

# Journal of Economics and Sustainable Development

ISSN 2222-1700 (Paper)

ISSN 2222-2855 (Online)

Vol.4 No.20

2013



International Institute for Science, Technology & Education  
Accelerating Global Knowledge Creation and Sharing

## Journal of Economics and Sustainable Development

Home  
Search  
Current Issue  
Back Issues  
Announcements  
All journals hosted by IISTE  
Editorial Board  
OPEN ACCESS Policy

Home > Archives > Vol 4, No 20 (2013)

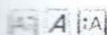
### Vol 4, No 20 (2013)

#### Table of Contents

##### Articles

<a href="#">A Case Study of Telemedicine for Disaster Management in Underdeveloped Remote Districts of Balochistan, Pakistan</a>	<a href="#">PDF</a>
<i>Khawaja, Wasim Shahid, Xinhai Lu</i>	1-13
<a href="#">Audit Committee And Timeliness Of Financial Reports: Empirical Evidence From Nigeria</a>	<a href="#">PDF</a>
<i>EMEH, YADIRICHUKWU, APPAH EBIMCOWEI</i>	14-25
<a href="#">Contribution Of Agency Banking On Financial Performance Of Commercial Banks In Kenya</a>	<a href="#">PDF</a>
<i>Sammy Mwando</i>	26-34
<a href="#">Effect of Agricultural, Manufacturing And Services Sectors Performance In Nigeria, 1980-2011</a>	<a href="#">PDF</a>
<i>Oyetade P. Oluwatoyese, Shri Dewi a/p Applanaidu</i>	35-41
<a href="#">Electricity Consumption-GDP Nexus in Bahrain: A Time Series Analysis</a>	<a href="#">PDF</a>
<i>Hatem Hatel Abdulkadhim Altaee, Mustafa Hassan Mohammad Adam</i>	42-51
<a href="#">Determinants of Remittances: Panel Evidence From Selected Countries In Africa</a>	<a href="#">PDF</a>
<i>Denis N. YUNI, Ambrose N. OMEJE, Henry T. ASOGWA</i>	52-57
<a href="#">Economic Analysis of Poverty Alleviation through Fishery Resources Utilization in Makassar City Coastal Region</a>	<a href="#">PDF</a>
<i>Dahliah, M. Pudjihardjo, Multifiah, Iswan Noor</i>	58-68
<a href="#">Financing Agriculture as a Poverty Eradication Strategy - The Case of Uasin Gishu County, Kenya</a>	<a href="#">PDF</a>
<i>Daniel Kamau, Amos Ayuo</i>	69-73
<a href="#">Industrial Output Response to Inflation and Exchange Rate in Nigeria: An Empirical Analysis</a>	<a href="#">PDF</a>
<i>Yakubu Musa, Jibrin A. Sanusi</i>	74-81
<a href="#">Institutional Changes In Land Use And It's Impacts On Farmers Social Economy, Village, Sengonagung Purwosari Pasuruan</a>	<a href="#">PDF</a>
<i>Kholid Murtadjo, Umar Burhan, Sasongko ., Multifiah .</i>	82-89
<a href="#">Measuring Poverty: the Methodological Debate</a>	<a href="#">PDF</a>
<i>Prince Koranteng Kumi, Daniel Osabutey, Gorkel Obro-Adibo, Alice Abakah</i>	90-95
<a href="#">Multidimensional Energy Poverty in the South-South Geopolitical Zone of Nigeria</a>	<a href="#">PDF</a>
<i>Samuel Gwom Edumiekumo, Stephen S. Tombofa, Tamarauntari Moses</i>	96-103
<i>Karimo</i>	
<a href="#">Application of Principal Components Analysis on Venture Capital Investment Decision Process in Ghana</a>	<a href="#">PDF</a>
<i>Martin Owusu Amoamah, Prince Koranteng Kumi, Joseph Dadzie, Ben Apau Dadson</i>	104-108
<a href="#">Price Transmission between Imported and Local Rice Markets in a Liberalised Economy: Are Ghana's Rice Wars Just Much I Do about Nothing?</a>	<a href="#">PDF</a>
<i>Joseph Amikuzuno, Gazali Issahaku, Edward B. Daadi</i>	109-119
<a href="#">Public Service in KPPT Office in Kota Gorontalo, Indonesia</a>	<a href="#">PDF</a>
<i>Zuchri Abdussamad</i>	120-127
<a href="#">Does Scale Matter in Profitability of Small Scale Broiler Agribusiness Production in Ghana? A Translog Profit Function Model</a>	<a href="#">PDF</a>
<i>Raymond K. Dziwornu, Wayo Seini, Daniel B. Sarpong, George T-M Kwadzo, John K. Kuwornu</i>	128-138
<a href="#">Settlement Size and its Effect on Sustainable Rural Development: A Case Study of Erbil, Kurdistan Region/Iraq</a>	<a href="#">PDF</a>
<i>Ayoob Khaleel Ismael</i>	139-147
<a href="#">The Effects of Chronic Inflation on Resource Allocation: towards understanding non-neutrality of monetary inflation</a>	<a href="#">PDF</a>

FONT SIZE



JOURNAL CONTENT

Search


Browse

- By Issue
- By Author
- By Title
- Other Journals

CURRENT ISSUE



Journal Help

<u>Alhaji Bukar Mustapha, Masoud Ali Khalid</u>	148-152
<u>Traditional Vs Strategic Corporate Social Responsibility: In pursuit of supporting Sustainable Development</u>	<a href="#">PDF</a>
<u>Samina Afrin</u>	153-157
<u>"Supply Chain Management"- Offering the New Paradigm for Bangladesh Garment Industry</u>	<a href="#">PDF</a>
<u>Saiful Islam Tanvir, Noorul Muqaddim</u>	158-167
<u>Prosperity and Social Justice: Consequences of Applying Ethical Norms of Islamic Finance: Literature Review</u>	<a href="#">PDF</a>
<u>Muhammad M Said, Kaviyarasu Elangkovan</u>	168-176
<u>The Informal Sector, Micro-Enterprises and Small-Scale Industries: The Conceptual Quandary</u>	<a href="#">PDF</a>
<u>S. E. EDUSAH</u>	177-185
<u>Determinants of Private Investment in Ethiopia</u>	<a href="#">PDF</a>
<u>Hailu Adugna</u>	186-194

**Paper submission email: [JESD@iiste.org](mailto:JESD@iiste.org)**

ISSN (Paper)2222-1700 ISSN (Online)2222-2855

Please add our address "contact@iiste.org" into your email contact list.

This journal follows ISO 9001 management standard and licensed under a Creative Commons Attribution 3.0 License.

Copyright © [www.iiste.org](http://www.iiste.org)

## Public Service in KPPT Office in Kota Gorontalo, Indonesia

Zuchri Abdussamad

Economics and Business Faculty, State University of Gorontalo, Indonesia

zuchri.as@gmail.com

### 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 tends 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.

*Public Services in KPPT Office in Kota Gorontalo*