

Public Service Accountability at the Youth Sports Service, Culture and Tourism of Majene Regency

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ABSTRACT

The purpose of this research is to analyze the Accountability of public services in the Department of Youth Sports, Culture and Tourism of Majene Regency. The type of research used in this research is explanatory research. This research uses data collection techniques in the form of secondary literature studies with qualitative analysis techniques. The end result of this research is a description of the causal context or cause-effect relationship. The results of this research indicate that public service accountability is not yet optimal and needs to be improved in terms of visitor interview results and direct inspection of tourism sector facilities. The author found that tourist facilities such as places of worship, toilets and In addition, the consistency of levies set on each tourist attraction is not optimal, which differs from visitors, and there are still many waste scattered around tourist attractions, disrupting the comfort of visitors.

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INTRODUCTION

Indonesian public services have different characteristics from those of other countries, especially on the European continent. This is greatly influenced by the culture and culture of the organization in the provision of public services. The government, as a public service provider, must pay attention to the different instruments that can be used to support successful implementation and also to gain public trust. There are several actors that the government can involve in the implementation of a public service, including NGOs (non-governmental organizations) who can act as partners of the government in terms of the use of CSR. Apart from this, academics are also among the actors who can collaborate with the government to develop public policy ideas, concepts and theories. Besides academics, there are other actors who greatly influence the success of public services, namely the press. The press is not involved in the policy formulation process. However, the press can express an opinion or report facts in order to transmit information to the public about the policies implemented by the government. The press can have a dual function: at a given moment, it can be a factor of success in the

implementation of policies. However, at the same time, the press can also be a boomerang capable of thwarting public services.

Public service provision is the state's effort to meet the basic needs and civil rights of every citizen with respect to goods, services and administrative services provided by public service providers. The form of the State's obligations to its citizens is consistent with the mandate of the 1945 Constitution to meet the basic needs of every citizen, one of which is to provide public services effectively and efficiently.

In essence, public service is the provision of excellent service to the community, which is a manifestation of the obligations of public servants as servants of the community. The government, as a public service providing institution, should optimize the implementation of public services and pay attention to the principles in terms of implementation. In Law Number 25 of 2009 concerning Public Services, it is stated that public services are activities or series of activities aimed at meeting the needs of services in accordance with statutory regulations for every citizen and resident for goods, services and /or administrative services provided by the public. service providers. In the same law, article 1, paragraph 2, stipulates that public service providers, hereinafter referred to as Operators, are any public administration institution, company, independent institution created by law for public service activities and other legal entities created solely for the purposes of public service. service activities.

This means that the government, in this case in the form of a body or institution mentioned above, is an administrator of the state which has the right to provide services to each community according to its needs, which must be carried out in accordance with applicable laws and regulations. ...can be measured through the level of responsibility of the service.

Accountability is a form of government responsibility towards society that can be seen through the level of conformity between bureaucratic activities that conform to the values and norms adopted by society and are capable of meeting the real needs of society (Kumorotomo, 2013: 4).

Accountability refers to a form of government accountability for actions taken in society. JB Ghartey (Sedarmaanti 2003:70) stated that accountability aims to find answers to questions related to what service, who, to whom, who, what and how. Questions that need answers include what should be held responsible, why responsibility should be transferred, who is responsible for various activities in society, does responsibility go hand in hand with adequate authority, etc.

Thus, the reference in terms of public service responsibility is the public itself, namely the values or standards recognized, valid and developed in public life. These values or standards include transparency of the service, principles of justice, guarantees of law enforcement, human rights, orientation towards human services developed towards the community of service users. (Dwiyanto 2012: 57).

The implementation of public service accountability is guided by the Decree of the Minister of PAN number 63 of 2003 regarding the general guidelines for the implementation of public services which are then elaborated through technical instructions for transparency and accountability. responsibility in the implementation of public services. the importance of establishing public services that must be accountable.

This responsibility includes performance accountability, cost accountability, and public service product accountability. The public service that is currently in the local government spotlight is licensing services. Licensing is an important aspect of public services and is a form of service currently widely used in the city Makassar. Recalling that Makassar City is one of the major cities in Eastern Indonesia, which promises many investment opportunities and advantages. To make this investment, investors must of course obtain a business license and derivative permits to establish an activity as an absolute prerequisite.

Article 3 of Law No. 28 of 1999 states that accountability is one of the general principles of state administration. The principle of accountability in this law means that accountability is a principle that determines that every end result of the activities of the state administration must be accountable to the community or people as the holder of the highest sovereignty of the State in accordance with the provisions of the law. applicable laws and regulations.

As Mulgar and Uhn (Raba, 2006: 14) state: "accountability is a concept related to governance activities, that is, efforts to form and maintain a form of governmental order in a social context. » Responsibility also contains the meaning of providing information and disclosing the activities and financial performance of the government to interested parties in the report. The government must be able to become the subject of information provision in order to realize public rights. The demand for public accountability requires public sector institutions to place greater emphasis on horizontal, not just vertical, accountability. (Turner and Hulme in Surjadi 2009: 128)

Romzek and Dubnick (Raba, 2006: 22) state that: "Public administration accountability, more broadly conceived, involves the means by which public agencies within and outside the organization. Public administration accountability in the broad sense implies that public institutions (agencies) and bureaucrats (their workers) control various types of expectations coming from inside and outside the organization. Thus, the accountability of public administration is actually linked to how public bureaucracies (agencies) respond to public expectations.

Accountability, as a form of accountability for all government actions, is not just limited to providing transparent performance reporting. However, it must take into account certain aspects of society's values. As Wahyudi Kumorotomo (2013:4) stated: "Accountability is a measure of whether government activities or services are consistent with the standards and values held by the community and whether the public service is able to meet the real needs of the population.

At the same time, Nisjar (Rakhmat 2009: 42) stated that accountability is: "the obligation of government officials to act as responsible and accountable for all determined actions and policies. In this case, responsibility is exercised openly towards all elements concerned, especially towards the community.

Responsibility implies responsibility linked to a "higher authority" both legally and organizationally - for the actions of a person in society as a whole or within an organization. Based on this definition, two meanings can be concluded, namely (1) to whom the organization is responsible, (2) What is the organization responsible for? (Nasucha 2004: 26). The existence of accountability in public organizations should

therefore be able to provide answers to these questions.

Meanwhile, Rosjidi (2001) stated that accountability is a manifestation of the obligation to take responsibility for the success or failure of implementing the organization's mission in achieving the objectives and targets that have been set, through a means of periodic accountability.

According to Sedarmayanti (2003:70), in its implementation, accountability in government should pay attention to the following principles: 1). Commitment of management and all agency staff to manage the implementation of the mission so that it is accountable. 2.) Multiple systems capable of ensuring the use of resources in accordance with applicable laws and regulations. 3.) Shows the level of achievement of the set goals and objectives. 4). Oriented towards the achievement of the vision and mission as well as the results and benefits obtained.

Honest, objective, transparent and innovative as a catalyst for change in the management of government agencies Meanwhile, O'Donnell (Raba 2006: 36) suggests that there are 2 (two) types of accountability, namely: first, vertical accountability, i.e. the responsibility exercised by state institutions (government) towards citizens (peoples), whether carried out directly or indirectly. Second, horizontal accountability (horizontal accountability), namely the accountability exercised by state institutions to the institutions of accountability formed within the internal environment of the country (government).

Types of responsibility have also been proposed by Nisjar (2007) who differentiates responsibility into 3 types, namely: 1). Political responsibility, linked to the political system and the electoral system. A multi-party political system is considered better able to ensure the political accountability of the government to its people than a government with a multi-party political system. 2). Financial accountability means that government officials are required to account for every rupee of public money in their budget that comes from tax and revenue revenues. 3). Legal accountability means that people must have confidence that the government can be legally responsible for all its actions.

We can test or prove the accountability of Majene Regency Tourism Office public services by examining the implementation of Majene Regency Regional Regulation No. 13 of 2013 regarding Tourist Registration Certificates. In Article 3, it is stated that "Tourism has the function of meeting the physical, spiritual and intellectual needs of every tourist through recreational travel as well as increasing regional opinion to realize the welfare of the community. » This is what we must prove if the quality of tourism in Majene Regency succeeds in making tourists feel their physical and spiritual needs. He was spiritually fulfilled after making a sightseeing visit to Majene district.

METHOD

This research uses explanatory research methods, which are designed in order to systematically adjust history to actual data collection methods. The explanatory method is a type of research that aims to find an explanation of why an event or symptom occurs. This research uses data collection techniques in the form of secondary literature studies with qualitative analysis techniques. The final result of this research is

a description of the context of causality or cause and effect relationships.

RESULTS AND DISCUSSION

The mission of the Majene Regency Tourism Office is to provide the best public services to the residents of Majene. The quality of public services can be proven by examining the responsibilities of tourism service managers in the development of the tourism sector. The author obtained information from the community and a real picture of the quality of the tourism sector in Majene Regency. The author can therefore explain it like this:

Based on the results of an interview with NF, he said: "I am a little disappointed with the tourist attraction of Barane Beach because it is difficult for us to distinguish whether it is a tourist attraction or not, as there are many facilities available. Lost there, apart from unclear collection rules, because of the coast guard. There seems to be discrimination between one visitor and another. The government should improve several instruments at the level of tourist attractions such as places of worship, toilets, because these two facilities meet the needs of visitors and can affect their comfort.

The results of this interview give us an idea that there are still tourist attractions in Majene Regency that do not meet visitor comfort standards due to the lack of supporting facilities such as places of worship, toilets and other facilities, as well as the disappointment of visitors due to this. So there is no clarity regarding the nominal fees that visitors have to pay. Meanwhile, in Regional Regulation Number 13 of 2013 of Kajene Regency, Article 3 states that tourism has the function of meeting the physical, spiritual and intellectual needs of every tourist through recreational travel and "increasing regional opinion to achieve the well-being of the community. has not been fully realized as many visitors feel physically and mentally uncomfortable.

Public accountability in the tourism office context refers to the obligation and responsibility to account for resource management and program implementation to the public and interested parties. Here are several aspects of public responsibility that must be proven by the tourist office

- a) Effectiveness and efficiency: Provides evidence that resources (financial, human and physical) are used effectively. Evaluate the achievement of tourism program objectives and results by providing evidence of the effectiveness of implemented policies and programs.
- b) Integrity and ethics: Demonstrate that all decisions and actions are made with high integrity and ethics. Uphold ethical standards in tourism management and interactions with related parties.
- c) Public participation: demonstrate that there is public involvement and participation in decision-making related to tourism. Provide a mechanism to receive feedback and complaints from the community
- d) Performance reports: presentation of periodic performance reports including indicators of achievement of objectives and positive impacts of tourism. Provide concrete evidence related to improving the tourism sector and empowering local

communities.

- e) Legal Compliance: Demonstrate compliance with all tourism-related regulations and laws. Submit documentation demonstrating compliance with regulations and laws.
- f) Financial transparency: Prove transparent budgetary and financial management. Submit financial reports regularly and easily accessible to the public. Explain the use of public funds in detail and clearly.
- g) Risk Management: Present evidence that the tourism agency has policies and procedures to identify, assess and manage risks that may arise. Demonstrate actions taken to address risks and avoid significant negative consequences.
- h) Measuring Guest Satisfaction: Present evidence that the tourism department regularly measures visitor satisfaction and responds to the survey results with appropriate improvements.
- i) Innovation and Learning: Proven ability to adapt and innovate in the face of changes in the tourism industry. Demonstrated ability to learn from experience and improve processes based on evaluation and feedback.
- j) Communicate clearly: Present information in a clear and understandable manner to the general public. Demonstrated effective communication skills to provide information on tourism programs and policies.

By fulfilling these aspects, the tourism office can build trust in the community and related parties, as well as maintain their integrity and reputation.

CONCLUSION

The Majene Regency Government, namely the Department of Youth, Sports, Culture and Tourism, should be able to demonstrate its responsibility in public services through real and successful work programs in the implementation process. One of the measures that can be taken is to involve several stakeholders, including local communities located near tourist areas, the private sector who can contribute to cooperation programs through tourism utilization programs, academics who can providing ideas and theoretical concepts, the press as partners in disseminating good information, from calls for order to which visitors must comply, such as levies and other regulations related to tourism development. The most important thing is that the government should not hesitate to allocate the budget for human resource empowerment for the staff of the Ministry of Youth, Sports, Culture and Tourism so that it becomes an attraction for the improving performance by establishing a reward mechanism for doing good. performance and fines in the event of a decline in performance.

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