

**DESENTRALISASI EKONOMI DAN PELAYANAN PUBLIK:
STUDI DI KABUPATEN/KOTA JAWA TIMUR
PERIODE 2000–2004**

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***Abstract:** One purpose of law on regional autonomy and law on fiscal balance between central and regional government is to improve the quality of the public service delivered at the districts and municipalities. This descriptive study in 32 districts and municipalities in East Java Province during the period of 2000–2004 is to see whether the specific purpose of those two laws has already been achieved. The study found that although there are increases in local revenues and the amount of balance budget allocated by the central government to the government of district and municipality in East Java Province in the period of 2000–2004, the increases in the quality of public service delivered is not as expected yet. There is still no specific law that regulates public service and also the absence of public evaluation standard for the service delivered observed from the receiver's point of view. Thus, the effort of East Java Province in issuing regional decree No.11/2005 on public service should be responded by the central government by issuing also a law on public service. The indicator of successful public service could be done by using the public balanced scorecard and the public services value chain analysis.*

***Keywords:** Economic decentralization, regional autonomy, public service.*