Implementation of Public Service in Makassar, Indonesia

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Abstract—Quality and appropriate public services have been the demands of society together with the development of public awareness. This research was focusing on quality of public service policy based the reinventing government aspects. This study compares the perception of the government as a service provider with the community as a party served. Research on public services in Makassar using qualitative descriptive study approach explicative phenomenon. The primary data a obtained from interviews with as the key person to obtain the necessary data. This research involves ten informants that represented the government and the community of Makassar City. The results of the qualitative study indicate that the role of the government as a catalyst is considered reasonable by the community, namely the evidence of community involvement in various programs of Makassar City government. Empowerment of community appears on the dissemination of information about the service standards. Competition of service with private institutions is evidenced by the realization of the environment and efficient service facilities. Service activity by the rules manifests with Management of services by combining service space in one region. Achievement of performance as a target Makassar Government by providing opportunities for self-development of the apparatus to be able to provide excellent service.

IndexTerms—Public policy, public services, community.

I. INTRODUCTION

Public service conditions in Indonesia are still considered inadequate by the user community. Various complaints from the public about government-run public services are still often heard. Indeed, the government has made efforts to improve public services through a variety of policies in the field of public service. It appears that the real activity regulation improvement efforts and provide public services still have to be done primarily on remediation efforts that are implementable. Moreover, responding to the challenge, then the various efforts to improve public service delivery policy regulations absolute implemented, to assist government agencies in the public service providers improve service performance. Some of the benefits of regulatory policies on, among others, is to provide certainty and assurance to the public that they will get quality service and accountability[1].

As the public demands to governments to implement good governance in line with the increase of the civilization and globalization. Good governance as a translator concrete democracy necessitates their civic culture as a crutch sustainability democracy, contains two meanings: (1) the values that uphold the desire / will of the people, the values of which can improve the ability to achieve emotional independence, sustainable development and justice social, (2) the functional aspects of effective governance and efficient in the execution of their duties to meet the objectives mentioned above [2].

Cases that occurred in the city of Makassar show public service policies still need to be improved. The emergence of public policy, this along with the many problems of dissatisfaction and complaints on various issues and conflicts are not handled better public services have lately become a central issue has forced both state institutions and society to regulate back in its implementation. Although the provision of public services is still an obligation that must be carried out by the government as state officials. However, the duty to provide such services is still not able to give satisfaction to the user community. Therefore, the involvement of community participation in the regulation of public services to be conducted, to be held according to the agreement and the expectations of the parties.

A review of the quality of services by the government using the Reinventing Government Osborne and Gaebler theories. In this concept there are ten aspects of service development, namely: catalyst government, directing rather than pedaling, community empowerment, creating competition in service, activity for achievement of rule, oriented on performance, fulfillment of society requirement, achieving efficiency in service, anticipative government will waste cost in service, Development team working in service and focus on market needs,[3],[4]. This research focusing on quality of public service policy based the reinventing government aspects. This study compares the perception of the government as a service provider with the community as a party served.

II. RESEARCH METHOD

Research on public services in Makassar using qualitative descriptive study approach explicative phenomenon. The primary data obtained from interviews with as the key person to obtain the necessary data. This research involves ten informants that represented the government and the community of Makassar City. Five people come from the Office of Licensing, Spatial Planning Department, Sanitation Office, Social Service Office and MarisoSub District Office. Five informants came from the public from the Non-Government Organization. The data collection used in the framework of the research is as the following: 1) in-depth
interviews, is to do an interview with the informant directly involved and examine the implementation of the policy. 2) direct observation, the researchers went to the field and to directly observe the implementation of such a policy. Analysis of the data used is the taxonomic analysis that forms a more detailed analysis and in-depth discuss a theme or subject matter.

III. RESULT

The Government Serves as a catalyst

The results of interviews with five government officials who responsible for community service illustrate that community service as a part of development involves the community. Examples of community involvement are the utilization of community resources in the maintenance of facilities Makassar City. The Lorong Garden Program that has been implemented since 2015 can be satisfied with the support of the community. Community participation in the maintenance of parks and the provision of space for the park is very high. The evidence was regarding the role of government as a catalyst.

The results of interviews with the community illustrate that community involvement is achieved because the government apparatus directly motivates the settlements to participate in maintaining the municipal facilities. The community is involved in the government program with the consideration that the program is prepared by the public interest.

Community Empowerment in Service Delivery

The results of interviews with government apparatus show that the empowerment of society in service. Licensing service that requires the completeness of the file by the public, the requirement is socialized through community leaders. The involvement of community leaders is a form of empowerment. Public perceptions of empowerment work well. People understand the standard of service so that it directly complements the rules.

The Government Must Create Competition In Every Department

The government always creates excellent service quality equal to the services of private parties. Private institutions provide convenient room service facilities with proper service standards. Some government service offices are well laidout, so the parties are comfortable. Public perceptions of the quality of government services are low compared with the services of private agencies. The fact of the low quality of service is the apparatus that is not responsive or not to the needs of the community.

The Government Must Engage In The Implementation Of The Regulation

The government regulation on public service in Government Regulation No. 96 of 2012 on public service stipulates that the service of the society must be carried out in an integrated way which integrates the service into one process. It aims to provide convenience in service. Management services by combining the service space in a region called the Joint Office of Makassar City. The public perception of the application of one roof service rule is still low. Field facts indicate service times that are not by procedural operating standards. Low service facilities and low work motivation of the government apparatus cause the service to be rated slow by the community.

Governments Should Be Oriented Towards Good Performance

Good government performance can be achieved with right working conditions. Working conditions in the Makassar City government organization is to provide career development opportunities. Various technical training that is useful in improving the quality of service proved to improve the ability of officials in the provision of services. The application of disciplinary rules about working hours is also a performance-oriented effort. For those officers who do not show discipline, they are subject to sanctions.

The community considered that the government of Makassar City showed a good performance in the service. Information on service standards that should be prepared by the community to receive services quickly and precisely. Such information can be obtained through the nearest service office with private residents or through the Makassar City government website.

Implementation of quality public services is an obligation that must be done by each organizing country. It is even said that one measure of the success of the country can be seen from the quality of public services provided [5]. Therefore, the efforts to hold the government of Makassar is improving quality public services and justice continue to be done through a variety of regulatory policy in the field of public service. Paradigm developed services shifted from a service-oriented distributive justice that leads to justice commutative services, services performed more democratic and oriented to the interests of the parties, namely service providers and users of public services. Operationally regulation of public services in the city of Makassar carried out by the Office of Integrated Services for the duties and functions assigned by the Mayor Regulation. Implementation of one-stop service is based on the consideration of Instruction President of the Republic of Indonesia Number I of 1995 concerning the repair and improvement of Service Quality Reform Community, and other considerations. The service was according to the community demands the addition of several units, public services that can not be delayed any longer, Integrated Services Office as an institution supporting and implementing elements of the regulation of public services in the city of Makassar led by a head office and is responsible to the government through the Regional Secretary, and perform the duties of principal (1) Implement partial domestic affairs in the field of integrated services, (2) Carry out the duties deconcentration and assistance in the field of integrated services provided regiment. (3) Coordinate with relevant agencies in the field of licensing, non-licensing and public complaints. A shared commitment can be fostered with the exclusion of interest and ego official agencies in the community. The setting of public service that is built with a jointcommittee will produce policies and rules that reflect the morality of cooperation. The behavior of public service providers and the community of users of public services will be subject to the principles and policies that have been agreed[3]. A summary of government perceptions and community perceptions is described in Table 1.
Table 1. Quality of Public Service in Makassar City

<table>
<thead>
<tr>
<th>Focus</th>
<th>Government Perception</th>
<th>Community Perception</th>
</tr>
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<tbody>
<tr>
<td>The role of catalyst in public service</td>
<td>The Lorong Garden program that has been implemented since 2015 can be satisfied with the support of the community. Community participation in the maintenance of parks and the provision of space for the park is very high.</td>
<td>The involvement of the community is achieved because the government apparatuses directly motivate the settlements to participate in maintaining the municipal facilities</td>
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<td>Community empowerment</td>
<td>Licensing service that requires the completeness of the file by the public, the requirement is socialized through community leaders.</td>
<td>The community understands the service standard, and they will complement the rules.</td>
</tr>
<tr>
<td>Creating competition in service</td>
<td>The effort of service quality equivalent to the services of private parties</td>
<td>Many facts of the low quality of service is the apparatus that is not responsive or not by the needs of the community</td>
</tr>
<tr>
<td>Attempt to apply rules</td>
<td>Management of services by combining service space in one region</td>
<td>Service time was not by standard operational procedures</td>
</tr>
<tr>
<td>Orientation on achievement of good</td>
<td>The achievement of performance by making working environment</td>
<td>Clarity Information services through the nearest service office with residents or through the website</td>
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<td>performance</td>
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Meanwhile, regulatory mechanisms and public service delivery can be expected if it will work in a situation of mutual control between the organizers and members of the community public service users. Through this mechanism will create equitable services and improve the position of citizens, not only as users of services but also as a party that would better bargaining position (bargain) better to get better services. Shared responsibility developed through community participation with the models mentioned above can also be expected to stimulate public service to design and expand the competence of the apparatus to be always able to carry out tasks with better service.

**IV. CONCLUSIONS**

The results of the qualitative study indicate that the role of the government as a catalyst is considered reasonable by the community, namely the evidence of community involvement in various programs of Makassar City government. Empowerment of community appears on the dissemination of information about the service standards. Competition of service with private institutions is evidenced by the realization of the environment and efficient service facilities. Service activity by the rules manifests with Management of services by combining service space in one region.

Achievement of performance as a target government of Makassar City by providing opportunities for self-development of the apparatus to be able to provide excellent service.

**REFERENCES**


