureaucratic reform and improving the quality of public services.

The Regional Library and Archives Service (DPAD), as the provider of information services and archives management, has a significant responsibility to provide professional and accountable services. Based on Law No. 43 of 2007 concerning Libraries and Law No. 43 of 2009 concerning Archives, regional governments are required to provide inclusive and accessible services while ensuring the integrity of archives as a collective memory of government. A study by Putri and Syafril (2019) shows that library and archive management based on administrative law principles contributes directly to increasing service efficiency, especially in the digitization of archives and information retrieval systems.

METHOD

This study uses a juridical-empirical approach (socio-legal research) with a qualitative descriptive nature to examine the conformity between administrative law provisions—particularly the principles of legality, accountability, and legal certainty—with the practice of public service delivery at the Buol Regency Library and Archives Service (DPAD). The study was conducted from July–September 2025 at the Buol Regency DPAD because this service has a strategic function in information and archive services and is implementing a digital-based service transformation. Data were obtained through in-depth interviews with service officials, implementing staff, and service users; field observations of the service process; and documentation studies of SOPs, policies, reports, and related regulations, including the Government Administration Law, the Public Service Law, and archival regulations. Primary and secondary data were analyzed using qualitative descriptive analysis techniques through a process of data reduction, data presentation, and drawing conclusions combined with normative analysis to assess the conformity of administrative practices with applicable legal provisions. Thus, the research results are able to provide a comprehensive picture of the implementation of administrative law principles within the Buol Regency DPAD.

FINDING AND DISCUSSION

1. Overview of the Buol Regency Library and Archives Service

The Buol Regency Library and Archives Service (DPAD) is a regional apparatus established under Regional Regulation No. 4 of 2016. This institution oversees two main areas: the Library and Archives Services, which are responsible for information services and archives management. Structurally, the DPAD is led by a head of service who oversees a secretariat and two heads of departments. In the past five years, the DPAD has implemented several innovations, such as mobile libraries, digital literacy programs, and pioneering archive digitization. However, the implementation of administrative law principles continues to face challenges, particularly regarding the legality of procedures, transparency of services, and accountability in the exercise of authority.

In research, the limit of convergent validity values is above 0.70. From the results of the first outer loading test, several invalid items were obtained, namely in the organizational culture variable, the invalid item was item BO5. In the work life balance variable, the invalid item is item KSE5. In the job satisfaction variable, all items are declared valid. For employee performance variables, the invalid item is KK4. The invalidity of some of these items is because they have an outer loading value of < 0.7 . Therefore, retesting is carried out by eliminating invalid items from each variable.

2. Implementation of the Principle of Legality in Public Service Delivery

The principle of legality is a key principle in administrative law, which emphasizes that every government action must have a valid legal basis. Based on interviews with structural officials and implementing staff, it was discovered that most service activities at the Buol Regional Revenue and Expenditure Agency (DPAD) are based on applicable regulations, such as:

- a. Law Number 43 of 2007 concerning Libraries,
- b. Law Number 43 of 2009 concerning Archives,
- c. and Buol Regent Regulation Number 15 of 2019 concerning the Provision of Regional Library and Archives Services.

However, in its implementation, the application of the principle of legality still faces several obstacles. For example, some administrative procedures do not yet have formalized written Standard Operating Procedures (SOPs). This creates variation in service delivery at the staff level, particularly in collection circulation services, archive requests, and school library development activities.

Furthermore, some implementing staff acknowledged that their understanding of the normative aspects of administrative law remains limited. Administrative decisions are often made based on work habits (administrative practice) rather than written legal norms. This situation has the potential to create inconsistencies and undermine legal certainty for service users.

Nevertheless, in several strategic activities, such as establishing archive management policies, the application of the principle of legality has been quite effective. Every substantive decision always undergoes staff review and legal considerations from the administration department. This step demonstrates institutional awareness of the importance of the legality of administrative actions, although improvements are still needed at the technical level.

Normatively, this situation aligns with Ridwan HR's (2018) view, which emphasizes that the principle of legality requires not only a legal basis but also consistency in implementation. Therefore, the Buol Regional Revenue and Expenditure Agency (DPAD) needs to strengthen legal guidance for its staff so that the implementation of every administrative decision is always based on valid, written norms.

3. Implementation of the Principle of Accountability in Public Services

The principle of accountability implies that every government administrative action must be legally, morally, and administratively accountable. Based on observations and interviews, the Buol Regency Regional Revenue and Expenditure Agency (DPAD) has implemented several accountability mechanisms through reporting and performance evaluation instruments, including:

- a. Compiling an annual Government Agency Performance Accountability Report (LAKIP);
- b. Implementing an internal oversight system through the Regional Inspectorate;
- c. Implementing the Integrated Dynamic Archiving Information System (SIKDI) as a document tracking tool;
- d. Public involvement through suggestion boxes and library user satisfaction surveys.

However, the implementation of accountability at the operational level is still suboptimal. Based on field findings, the individual performance evaluation system is not entirely output-based, but is still dominated by administrative reports. Furthermore, the existing public complaints mechanism has not been optimally utilized because some members of the public are unaware of the procedures for submitting complaints or complaints. From a public administration law perspective, accountability is an instrument to prevent abuse of authority (*detournement de pouvoir*), as stipulated in Articles 17 and 18 of Law No. 30 of 2014 concerning Government Administration. Therefore, strengthening the accountability system at the Buol Regional Revenue and Expenditure Agency (DPAD) is not only crucial for administrative compliance but also serves as a means of fulfilling the legal responsibilities of every government official.

A positive step taken by the Buol DPAD is the annual internal audit of archives management and library services. This audit is conducted in collaboration with the Regional Inspectorate and produces recommendations for improving service effectiveness. Although implementation is still limited, this practice demonstrates an institutional commitment to the principle of accountability.

4. Implementation of the Principle of Transparency in Public Services

The principle of transparency relates to the openness of information and easy public access to public service policies and procedures. Pursuant to Law Number 14 of 2008 concerning Public Information Disclosure, the Regional Revenue and Expenditure Agency (DPAD), as a public body, is obligated to provide information that is easily accessible to the public.

Observations indicate that the Buol Regency DPAD has implemented the principle of transparency through various means, including:

- a. Installing service information boards listing service types, times, and fees (free);
- b. Publicizing service activities and programs through the Buol DPAD's official social media channels;
- c. Providing public information services through the Assistant Information and Documentation Management Officer (PPID).

However, this information disclosure is not yet fully interactive and does not utilize digital technology optimally. The public still has difficulty accessing archived data and service information online due to limited infrastructure and competent human resources in information technology management. Furthermore, not all public administration data is published regularly, so some processes still rely on manual requests from the public.

These limitations indicate that the implementation of the transparency principle remains formal and not yet substantive. According to Hadjon (2017), transparency is not enough to be achieved only through the publication of information; it must also guarantee the right to know and the right to be informed for citizens. Therefore, the Buol Regional People's Representative Council (DPAD) needs to strengthen the function of the assistant PPID, expand the publication of service data, and develop an online service system to ensure effective and sustainable transparency.

5. Inhibiting and Supporting Factors

- a. Inhibiting Factors
 1. Limited Human Resources – Some employees do not yet fully understand the concepts of administrative law and the AUPB.
 2. Lack of Digital Infrastructure – Many archiving and service systems are still manual.
 3. Weak Internal Oversight – Performance evaluation processes are more administrative than substantive.
 4. Traditional Bureaucratic Culture – Decisions are often made based on custom rather than formal legal provisions.
- b. Supporting Factors
 1. Regional Regulatory Support. Availability of Regent Regulations and Regional Regulations governing the authority of the Regional Revenue and Expenditure Agency (DPAD).
 2. Leadership Commitment. Agency heads have a vision of bureaucratic reform based on good governance.
 3. Community Participation. Increased public interest in digital library and archive services.
 4. Inter-Agency Cooperation. Collaboration with the Regional Inspectorate and the Communication and Information Agency in the supervision and digitization of archives.

6. Normative Analysis and Legal Implications

Based on the research findings, the implementation of administrative law principles in the Buol Regency Regional Revenue and Expenditure Agency (DPAD) has shown significant progress, although various challenges remain. In general, the principle of legality has been applied in policy formulation, but needs to be strengthened in technical implementation. The principle of accountability has begun to be institutionalized through reporting systems and internal audits, but is not yet fully performance-based. Meanwhile, the principle of transparency has been realized through information disclosure, but does not yet fully guarantee broad public access.

In relation to the provisions of Law Number 30 of 2014 concerning Government Administration, the results of this study confirm that the Buol DPAD is in a transitional stage toward implementing good governance. Efforts to improve institutions, digitize archives, and

increase the capacity of civil servants are important steps to strengthen legal certainty, service efficiency, and public trust in local government.

Thus, this study confirms that the effective implementation of administrative law principles depends heavily on a combination of institutional commitment, legal understanding of civil servants, and adequate supporting infrastructure. The implementation of strong administrative law principles will be an important foundation in realizing public services with integrity, transparency, and accountability in Buol Regency.

CONCLUSIONS

Based on the research results and discussion, it can be concluded that the implementation of administrative law principles at the Buol Regency Library and Archives Service has been ongoing, but not yet optimal. The principle of legality has a clear legal basis, but its implementation is still hampered by incomplete Standard Operating Procedures (SOPs) and limited understanding of administrative law provisions among officials. The principle of accountability is implemented through the LAKIP (Accounting Information System), internal audits, and a monitoring system, but performance assessments remain administrative in nature, and the complaint mechanism has not been fully utilized. The principle of transparency has been realized through information boards, the Public Information and Communications Information Board (PPID), and social media publications, but is not yet fully supported by an adequate digital system. Supporting factors for implementation include leadership commitment and support from regional regulations, while obstacles include limited human resources, minimal digital infrastructure, and a traditional bureaucratic culture.

Based on these findings, it is recommended that the Buol Regency Regional Revenue and Expenditure Agency (DPAD) strengthen the legal understanding of officials through regular training, completing and updating all service SOPs, and improving performance-based accountability. Optimizing transparency through service digitization, strengthening the PPID function, and expanding access to public information is also necessary. The local government is expected to support the development of technological infrastructure and increased substantive oversight through performance audits. In addition, public participation needs to be expanded through digital surveys and more accessible complaint mechanisms to support more accountable, transparent public services that align with the principles of good governance.

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