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Public Service in KPPT Office in Kota Gorontalo, Indonesia

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Abstract
This study is designed as a qualitative research which aims to investigate the influence of employee competency in delivering their services to the society in Integrated Licensing Service Office (henceforth called KPPT) in Kota Gorontalo, Indonesia. The result of the research shows that the influence of employee competency variables towards the degree of service in this office is 49.6%. While, the rest 50.4% is influenced by other variable beyond this research design.

Keywords: Public service, Employee competency, Academic attainment

Introduction
In Indonesia, the discussion about public service has long begun, started by Sofian Effendi, Riaz Hasan, Irfan Islami, Abdul Wahab and others who popularized the public service into the discussions and lectures both in the form of scientific thought and scientific research. Even among practitioners of modern governance are working hard to produce concepts and problem-solving of public services. Therefore, the improvement of public services has become an urgent necessity. In this perspective, the government has the function in providing various public services that meet the needs and interests of the community ranging from service in the form of arrangement or any other services in order to meet the needs of the community in the fields of education, health, license, and security.

Basically the government has made every effort in order to produce a faster service, precise, humane base, reasonable, non-discriminatory, and transparent. However, the efforts that have been taken by the government are still not optimal yet. One of the indicators that can be seen from this phenomenon is the function of many public services known as a very bureaucratic approach and convoluted, while the managers of public services needs to be more directive which only consider or prioritize the interests of the leadership or organization only. The real example is in the processing of building permit has not been made pro-poor people. There is a vague pre-requisite made by technicians from the Department of City Planning at a price of over one million of Indonesia Rupiah (Rp. 1.000.000).

Societies as the users do not have any choices, like it or not they must give some money to the officer to make their business easier. Supposedly, public services are managed with supportive paradigm where the focus more on the interests of the society. The staff must be able to have a spirit of giving service and not to be served. Therefore, Nasrun, (2008) stated that public bureaucracy in a democratic system of government should have the accountability and performance of public stewardship to be more optimal. During this time, it is recognized that the accountability and performance of public stewardship of government officials are still far from the expectation.

Furthermore, Imbaruddin (2007) argues that there are several factors that lead to the widespread expression of public dissatisfaction with the quality of public services. First, public services provided by the government are still not meet with the evolving and growing needs of the community. Secondly, the increasing needs of the community are often not in line with the capabilities of resources owned by the government to provide all the demands of society. Third, the quality of people education is relatively increasing their expectations of the better quality of public services.

The efforts to improve services have actually been implemented by the government, for example through Presidential Decree No. 5 Year 1984 on Guidelines for Simplification and Control Licensing in Business Field. This effort was followed by the Decree of the Minister of State for Administrative Reform No. 81/1993 on Guidelines for Management of Public Service. To further encourage the commitment of government officials toward improving quality of care, it has issued Presidential Instruction No. 1 of 1995 on Improving the Quality Improvement and Community Services Government Reform. Besides, Decree No. 63/KEP/M.PAN/7/2003 of Minister of State for Administrative Reform about General Guidelines for Implementation of the Public Service was made to deal with this issue. Recently, the Public Service Act No. 25 of 2009 has been issued to further reinforce on providers of public services which refer to state officials, corporations, independent agency established by law for public service activities, and other legal entities established solely for public service activities.