

## Accountability of Population Administration Services at the Tamalanrea Subdistrict Office in Makassar City

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### ABSTRACT

*Accountability of Population Administration Services in Tamalanrea District, Makassar City aims to find out how the accountability of population administration in the Tamalanrea sub-district office in Makassar City. This type of research is Qualitative descriptive research. Data collection techniques are carried out through observation, interviews and documentation. Technical data analysis used consists of data reduction, data presentation, and drawing conclusions. The results of this study show that the accountability of population administration at the Tamalanrea sub-district office in Makassar city in its implementation can be assessed based on each indicator, namely Legitimacy for policymakers, The existence of adequate moral quality, sensitivity, openness, optimal utilization of resources and efforts to increase efficiency and effectiveness, therefore it is necessary to make improvements for the implementation of population administration services in Tamalanrea Subdistrict , Makassar City..*

*Keywords: Accountability, Service, Population Administration*

### INTRODUCTION

The implementation of public services carried out by government officials in various service sectors, especially those related to the fulfillment of civil rights and basic needs (Amir, 2019; Nurhadi, 2020; Yusriadi & Farida, 2019), is still felt not in accordance with the guidance and expectations of the community (Akib & Ihsan, 2017; Padatu & Akib, 2018). This is evidenced by the number of complaints or complaints from the public both through the mass media and other complaint media, regarding convoluted service work procedures and mechanisms, not transparent, less informative less accommodating, inconsistent, limited facilities, facilities and service infrastructure so as not to provide legal certainty, time, and costs.

Based on explaining that public services are activities or series in order to meet service needs in accordance with laws and regulations for every citizen and resident of goods, services and/ or administrative services provided by public operators. The community as recipients of

services certainly really wants services that are fast, quality, transparent and can be reached by all types of people (Ayu et al., 2019; Daraba et al., 2018; Saggaf et al., 2017). The public service system in Indonesia is still a polemic in itself. Often it is still encountered in the field a public service system that is not in accordance with the demands expected by the community such as ineffective and efficient Undang-Undang Republik Indonesia Nomor 25 tahun 2009 Tentang Pelayanan Publik

The widespread practices of corruption, collusion and nepotism in the life of the public bureaucracy are increasingly smearing people's image of the public bureaucracy. It is realized that the condition of public service delivery is still faced with an ineffective and efficient government system and inadequate quality of apparatus human resources. This can be seen from the many complaints and complaints from the public both directly and through the mass media, such as: convoluted procedures, no certainty of the settlement period, costs that must be incurred, non-transparent requirements, less responsive

officer attitudes and others, thus causing a bad image of the government's image.

The Makassar city government through each sub-district is trying to obtain accurate data on population in Makassar City to respond to various problems related to population and is able to make appropriate mapping to overcome population problems at both the local and national levels. Population registration is the recording of resident biodata, recording of reporting population events and data collection of Vulnerable Residents of Population Administration as well as the issuance of Population Documents in the form of identity cards or Population Certificates. The management of population registration is the responsibility of the city/regency government, where in the implementation begins with the village or (Setyawati et al., 2019) sub-district as the spearhead of population registration, so that every citizen is registered administratively and in accordance with Law Number 24 of 2013 concerning population administration which the government should carry out performance in accountable public services, and transparent according to the directions stated in . The purpose of establishing this technical guidance is as a reference for all public service providers to improve the quality of public service accountability, while the purpose of establishing technical guidelines is to provide clarity for all public service providers in carrying out public services to be of high quality in accordance with the demands and expectations of the community. Keputusan Menteri PAN Nomor 26/KEP/M.PAN/6/2004 Tentang Petunjuk Teknik Transparansi Dan Akuntabilitas Dalam Penyelenggaraan Pelayanan Publik

An accountable public service system is a must for the sub-district government to be implemented in accordance with the mandate of the law. One of the principles in carrying out the duties of government agencies is transparency and accountability (accountability) to the public for what has been and will be done. This is in accordance with the principles of (Kahar et al., 2019; Suprianto & Arhas, 2022) good governance, which consists of three main principles, namely transparency, participation and accountability. However, until now the government has not been

fully able to apply these three main principles in the pr aktek of the implementation of services (Dwiyanto, 2014; Niswaty et al., 2016) Accountability is an instrument for control activities, especially in the achievement of results in public services. In this connection, it is necessary to evaluate the performance carried out to know the extent of achieving the results as well as the ways used to achieve all of them. Control as an important part of good management is something that supports each other with accountability, (Aucoin & Heintzman, 2000; Jorge de Jesus & Eirado, 2012)

Tamalanrea Subdistrict as a regional apparatus of the city has a very strategic role, because it is the spearhead of services, a barometer of the implementation of public services and the etalation of the implementation of local government in the city of Makassar. The delegation of authority expected to be given by the Mayor of Makassar does not need all of them, but in moderation that will bring the community closer to the service center at the local level. Problems that arise regarding population administration such as discrepancies between the services expected by the community regarding the services received cause the community to feel disadvantaged and dissatisfied with the services received, are still convoluted and not effectively controlled and community complaints about population administration services are still seen to have various weaknesses which will obviously make unsatisfactory playanan for community

## METHOD

The approach used in this study is a qualitative approach with the reason that the qualitative approach is easier to adjust when faced with reality in the field because it is dynamic. This research was conducted using secondary data and primary data through the Interview Process. Interviews were conducted with predetermined informants to obtain clear and accurate data and information on various matters related to the research focus. For the data collection process in this study, observation, interview and documentation techniques were used. In accordance with this type of research

which is qualitative research, the data analysis technique used is qualitative analysis. In this case, the data analysis method or technique used is an interactive analysis model of data collection, proceeding to data reduction, data presentation, and ending in verification or drawing conclusions.

## RESULT and DISCUSSION

In the context of bureaucracy, bureaucratic ethics is described as a norm guide for bureaucratic officials in carrying out service duties to the community (Dwiyanto, 2001). He further explained that bureaucratic ethics should put the public interest above the interests of the private sector, its groups and organizations. Bureaucratic ethics should be directed towards policy choices that truly put the interests of the wider community first. Ethics in the implementation of public services can be seen from the angle of whether the rights of consumers to get services transparently and efficiently and the guarantee of certainty of services are appreciated by a bureaucratic official in providing services to the community. The polite attitude and friendliness of the officers can be manifested in the form of certain greetings in dealing with the service user community, not privileged / discriminatory in providing services, not doing actions that complicate the service, is a reflection of the behavior of officials who have positive ethics in the bureaucracy.

This phenomenon did not occur in the reality of public service delivery at the Tamalanrea sub-district office. This can be seen from the attitude of officials who are reluctant to provide good service greetings when facing service users. The reluctance of service officials to greet the service user community shows the indifference of the bureaucratic apparatus to the service user community as the master in the implementation of public services. The observation results show that greetings to service users are usually only given by officers to service users who have been identified such as sub-district devices. As for people he doesn't know, officers are usually reactive. In fact, according to the confession of one female informant, officers

sometimes show a very degrading attitude towards the dignity of service users, namely with greetings that mean harassment of women. Such an attitude of the bureaucratic apparatus shows that the service apparatus has become a bureaucrat servant not a public servant.

This reality certainly cannot be separated from the employee coaching system so far. The focus of employee coaching so far revolves around how to improve employee skills and knowledge of work rules and procedures, work discipline, loyalty to superiors and loyalty to the leadership, the employee coaching system does not lead to the formation of a "qualifide" service apparatus, which upholds service ethics. After *prasetya korpri* which is considered as the code of ethics of employees, every month pledged and even contested its pronunciation every year, does not have a significant influence on the behavior of officials in providing services. For this reason, the bureaucracy claims to be by perfecting the existing system of coaching (education and training) of employees so far so that service officers who have ethical behavior are formed in the implementation of services. Another indicator to measure the ethical behavior of a part in the delivery of public services is the presence or absence of discriminatory actions by officials in providing services. The main elements of ethics are morals that have national characteristics, are objective, selfless, and neutral (do not commit discriminatory actions that harm others).

The implementation of ethical public services is a service that treats every service user fairly with the same standard of treatment regardless of status, occupation, education, ethnicity, race, and religion. In the reality of service delivery at the Tamalanrea Subdistrict Office in Makassar City, it turns out that there are still officials who behave unethically in providing services by discriminatory actions against service users. This is reflected in the informant's recognition of the actions of the authorities who privileged one of the service users in providing services. The difference was made on the basis of close relationships with officers 33.3%; socioeconomic status of service users/service seekers 23.6%; the amount of service money provided to officers 18.7%; clothing worn

by service users 9%; attitudes of service users 4.9% and others 10.5%. The observations also show that officials tend to be more polite in giving greetings to service users they already know such as village heads, village officials and so on or to people who have respectable positions in society or bureaucracy, such as community leaders, legislators and so on.

People in the Tamalanrea area of Makassar city basically need good public services with a balance between the power they have and the responsibility that must be given to the communities served. Civil servants as bureaucratic apparatuses other than state apparatus and state servants, have a role as servants of society. So that it is in the interests of the community that the bureaucratic apparatus should devote itself. Bureaucratic officials are expected to have a spirit of service and service to the community. (Mulyadi,2007) Efforts need to be made to improve the quality of public service delivery in order to realize excellent public services because public services are one of the main functions of the government that must be given as well as possible by state administration. One of the Government's efforts is to apply the principles of good governance.

The implementation of Public Services carried out by the government apparatus of Tamalanrea District, Makassar City, is considered ineffective in various service sectors, especially those related to the fulfillment of civil rights and basic needs of the community. The quality of public services is determined by the level of public satisfaction with the service activities provided, including the principle of accountability is the basic principle of theoretical perspective, namely services that can be accounted for in accordance with the provisions of laws and regulations so in order to improve the quality of public services, they must be carried out transparently and accountably by each service unit of government agencies.

As research findings related to service accountability for three types, namely: (1) Financial Accountability, which is a responsibility regarding financial integrity, disclosure and compliance with laws and regulations. The target of this accountability is the financial statements

presented which include the receipt, storage, and expenditure of money by government agencies. (2) Benefit or Effectiveness Accountability, i.e. paying attention to the results of the activities of government organizations. In this accountability, the effectiveness that must be achieved is not only in the form of outputs but more importantly, outcomes. (3) Procedural Accountability, which is a responsibility as to whether a procedure for determining and implementing a policy has taken into account issues of morality, ethics, legal certainty, and observance of political decisions to support the achievement of the final goals that have been set. From the understanding and types of accountability, it is clear that accountability is the obligation to provide accountability or answer and explain the performance and actions of a person / agency / leader of an organization to parties who have the right or authority to ask for information or accountability.

In the government bureaucracy, the accountability of a government agency or organization is the embodiment of the obligation to account for the success or failure of the implementation of the mission of the organization / government agency concerned. Based on this research, financial accountability in the implementation of public services in Kecaamatan Tamalanrea Makassar is good as indicated by the financial planning for the implementation of public service programs/activities in Kecaamatan Tamalanrea Makassar is stipulated in the SKPD work plan of the District Government. Although there are public service programs/activities whose budget is not realized optimally but in general it is quite high, which is above 85% of the target Planned. This can provide a conclusion that the accountability of public services in

Kecamatan Tamalanrea Makassar is good in terms of financial accountability. This research also revealed that the accountability of benefits or effectiveness in public services in Kecaamatan Tamalanrea Makassar is good. The type of public service organized by the Subdistrict government is a public service that is the scope of authority of the District government. All types of services that are the authority or scope of the government's duties can be carried out in Tamalanrea District.

## CONCLUSION

Based on the results of this study on public service accountability in Mahakeret Timur District in terms of the dimensions of financial accountability, benefit accountability or effectiveness, and procedural accountability, the following conclusions can be drawn: 1. Financial Accountability in public services in Tamalanrea District, Makassar City is considered to be carried out with both because the financial planning for the implementation of public service programs/activities is stipulated in the SKPD work plan of the District Government, and the realization of the budget for public service implementation activities in each fiscal year is made/prepared in the Government Agency Performance Accountability Report (LAKIP) which is informed and accessible to the public. 2. Accountability Benefits or Effectiveness in public services in Tamalanrea District is good because the type of public service that is organized is a public service that is the scope of authority of the District government, and the policies taken/implemented for the implementation of public service delivery according to that authority also always consider the needs and interests of the community. 3. Procedural Accountability in public services in Tamalanrea District is good because the implementation of services already has a Standard Operating Procedure or SOP that is in accordance with the type of service, clear, uncomplicated, short, and easy to implement by District officers/officials, and is followed/fulfilled by the community served

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