

The Influence of Apparatus Accountability on the Quality of Public Services in Kondara Village, Pakue District, North Kolaka District

Nanda Sari^{1*}, H. Jamaluddin², Kamaruddin Sellang

¹³Universitas Muhammadiyah Sidenreng Rappang, ³Desa Kondara

Corresponding Author: Nanda Sari nandasari934@gmail.com

ARTICLE INFO

Keywords: The Influence, Apparatus Accountability, Public Service Quality

Received : 03, April

Revised : 16, April

Accepted: 22, May

©2024 Sari, Jamaluddin, Sellang: This is an open-access article distributed under the terms of the [Creative Commons Attribution 4.0 International](https://creativecommons.org/licenses/by/4.0/).



ABSTRACT

The Slovin formula was the sampling method employed, and 94 participants' data were obtained using a random sampling methodology. This kind of study is descriptive and quantitative. The methods of gathering data include questionnaires, library research, interviews, and observation. Using the IBM SPSS Statistics 22.00 application, validity, reliability, and simple linear regression tests are the data analysis techniques employed. The results of this research show that the accountability of officials at the Village Office is in a good category with percentage results of a) program accountability of 68%, b.) policy accountability of 64%, c) program accountability of 54%, d) legal accountability 63%, with an average percentage of 62%. The quality of public services at the Kondara Village office is in a good category with percentage results of a) direct evidence of 65%, b) reliability of 61%, c) responsiveness of 62%, d) guarantee of 61% e) empathy of 64% with an average percentage of 63%. The influence of apparatus accountability on the quality of public services is 16.4% while the remaining is 83.6%. Based on the results of SPSS data processing using a simple linear regression formula, H_a is accepted and H_o is rejected, so that apparatus accountability affects public services in Kondara Village, Pakue District, North Kolaka Regency

INTRODUCTION

All countries have good governance structures to help society achieve its goals and aspirations. The first step towards achieving good governance is realizing good governance. Village governments ought to answer for the power bestowed upon them in the spirit of good governance. This is so because the village government is the principal actor responsible for the primary government duty. Thus, it is the duty of an individual, a legal body, or the head of an organization to be accountable and give those who have the right to ask for an explanation of their behavior and performance, together with all the repercussions of their acts.

Technical guidance about initiatives to improve accountability and transparency in the provision of public services in Indonesia is provided by the Minister for Administrative Reform's Decree Number 26 of 2004 covering technical instructions for transparency in public services. This paper addresses the technical requirements for information accountability and transparency in public services.

Law Number 14 of 2008 concerning openness of public information is a legal regulation in Indonesia that regulates the public's right to obtain information from the government and public institutions. This law aims to increase transparency and accountability in public services. United Nations Development Program (UNDP) accountability is an evaluation of the process of implementing activities or organizational performance to be accountable as well as providing feedback for leaders to improve performance.

Accountability is very important in public services because it allows village leaders to be openly accountable to the community for every action they take. The views of Lalono Krina (2003:9), the statement that "public accountability is a principle that guarantees that every government activity can be openly accounted for by the perpetrator to the parties affected by policy implementation".

LITERATURE REVIEW

The concept of accountability as intended by Zainuddin (2017) is that all actions and results of state administration activities must be accountable to the people, who have the highest sovereignty over the state and have the right to receive updates to statutory regulations applicable (Angreani & Dema, 2020). According to Halim (2014), accountability is the responsibility to reply to inquiries from parties with the appropriate power concerning the conduct and deeds of an individual, a legal entity, or an organizational leader. The practice of allocating resources and carrying out policies to reporting organizations to accomplish recurring objectives is known as public accountability (Gosal et al., 2021).

Accountability is a relational concept (connectedness), it is important to consider how individuals or organizations will be held accountable to other individuals in certain circumstances to differentiate between actors, individuals or organizations, or groups. If the agent's activities or responses are deemed unsatisfactory, the principal has the authority to question (examine) the agent and impose penalties.

A service is an activity or sequence of activities that come from customer-staff contacts or other items that a firm that provides services offers intending to resolve customer/consumer issues. Services are immaterial and cannot be felt. Djamrut (2015) said. According to Moenir and Shelly (2015), service is the act of directly meeting needs through other people's acts, which is essentially a sequence of actions. As a result, service is a consistent and long-lasting habit that encompasses all facets of communal life (Simamora, 2021)

By established rules and protocols, public services are described by Rasyid (1998) as attending to the requirements of members of the community or those who have an interest in the organization. In essence, government cannot exist for its purpose; it must serve society. Instead, the purpose of this organization is to benefit society, create the environments required for each person to develop personally, and use their skills and creativity to further the common good (Kurniawan, 2016).

Lijan Poltak Sinambela defines public service as fulfilling the requirements of individuals or community groups interested in the organization in compliance with the fundamental standards that have been set. Public service is defined as state representatives meeting the needs and wishes of the people. Naturally, the goal of society, or society that constitutes a state, is to raise the standard of living for its people. In other words, the State, or in this instance, the bureaucracy, has to accede to the demands of the people. Here, needs are distinct demands that society requires, not just what one wants personally (Fahlefi et al., 2014).

METHODOLOGY

A quantitative research design is applied. The sampling technique employed is random sampling. Descriptive analysis is the analysis technique employed in this study. Out of 1,504 total population, 94 individuals made up the study's sample. Research from libraries, questionnaires, interviews, and observation are some of the techniques used to gather data. The data analysis techniques employed are simple linear regression analysis, validity testing, and reliability testing using the IBM SPSS Statistics 22.00 application.

RESULTS AND DISCUSSION

Accountability is a relational concept (connectedness), it is important to consider how individuals or organizations will be held accountable to other individuals in certain circumstances to differentiate between actors, individuals or organizations, or groups. If the agent's activities or responses are deemed unsatisfactory, the principal has the authority to question (examine) the agent and impose penalties.

Principle of Accountability

The State Administration Agency (LAN) and the Financial and Development Supervisory Agency (BPKP) (2000: 43) state that the following guidelines must be followed in implementing accountability within the framework of government accountability: The Financial and Development

Supervisory Agency (BPKP) and the State Administration Agency (LAN) (2000: 43) stipulate that the following rules need to be adhered to when putting accountability into practice within the scope of government accountability:

- a. All employees, including leaders, are dedicated to managing the company with responsible aspirations.
- b. In compliance with pertinent laws and regulations, this system ensures that resources are used consistently.
- c. Shows the degree of accomplishment of the established objectives.
- d. Is centered on the organization's vision, mission, accomplishments, and excellence.
- e. Maintaining the ideals of impartiality, creativity, honesty, and transparency functions well.

Accountability Indicators

According to Mardiasmo (2009), measures of responsibility include:

- a. Program accountability refers to accepting responsibility for initiatives that have been developed and aligned with goals to achieve the best results.
- b. Accounting for policies that have been implemented is known as policy accountability.
- c. Process accountability refers to the following protocols. Fast public services, responsive public services, and affordable public services are all available.
- d. Honesty and legal accountability, which includes not committing corruption and collaborating and obeying the law (Novatiani et al., 2019).

Programs and efforts aimed at providing all citizens and residents with legally compliant goods, services, and administrative support are known as public services. Public service providers are the ones who deliver these projects and services. Service is defined as an action or sequence of acts involving direct human interaction with other people or physical machines that result in customer satisfaction by Kamaruddin, Jamaluddin, and Mustanir (2019: 5).

Principles of Public Service

According to the Minister for Administrative Reform's Decree Number 63 of 2003, several conditions have to be satisfied to be able to offer services. Among these prerequisites are:

- a. Easygoingness. Procedures for public service are clear-cut, simple to comprehend, and simple to adhere to.
- b. Manifesto: Information on public service costs and how to pay them; One of the administrative and technical requirements of public services is the work unit or agency authorized to manage complaints, issues, and disagreements in the provision of public services.
- c. The specific moment. Public service implementation can be finished in a specific amount of time.
- d. Precision. Products for the public interest are accepted legally, well, and correctly.
- e. Security. There is legal certainty and a sense of security regarding public service procedures and products. Responsibility.

- f. The person in charge of overseeing the public service provider or a designated representative is in charge of running the program and responding to any issues or complaints that come up while it's being implemented.
- g. All Facilities and Infrastructure: the supply of supplementary services and infrastructure, such as information technology and telecommunications facilities, in addition to an adequate labor force.
- h. Accessible. The location, area, and service facilities are all appropriate, open to the public, and have the necessary information technology and telecommunications infrastructure.
- i. I. Courtesy, civility, and friendliness. When they provide their services, service providers must act professionally, kindly, compassionately, and honestly.
- j. Sensibility. The service environment needs to be beautiful and healthy, equipped with facilities like restrooms and places of prayer, and clean and well-organized; In addition, the waiting area must be comfortable, hygienic, and well-maintained (Sellang et al., 2019).

Public Service Indicators

Additionally, Zeithaml, Parasuraman, and Berry (1990) provide the following indications to ascertain the actual service quality experienced by customers:

- a. Tangibles (direct evidence), such as the standard of service provided by actual office space, computerized administration, waiting rooms, and information centers
- b. Reliability, or the capacity and dependability to offer trustworthy services.
- c. Responsiveness, in particular, is the ability to be helpful and provide services that are fast, accurate, and tailored to the client's needs. Assurance, namely the competence, kindness, and politeness of staff members in maintaining customer trust.
- d. Empathy (empathy), namely the approach of staff members who are firm but full of compassion toward customers (Sellang et al., 2019)

Supporting Factors for Public Services

According to Moenir (2010), public services are supported by several important variables, such as:

- a. awareness factor... officials and also officers who work in the public sector
- b. Organizational factors are instruments and processes that enable service activity mechanisms to function.
- c. Regulatory factors are the basis of service work.
- d. Income factor, including living needs when carrying out service activities,
- e. Officer skill factor and f
- f. Facility actors come into play.

Although each of these six aspects has a different function, they all work together to achieve effective service delivery, whether the service is provided

orally, in writing, or through gestures or actions that may or may not involve writing (Kamaradudin Sellang, S. Sos. et al., 2019).

CONCLUSION

Indicators of apparatus accountability consist of program accountability, policy accountability, process accountability, and legal accountability using frequency tables and recapitulation formulas, the percentage result of 62% is categorized as good. The highest indicator of program accountability is the responsibility of village officials for each program created with a percentage result of 68%, while the lowest percentage of process accountability is the responsibility of village officials in providing services quickly with a percentage result of 54%.

Using a frequency table and recapitulation formula, the results showed that the public service indicators—tangibles (physical evidence), reliability (reliability), responsiveness (responsiveness), assurance (guarantee), and empathy (empathy)—were 63%, placing them in the good group. The highest indicators of tangibles (physical evidence) are facilities used by village officials such as tables, chairs, computers and print with a percentage result of 65%, while the lowest indicators are reliability and assurance with a percentage result of 61%.

In Kondara Village, Pakue District, North Kolaka Regency, apparatus accountability has a 16.4% impact on public service quality that is classified as "influential/significant" with a value of $t_{count} > t_{table}$, specifically $4.243 > 1.662$. In Kondara Village, Pakue District, North Kolaka Regency, apparatus accountability has a 16.4% impact on public service quality that is classified as "influential/significant" with a value of $t_{count} > t_{table}$, specifically $4.243 > 1.662$.

FURTHER STUDY

This research still has limitations so further research on the topic still needs to be carried out "The Influence of Apparatus Accountability on the Quality of Public Services."

REFERENCES

Angreani, A., & Dema, H. (2020). Akuntabilitas Pemerintah Terhadap

Pelayanan Publik Di Desa Bola Bulu Kecamatan Pitu Riase Kabupaten

Sidenreng Rappang. PRAJA: Jurnal Ilmiah Pemerintahan, 8(2), 139-147.

<https://doi.org/10.55678/prj.v8i2.245>

Gosal, V. S., Pangemanan, S. E., & Monintja, D. K. (2021). Akuntabilitas Kepala

Desa Dalam Mencegah Penularan Pandemi Covid 19 di Desa Tombatu 3

Selatan Kecamatan Tombatu Kabupaten Minahasa Tenggara. Jurnal

Governance, 1(1), 1-8.

<https://ejournal.unsrat.ac.id/index.php/governance/article/view/33472>

Kamaradudin Sellang, S.Sos., M. A., DR. H. Jamaluddin, S.Sos, M. S., & Ahmad

Mustanir, S.I.P., M. S. (2019). STRATEGI DALAM PENINGKATAN

KUALITAS PELAYANAN PUBLIK Dimensi, Konsep, Indikator dan

Implementasinya (Qiara media (ed.)). CV. Penerbit Qiara Media.

Kurniawan, R. C. (2016). Challenges of Public Service Quality in Local

Government. Jurnal Ilmiah Administrasi Publik Dan Pembangunan, 7(1),

15-26.

Latif, G., Erfina, E., & Sellang, K. (2019). Pelayanan Parkir Di Rumah Sakit

Arifin Nu'Mang Kecamatan Panca Rijang Kabupaten Sidenreng Rappang.

PRAJA: Jurnal Ilmiah Pemerintahan, 7(2), 40-46.

Sari, Jamaluddin, Sellang

<https://doi.org/10.51817/prj.v7i2.361>

muhammad ikbal, Barisan, S. Y. alwi. (2023). Pengaruh Perilaku Birokrasi

Terhadap Kualitas Pelayanan Publik Di Desa Bina Baru Kecamatan Kulo

Kabupaten Sidenreng Rappang. WEDANA: Jurnal Kajian Pemerintahan,

Politik Dan Birokrasi, 9(1), 1-13.

<https://doi.org/10.25299/wedana.v9i1.12092>

Sellang, K. (2016). Administrasi dan Pelayanan Publik antara Teori dan

Aplikasi. Penerbit ombak.

Sellang, K., Ahmad, J., & Mustanir, A. (2019). Strategi dalam peningkatan

kualitas pelayanan publik. August, 1-168.

https://play.google.com/store/books/details/Kamaruddin_Sellang_S_So

[s_M_AP_STRATEGI_DALAM_PENIN?id=U06rDwAAQBAJ](https://play.google.com/store/books/details/Kamaruddin_Sellang_S_So_s_M_AP_STRATEGI_DALAM_PENIN?id=U06rDwAAQBAJ)