OPEN ACCESS
Islamic Research, Pages 146 – 152, Vol. 7, No. 2, 2024
DOI: 10.47076/jkpis.v7i2.338
E-ISSN: 2654-3974
www.islamicresearch.id

ISLAMICRESEARCH
The International Journal of Islamic Civilization Studies

Research Article

Public Service Governance and Accountability: a Reform

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ARTICLE INFO

Keywords
Governance, public service accountability, reform

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Article History
Received 31 July 2024
Accepted 19 October 2024
Published online 01 November 2024

ABSTRACT

The research aims to describe the governance and accountability of public services during a reform by taking the research object in Indonesia. The research uses qualitative methods which help describe and understand the substance of an event by strengthening it through phenomenological methods to analyze the same symptoms with different views and a historical approach based on sources of knowledge that occurred in the past. Sources of data from several literature include the Al-Qur'an, al-Hadith, books and journals that are relevant to the research. The data analysis technique uses triangulation as a strategy used to validate data from data sources and themes in a coherent manner. The results of this research recommend that the discussion of public services be related to public services, the public sector and service provision or service delivery which refers to activities and services carried out to meet the needs of the general public. Implementation of service duties and supervision of public services through the system implemented by the state results in poor public services to the community. In an Islamic perspective, the actualization of the application of the Islamic system in aspects of public services will create a bureaucracy that is simple, easy and efficient, responds quickly with the ability and capability to handle people's affairs. Likewise, fulfilling other public needs such as education, health and so on comes from efficient and effective management of natural resources. It is this reform that will ensure the true welfare of society.

1. INTRODUCTION

Discussion of public services is related to public services, the public sector and the provision of services or services delivery which refers to activities and services carried out in government capacity for the domain of meeting the needs of the general public. (Shittu, 2020)While the public sector is an entity whose activities are related to business to produce public goods and services in order to fulfill public needs and rights (Yuesti, Dewi, and Pramesti, 2020)and service delivery is the process by which a company delivers services to customers quickly and precisely.(Kasmir, 2018) Meanwhile, public service (Ramadhan, 2024) is the provision of public services that have an interest in the organization in accordance with the basic rules and procedures that have been determined. in nine public services including education services, health, social assistance services, police services, population administration, state financial transaction services, government administration, data exchange, as well as public service portals where the results of the Populi Center survey were conducted on 1,200 respondents aged 17 years and over stated that the main problems with public services were 11.4% complicated requirements, 11.3% related to slow service, 9.7% lack of transparency, 9.3% complicated bureaucracy, 8.6% inadequate facilities and infrastructure, expensive costs 8.4%, inappropriate services 6.2%, illegal levies 4.8%, unclear procedures 3.8%, unresponsiveness to complaints (3.6%), low quality/competence of human resources (3%), and less friendly service behavior (2.7%), as well as the Ombudsman's score on four dimensions including the dimensions of input, process, output, and complaints with the assessment results there are still around 10.92% or 64 public services with low quality at the ministry, agency and

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regional government levels.(Budiawan, Sahadi, and Sunarti, 2021) Accumulated report card scores with a high level of compliance/green zone with a value of 80-100, medium compliance/green zone with a value of 50-80 and low compliance/red zone with a value of 0-50 (Ombudsman, 2021) which cumulatively are still in in the low compliance range/red zone.

Improving the quality of public services is a very fundamental issue because society's demands are increasingly high, while service practices have not undergone significant transformation, society continues to demand quality public services from the government as a public service facilitator who is obliged to provide the best services to fulfill society's needs maximally (Al-Farizi and Nuswardani, 2023) which relates to the governance of government agencies, both central and regional as well as state business entities, aimed at facilitating the fulfillment of people's rights as citizens.(Izzati, 2020) Efforts to realize clean government administration, including the delivery of public services, require fundamental elements which include professionalism and accountability from public service providers (Martini, Pambudi, and Mubarok, 2019). Neglecting professionalism in carrying out the duties and functions of government organizations will have an impact on reducing the quality of government administration and public services that are good, fair and inclusive, not just matching skills with assignments and being able to translate the aspirations and needs of the community into activities and service programs (Insani, 2020). The public as users of public services certainly expects to receive services that are easy, fast, precise and free from corruption, collusion and nepotism(Martini et al., 2019). Public services are becoming increasingly important because demands for the quality of governance are deemed urgent to be tidied up or retranslated into state travel components to provide certainty in the relationship between the community and service providers in realizing better governance when the euphoric demands for reform are rolling in and strengthening. the dynamics of change in the transparency aspect continues to grow and develop rapidly(Winarno and Retnowati, 2019)

Reform is a rearrangement of the government administration system carried out by government officials, both at the local and national government levels. (Budiawan et al., 2021)These findings are based on survey results from Good News from Indonesia (GNFI) together with the Indonesian Public Opinion Study and Discussion Group (KedaiKOPI) survey institute which states that 19.8% of corruption is the main problem that must be resolved in Indonesia, 14.1% stated that the prices of basic necessities are low. Increased 11.6% stated that the stable economic crisis was Indonesia's main problem, while the other percentage was spread over unemployment, government policies that were not pro-people, unfair law enforcement and even poverty (Kopi, 2023)

Supervision is an action carried out in a matter which aims to ensure that what is the object of supervision goes as it should so that there is no "detournement de pouvoir" which is detrimental to all parties. Public service is an activity or interaction between society and the government or bureaucracy. Good public services will form good government "good governance". An interesting thing relates to the effectiveness of supervision of public services carried out by the Ombudsman whose function is to supervise the implementation of Public Services organized by State and Government Administrators, both Central and Regional, including those organized by State-Owned Enterprises as well as private entities or individuals who are given the task of providing certain public services. However, not all reports submitted to the Indonesian Ombudsman's desk can be resolved. The Ombudsman still has limitations, one of which is that the public report cannot be continued if the results of the substantive examination show that the ombudsman does not have the authority to continue the examination.(Ishak, Dama, and Asi, 2022) This reality makes systemic change opinions an alternative for the government and society with a system change that can guarantee the arrival of comprehensive solutions. (Susetyo, Ikram, and Damayantie, 2022). This study examines comprehensive reform for solution changes towards systemic improvements in an Islamic perspective. This study examines comprehensive reforms for solution changes towards systemic improvements from an Islamic perspective and tries to explore the supervision of public services in the government bureaucracy by applying Islamic principles in carrying out the main duties and functions of each employee. Apart from that, this research tries to explore more deeply the values adopted from an Islamic perspective based on the direct experience of supervisors in the government bureaucracy. Supervision carried out by the government based on positive law will be different from a supervision system based on Islamic ethics, so this research explores the efficiency, effectiveness and ethics of the two systems. With this phenomenological approach, not many researchers have discussed the application of Islamic principles in supervision used in government bureaucracy, especially in Indonesia. It is hoped that this approach can provide a view to the public regarding a service monitoring system based on Islamic principles that is more transparent, fair and responsible in the context of a modern, government based on digitalization.

2. RESEARCH METHODS

Research uses qualitative methods (Creswell, 2019)Qualitative research is a type of research that explores and understands the meaning in a number of individuals or groups of people originating from social problems with reinforcement through phenomenological methods to understand the same symptoms with different views as well as a historical approach to studying knowledge about what happened in the past. Data sources come from several literatures including the Al-Qur'an, al-Hadith, and documents relevant to the research including interviews with resource persons, journals and books. The data analysis technique uses source triangulation (Sugiyono, 2016) to test the credibility of the data by checking the data that has been obtained through several sources.

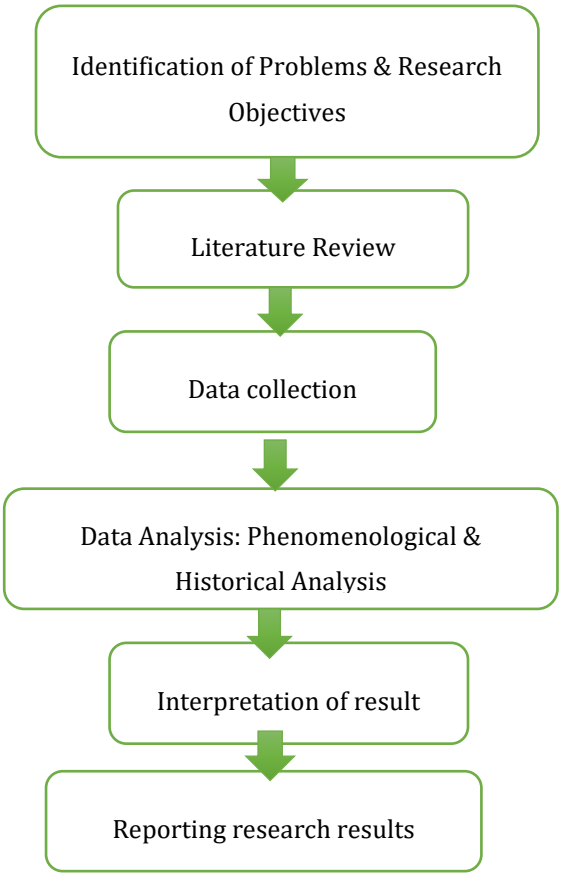


Figure 1. Research Flow

3. RESULTS AND DISCUSSIONS

3.1. Phenomenological Approach

The low quality of public services in Indonesia has long been a complaint of the public which is characterized by the complexity and high price of services and the difficulty of gaining access to public services, including due to information accessibility and non-transparency (Fakih, 2021), accountability factors for acting as the person in charge and responsible for all actions and policies he determines,(Ramadhan, 2024) the application of ethics in bureaucratic awareness placing oneself as an actor who prioritizes public interests such as the quality of public services that are complicated and ineffective(Dewi, Sobri, and Saadah, 2023), aspects of human resources that the qualifications of existing employees are not in accordance with organizational needs, organizational culture in sustainable public services and the like.(Ishak, 2022; Abbas and Sadat, 2020)

Public sector organizations are service sectors that provide goods or services to the community with funding sources coming from taxes and other state revenues aimed at meeting needs and welfare in accordance with provisions or regulations(Nurhidayati, 2018). The quality of public services based on research studies and facts in the field illustrates the decline of public sector organizations, both individuals and systems. In public health services such as community health centers which have more people than hospitals, there are more non-inpatients than inpatients, the health services closest to the community, BPJS facilities still find complaints from the public (Putranto, 2023; Arsyad, 2020). In economic aspects, such as village funds as a stimulus for the poor, there is still misuse of village budgets that are not in accordance with their intended use, weak law enforcement and low capacity of village officials and a number of other weaknesses in public services (Mahriadi et al., 2021) where the facts revealed are like the

iceberg phenomenon, only a few are visible and most of them sink without being followed up (Budiawan et al., 2021; Agostino, Saliterer, and Steccolini, 2022)

The Indonesian Ombudsman in his duties supervises public services in 2024 with budget facilities disbursed by the government with an indicative ceiling of IDR 248,841,107,000 while proposing an additional budget of IDR 201.72 billion for the 2025 budget year (Kasmir, 2018; Yigitcanlar et al., 2022). This is certainly a very large amount of money considering that the current economic condition of society is not good. There are a number of socio-economic problems in Indonesia that need to be addressed immediately in the Populix report entitled Expectation of Young Voters in the 2024 Indonesian Presidential Election January 2024 edition.(Muhamad, 2024) Corruption was assessed by 76% of respondents as the highest to be resolved, poverty 73%, unemployment 68 %, education 64%, health (57%), humanity (53%), environment 47%, crime and violence levels 47%, and the level of inequality between social classes 43%. In fact, the essence of public service is the provision of satisfactory services to the general public (society) as an embodiment of the obligations of government officials as state servants and community servants, (Nurhidayati, 2018) while the level of effectiveness in public services (Krisdayanti, 2022) is a relationship between performance and goals, measures of how well an organization's performance levels, policies, and procedures are being achieved. This is related to the level of success of public sector operations and is said to be beneficial when activities have a significant impact on the ability to provide public services (Ramadhan, 2024).

The description above is a deep thought for all parties, including academics, with the contradictory situation between the large budget for monitoring public services and the problems of public services which continue to increase with an alternative review from the religious aspect as a standard for human life, namely Islamic laws that are coherent with the problems with exposure to a historical approach.

3.2. Historical Approach

In an Islamic perspective, a ruler must build a country as a "ri'aayah state" (protective state), the ruler looks after and helps his people and has a role like a shepherd (raa'in). Rasulullah saw said "The Imam is the guardian and he is responsible for his people (HR al-Bukhari)" with the means and methods to carry out his duties and the Islamic Daulah has an administrative structure and directors for each field that handles community service issues (Abdullah, 2023) which administration is universal, it can be taken from any nation.

Rasulullah SAW as head of state and government appointed governors (wali), regents/mayors (amil), secretaries and writers, directors and heads of departments who were responsible for community services and the benefit of the state, Baitul Mal managers, and other officials. These officials are selected from individuals who have extraordinary ability, faith and professionalism. Some of them even went through a fit and proper test carried out by the Prophet Muhammad himself. Furthermore, reporting on tasks becomes their obligation and supervision by someone assigned by the Prophet Muhammad (Fuad, 2018) so that public services are guaranteed by the state and financed by the state treasury by employing people to take care of various areas of public affairs and provide public services, such as health, education and administrative, as well as services needed to improve general welfare (Rudianto, 2021). Promoting general welfare, including health and education is the goal of the state, according to the State Constitution, if the people have to pay for what the state must do and even be punished, this seems like a strange logic (Rahman, 2020) which is usually found in Capitalist systems, the people are required to pay contributions for get health insurance.

In the Islamic system, people receive health insurance from the government for free without forcing people to pay. In Sahih Muslim there is a hadith from Jabir bin Abdillah ra. who said: Rasulullah saw. once sent a doctor to Ubay bin Kaab (who was sick) (HR Muslim) because security, education and health were the main needs of society which were guaranteed to be fulfilled without distinction of race or religion of its citizens while the budget for these was very adequate in Islamic law. This is not the same as our current situation, the state does not have sufficient funds to provide public services because most of the state's wealth is handed over to private companies, both local and international (Rahman, 2020), which is often referred to as a sharia-obligatory public subsidy. (Sigit, 2022) by taking direct funding sources from Baitul Maal or APBN. One source of the Islamic APBN comes from publicly owned natural resources such as oil and gas, minerals, gold, and others. These natural resources must be managed by the State and it is haram to be handed over to the private sector, especially infidel foreign private companies (Sholahuddin, 2022).

Basically, public services are covered by state institutions or the Caliphate led by the Caliph who looks after the needs of all its citizens, both Muslims and non-Muslims, ensuring they receive food, shelter, health and education as a general obligation or fardhu kifayah (Amin, 2020) . Implementation of public services in accordance with Islamic sharia will produce good and honorable health services; highly values a patient's life; prioritize service, not income; and patients and their families will be happy and happy when they return home so that a generation will emerge that has an Islamic personality, who masters science and is skilled in the sciences of life to meet their living needs.

Service to education in Islam will give birth to generations who will become leaders of families, communities and countries. Everyone is prepared to be a leader for god-fearing people throughout society, so there will be no moral crisis or crisis of potential leaders. Apart from that, Islamic educational institutions will produce competent scholars and faqîh fi ad-dîn scholars (Rachmayanti, 2019) which will be the golden age of Islam with abundant natural resources and no taxes (Amhar, 2021).

In the administrative aspect, the Islamic State has established three policy pillars. First, simple, easy and efficient bureaucracy will definitely speed up procedures for handling matters or interests. Second, fast response so that people who have affairs and interests will find it easier to resolve their life problems if they are handled quickly. Third, the abilities and capabilities of those who handle people's affairs. To ensure that people's affairs services achieve perfect results, it is very important that they have the capacity to handle people's problems and interests. This will encourage Islamic State employees to work very efficiently, quickly, deftly and agilely. All problems and interests of residents are resolved quickly and efficiently (Syams, 2018). (Abdullah, 2023) explains the peculiarities of the administration system in the Islamic Daulah, including; 1) Ease of an administrative system that is far from problems, 2) Capacity or ability of the individual responsible for managing various administrative tasks so that the process runs smoothly, 3) Completing transactions immediately so that people can make transactions more easily. It is the state's responsibility to look after its people. 4) The management system is not centralized. This exists in every small town or big city, so that these cities can handle their own muamalah administration problems without having to contact the state capital, along with the development and perfection of the means of life, administration also develops and perfects, 5) Modern structures are used in all directorates current that helps with the accuracy and speed of various tasks. This is the way each directorate in the country carries out its activities, 6) Supervision carried out by the implementing agency, such as the caliph, the mu'awin (assistant caliph) and the guardian (governor), of the administrative apparatus is general, not technical and specific, and 7) the people responsible for administration must be trustworthy, sincere, devoted to Allah, and capable. For each agency level in the administrative structure, a general director is appointed for each department. The general director has direct authority to manage departments as well as supervise and supervise directors in the departments and units of each department. For each unit and department, a mudîr (director) is appointed who is responsible for organizing and controlling the agency. All administrative affairs of the organization are supervised by the general director. Directors are accountable to officials in departments, departments and units, who have the highest leadership hierarchy. These directors are responsible to the guardian (regional head) if this is related to their duties and work (An-Nawy, 2018).

As employees, they are assigned to serve public affairs in accordance with their duties and functions in each department, office and unit. They are not burdened or asked to do work outside of the tasks stipulated in their aqad ijarah. In terms of them as people, the Khilafah state will serve and treat them until their rights are fully fulfilled. Employees of the administrative structure work with trust and maximum compliance with the above rules. Therefore, from employee recruitment to description and division of tasks, rights and obligations are clearly described. The Khilafah protects and fulfills the rights of their workers. As a result, all services for people's affairs and interests can be carried out quickly, with perfect results and easily fulfilling every public need. Therefore, if Islam is applied in these various fields, it will result in good public services and prosperity. It will become easier for families and communities to meet their basic needs. The state must be responsible for meeting all the needs of its citizens, including those who are unable and unrelated. Islamic economics produces a fair distribution of wealth, prevention of fraud and greed, independence and sovereignty of the people, and prosperous public services that are not monopolized by other parties. (Rachmayanti, 2019). This is a reform that will produce goodness in every aspect comprehensively without giving excess to other aspects so that optimization of public services can be realized (Amhar, F., Puri, A., & Ardiansyah, 2018).

4. CONCLUSION

Discussion of public services is related to public services, the public sector and the provision of services or service delivery which refers to activities and services carried out in the capacity of government for the domain of meeting the needs of the general public.(Akhtari, Moreira, and Trucco 2022) (A. K. Shittu 2020)(Afeez Kolawole Shittu 2020)Implementation of service duties and supervision of public services through the system implemented by the state results in poor public services to the community. (Al-Farizi and Nuswardani 2023)Through an Islamic perspective, the actualization of the application of the Islamic system in aspects of public services will create a bureaucracy that is simple, easy and efficient, responds quickly with the ability and capability to handle people's affairs.(Anwari and Billah 2021) Likewise, fulfilling other public needs such as education, health and so on comes from

resource management. efficient and effective natural power.(Arsyad 2020) It is this reform that will ensure the true welfare of society. Moreover, in public services there needs to be motivation from each individual or employee in the government bureaucracy. (Agostino et al. 2022)(Yigitcanlar et al. 2022) This motivation is an individual's disposition to respond to the underlying factors in providing public services to the community. (Hameduddin and Engbers 2022)Motivation in providing services is closely related to leadership, which is one of the debates that a person's motivation is intervened by leadership. (Agostino et al. 2022)So it is very important to develop this motivation to advance public services in the era of digitalization. Moreover, it is linked to improving public services with leadership taught in Islam.(Hamidi, Widianingsih, and Nurasa n.d.)

ACKNOWLEDGEMENT

We would like to express our deepest gratitude to all parties who have assisted in this research. In particular, we would like to thank the entire research team for their invaluable support during this research process.

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