

The Role of the Government in Supporting the Duties of Local Governments in Makassar City

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ABSTRACT: The role of the government in assisting the implementation of local government, this study uses a qualitative evaluative research design with a descriptive approach. The research design chose with consideration for evaluating the application of Regional Regulation No. 23 of 2014 concerning the Regional Government. The State of Indonesia has regulated the maximization of public services through Law Number 25 of 2009 concerning Public Services. The community empowerment approach undoubtedly expected to provide a role for individuals not as objects but as actors or actors who determine their own lives. The purpose of excellent service is to provide services to meet and satisfy the community and provide a focus of service to customers. The approach of community empowerment centered on humans by underlying the insight of local resource management, a planning mechanism that emphasizes social learning technology and program formulation strategies, the standard component of public services designed to provide the broadest possible access to information to the public so that the public facilitated to reach essential services that lead to the welfare of the community.

Index Terms: Role Government, Regional autonomy, Bureaucracy, Makassar City, Indonesia

INTRODUCTION

Development is the goal of the Indonesian people to realize a just and prosperous society based on the 1945 Constitution. Social development, including all aspects of human life, is carried out in an integrated and sustainable manner and comprehensively throughout the country. So that national development is in line with the target, its implementation is directed to the regions to regulate and manage their development activities. Regional development is an integral part of national development covering all aspects of community life, of course, requires the organization of governments that can keep up with the times. The implementation of construction intended for the prosperity of the people, the application is carried out thoroughly to the regions following the conditions of their respective areas that the state provides the opportunity and flexibility for the regions to carry out autonomy.

Regional autonomy in Indonesia through Law No. 23 of 2014 concerning Regional Government, expressly guarantees broad freedom to each region in the territory of Indonesia specifically for the regency and city. Directly provide opportunities for local governments and stakeholders to improve work professionalism, creativity, and quality of government and expected to enhance the dignity and welfare and welfare of the community. Makassar City government bureaucracy has the primary duties as public service, community empowerment, and development. Carrying out the task of the Makassar City Government is required to be able to take strategic steps in the process of creating community welfare. The welfare of the community indeed becomes the primary yardstick to assess the success of the government.

The Makassar City government has the authority in terms of carrying out tasks in the field of government administration. Still, in implementation in the community, it often found that the actions of the government employee are not by the mandate of Law Number 23 of 2014 concerning the Regional Government. The level of discipline of Civil Servants in Makassar City is still a lousy problem. The poor behavior of human resources in the Makassar City government dominated by violations, both time discipline, and cases (Yani, 2016). The Makassar City Regional Personnel Agency noted that violations carried out dominated by many civil servants who skipped work hours. Also, there are several other disciplinary violations, such as criminal cases, to corruption, even though they give benefits. Data from the Makassar City Regional Personnel Agency shows an increase in abuses committed by Makassar City Government civil servants from 2014 to 2015. In 2014, civil servants gave severe sanctions in the form of dismissal of 5, and 5 others assigned moderate permissions. That number increased in 2015 as many as six people given severe penalties, while 11 civil servants given reasonable sanctions (Yani, 2016). Based on these preliminary data, it is fascinating to conduct research related to the role of the government in assisting the implementation of local government.

RESEARCH METHOD

This study uses a qualitative evaluative research design with a descriptive approach. The research design chose with consideration for evaluating the implementation of Regional Regulation No. 23 of 2014 concerning the Regional Government. Program evaluation aims to see whether the program designed, implemented, and beneficial for the parties involved in the program. In the implementation of the program, evaluation intends to find as much information as possible to get an overview of program design and implementation. The data in this study used secondary data derived from previous research data relating to the research theme. The data analysis technique is carried out interactively and continues until it is complete so that the data is saturated. The size of data saturation is characterized by no longer obtaining new data or information. Activities in the analysis include data reduction, data presentation, conclusions, and verification.

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RESULT AND DISCUSSION

In the role of government administration, several problems are affecting the part of the government. The problem is analyzed concerning the role of government administration.

PUBLIC SERVICE

Public service organizations must have in place intensive and systematic human resource recruitment and selection processes in the process of selection and placement of human resources. Namely, which must be underpinned by clear policies on job requirements that are commensurate with guidelines on job activities, duties, and responsibilities (Yusriadi, 2018a). Service is a series of events carried out intending to provide the best for the community because it is a process to reach that goal in the service process routinely and continuously in the city. For this reason, service management changes need to be made if the community's satisfaction with excellent service has not yet been realized. The essence of service is the provision of excellent service to the community is a manifestation of the obligation of government officials as public servants. Excellent service as demand for services that satisfy the public requires the requirement that each service provider has the quality of professional competence. Thus the quality of professional competency becomes an essential and reasonable aspect in every transaction. The Makassar City Government continues to strive to advance public services towards the World City; this can be seen since the operation of the One-Stop Integrated Services Office in Makassar City Hall. By managing various types of public services for the community, from recording Electronic Resident Identity Cards, payment of Regional Water Supply Companies, to paying motor vehicle tax (Muin, 2019a). If an agency has a standard of service, then the function is called prime if it can satisfy the community or as expected. Agencies that do not yet have service standards need to develop service standards according to their duties and functions so that service levels can be measured. Public satisfaction is one measure of whether or not public services provided by government bureaucratic apparatus. The Makassar City Government makes public service matters a working principle that must be a priority (Muin, 2019b). The State of Indonesia has regulated the maximization of public services through Law Number 25 of 2009 concerning Public Services. Regulation on public services intended to provide legal certainty in the relationship between the public and the organizers in public services. The law mentioned that the supervisor of public services is the head of the institution or agency, governor, regent, and mayor. At the same time, the person in charge is the regional secretary or appointed by the head of the institution and agency concerned.

COMMUNITY EMPOWERMENT

The government has pursued the community empowerment approach through various sectoral and regional developments. Through the Implementation of the National Independent Community Development Program, it is expected that harmonization of fundamental principles, methods, strategies, mechanisms, and procedures for development based on community empowerment could occur so that the process of improving community welfare can run more effectively and efficiently (Awaluddin, Siraj, & Yusriadi, 2019). Community empowerment as an effort to actualize the potential that is already owned by the community. So the

community empowerment approach is the emphasis on the importance of independent local communities as a system of organizing themselves. The community empowerment approach undoubtedly expected to provide a role for individuals not as objects but as actors or actors who determine their own lives. The main focus of local resource management is to strengthen the ability of the poor to direct assets in the local community to meet their needs. Community development programs usually assessed from an economic perspective. Indeed significant, but economic benefits will only be sustainable if the community itself owns and manages activities. The empowerment approach initially centered on the social and organizational changes needed for the district to be able to take control. Support sustainable long-term welfare improvement increased income and improved livelihoods in communities and groups with small profits, increased use of development resources effectively and efficiently, development programs, and service delivery that is more effective, efficient, and customer-focused. The Makassar City Government conducts socialization of empowerment and coaching for women who are socio-economic vulnerable with the theme of encouraging small-scale entrepreneurial activities in reducing inequality in social welfare for women who are susceptible to the social economy (Cammang, 2019). apparatus and the community to jointly optimize all aspects of development that ultimately lead to improving community welfare. Poverty is a problem that has an attachment to social issues in Indonesia. Various gaps occur between the upper middle class and the people who are on the poverty line. As a result, various welfare problems have emerged, including women who are prone to social and economic issues.

DEVELOPMENT

B The exposure of capacity development through technical training (Yusriadi, Akib, & Ihsan, 2017), growth is the core that often dominates in an urban area. Become the center of the activity, which usually follows the development of other activities. Any functional event that developed will require settlements to accommodate the growth of the people who are active in the ones developed. Development of an area or city that produces naturally at locations close to natural resources that humans use to live, such as rivers and fertile agricultural land. In this regard, the development of this type generally develops sporadically around these natural resources. The second type of settlement is a development that promotes because the developer created it. The event established in locations that usually located suburbs to accommodate the growth of new centers in the suburbs, The second type of construction also developed to equalize the development of the region or city, as well as meet the housing needs of the population.

In an area or city, the development of a development zone is very vulnerable to uncontrolled events. Also, various development problems arise from residential areas, namely illegal housing, and slums, which often have further impacts on increasing levels of community inequality, high crime rates, and low levels of public health. Makassar City has three main accesses, which classified as primary road networks, namely: 1) Independence Pioneer Road (central artery), connecting access to the City / Regency of the East Sulawesi region. 2) Toll Road Ir. Sutami, connecting access to cities/districts in the western area (South Sulawesi and West Sulawesi); 3) Sultan Alauddin street (primary artery), connecting access to cities/districts in the southern part of the South Sulawesi region (Wunas Natalia, 2015). Talking about the efficiency of both the role and security

of existing facilities has been realized; this can from the lack of security personnel, but the existing program can still run well in tackling current crime (Tahir, 2015). Makassar City again received the prestigious award as the best city of Regional Development 2019 (Latief, 2019).

DISCUSSION

The purpose of excellent service is to provide services to meet and satisfy the community and provide a focus of service to customers. Excellent service in the public sector based on the axiom that service is empowerment. Services in the profit-oriented business sector, while excellent service in the general area, aims to meet the needs of the community very well or best. Likewise, the similarity of desire between the one-stop service implementing agencies and the community must also base on this principle (Umar et al., 2019). Excellent service will be useful for efforts to improve the quality of government services to the community as customers and as a reference for developing service standards. Service providers, customers, or stakeholders in service activities will have a recommendation about the form, reason, time, place, and process of service that should be. Human resources are one of the most critical factors that cannot even be released by an organization (Yusriadi, Sahid, Amirullah, Azis, & Rachman, 2019). Directly provides an opportunity for local governments to improve the professionalism of work, creativity, and quality of government and subsequently expected to increase the dignity and welfare of the people (Sahabuddin, Muliaty, Farida, & Yusriadi, 2019).

The approach of community empowerment centered on humans by underlying the insight of local resource management, a planning mechanism that emphasizes social learning technology and program formulation strategies. The goal to be achieved is to increase the ability of people to actualize themselves. Indonesian bureaucracy problem lies in the human factor, and also, the system must change through bureaucratic reform (Yusriadi, 2018b). There is a tendency for community empowerment programs to forget that changes at the local level far more easily introduced, and resistance at higher levels will be greater until a sincere level of understanding and commitment to change can be submitted to policymakers. The era of globalization has had an impact on various aspects of human life, on the one hand bringing climate more open to filling and completing multiple things; on the other hand, the situation of competition is getting tighter and tighter (Yusriadi & Farida, 2019)

Many development problems arise from development, so development is one that needs special handling, but in the context of spatial, it is impossible to solve it simultaneously. The large area of development factors in a region or city, and the number of problems that arise, resulting in each development has different handling efforts and sometimes are very specific, due to the issues that arise have the potential to affect the sustainability of regional or city event. Some parts need handled in advance or given priority when compared with other development handlers. Based on these considerations, the need for handling based on the priority scale of the region or commonly known as priority development management. Regional tourism development is inseparable from the availability of adequate accommodation facilities (Yusriadi, Zulfiqar, & Farida, 2018). Several factors influence the success of achieving regional development

planning objectives. Local development planning factors refer to factors that can influence development (Bratakusumah, 2004). Progress interpreted as a coordinated effort to create more legitimate alternatives for every citizen to fulfill and achieve his most human aspirations (Nugroho & Dahuri, 2004).

CONCLUSION

The standard component of public services designed to provide the broadest possible access to information to the public so that the public facilitated to reach essential services that lead to the welfare of the community, besides fulfilling these service standards, it can minimize maladministration actions. Such as illegal levies, procedural irregularities, protracted allegations, and so on, which are gaps in the occurrence of acts of corruption, internal bureaucratic environmental factors can be situations and conditions. Both in the form of organization (structure, personnel placement, the effectiveness of activities) effectiveness of communication between units, resources, and their empowerment is one of the obstacles in public service. Community development programs usually assessed from a mere economic perspective. Indeed significant, but economic benefits will only be sustainable if the community itself owns and manages activities. The empowerment approach initially centered on the social and organizational changes needed for the district to be able to take control. Policies developed to support community empowerment will not be flexible enough to accommodate different geographical, economic, and cultural conditions. It should note that systems that allow, but do not obstruct the process of adaptation needed to ensure an appropriate community empowerment strategy, are continued at the local level. National development is an effort to improve all aspects of the life of the people, nation, and state, which is, at the same time, a process of developing the entire system of state administration to realize national goals. Implementation of development embodies aspects of domestic life, namely political, economic, socio-cultural, and defense issues in a planned, comprehensive, federal way to create an experience that is equal and equal to other more advanced nations.

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