

Community Satisfaction with the Services of DPRD Members in Bantaeng Regency

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(Received: October 21-2021; revised: November 20-2021; published: January 20-2022)

ABSTRACT

This study aims to measure public satisfaction with the services of the Bantaeng Regency DPRD based on the duties and functions, namely: the function of forming a regional regulation, the function of the budget, and the function of supervision. This study uses a quantitative method with non-probability sampling technique, the measurement with a Likert scale involves 100 respondents, namely: NGO/NGO/Youth Organization activists, lecturers, students, journalists/journalists, civil servants (PNS) and entrepreneurs. purposive sampling. The results showed that the service of the DPRD Bantaeng Regency was categorized as unfavorable at 73.84, with service quality C. DPRD Bantaeng Regency services based on the function of forming a regional regulation were categorized as poor, namely 73.74 with service quality C. DPRD Bantaeng Regency services based on the budget function were categorized as poor. good at 73.92 with service quality C. And Bantaeng Regency DPRD services based on the supervisory function are categorized as bad at 73.88 with service quality C.

Keywords: Public Service; Community Satisfaction; DPRD

INTRODUCTION

The Regency/City Regional People's Representative Council (DPRD) is a representative institution that is domiciled as an element of the regency/city regional government administration, as stated in Article 364 of Law Number 17 of 2014 concerning MPR, DPR, DPD and DPRD and Law Number 23 2014 concerning Regional Government, article 148, This shows that legally DPRD has a strategic position in implementing development policies in the region. Because the DPRD is a People's Representative institution that reflects the political aspirations of the community, so that it is able to provide services to the community, by developing the principles of Good Governance. Its position as an element of regional government administration is intended to create harmonious working relationships and create efficient and effective, democratic, and reliable government (Ahmad et al., 2015; Andi et al., 2018; Limpo et al., 2015; Papalapu et al., 2016; Souisa et al., 2019; Syam et al., 2018). DPRD as government administrator is intended to implement elements of public services to fulfill obligations in terms of duties and functions as government agencies.

Public services based on Law Number 25 of 2009, government regulation number 96 of 2012, are activities or a series of activities in the context of fulfilling service needs in accordance with laws and regulations for every citizen and resident of goods, services, and/or administrative services. provided by public service providers. Meanwhile (Setijaningrum, 2009) public services are all forms of public service activities within the scope of regional, central, BUMN, and BUMD government both in the form of goods and/or services as an effort to fulfill the needs of the community in the context of implementing laws and regulations. Public service is essentially a series of activities because it is a process that takes place regularly and continuously, covering all people's lives (Andi et al., 2018; Budi et al., 2015; Daraba et al., 2018; Niswaty et al., 2015).

The Regional People's Representative Council (DPRD) of Bantaeng Regency to provide services to the community is presumably based on the duties and functions contained in the Law of the Republic of Indonesia Number 17 of 2014 concerning the People's Consultative Assembly, the People's Representative Council, the Regional Representatives Council, and the Regional People's Representative Council (DPR). MD3), article 365, and Law Number 23 of 2014 concerning Regional Government, article 149 has three basic functions, namely: (1) the legislative function (Formation of regional regulations), including: Discussing with the regent/mayor and agreeing or disagreeing Draft Regency/City Perda, Submitting proposals for draft Regency/City Perda, and Formulating a program for the establishment of Regency/City Perda together with regents/mayors. (2) budget functions include: Discussing the General Budget Policy (KUA) and the Priority of the Temporary Budget Platform (PPAS) prepared by the regent/mayor based on the Regional Apparatus Work Plan (RKPD), the regency/city Regional Revenue and Expenditure Budget (APBD), Discussing Draft Regency/City Regional Regulation (Ranperda) concerning changes to the Regency/City Regional Revenue and Expenditure Budget (APBD), and Discusses the Draft Regency/City Regional Regulation (Ranperda) concerning accountability for the implementation of the Regency/City Regional Revenue and Expenditure Budget (APBD). (3) supervisory functions include: Implementation of Regency/City Regional Regulations (Perda) and regulations of regents/mayors, Implementation of provisions of other laws and regulations related to the administration of Regency/City Regional Government, and Implementation of follow-up on results of audits of financial statements by the Agency Supreme Audit Agency (BPK). Providing services to the community, the Bantaeng Regency DPRD as a government administration institution, in addition to paying attention to functions, should also pay attention to the duties and authorities as a basis in providing public services. Based on Article 366 of the Law of the Republic of Indonesia Number 17 of 2014 concerning the People's Consultative Assembly, the People's Representative Council, the Regional Representative Council, and the Regional People's Representative Council (MD3), and Article 154 of Law number 23 of 2014 concerning Regional Government. The duties and authorities of the DPRD include: Establishing district/city regional regulations with the regents/mayors, Discussing and approving draft regional regulations concerning district/city regional revenue and expenditure budgets submitted by regents/mayors, Implementing supervision over the implementation of regional regulations and revenue budgets and regent/municipal expenditures, Propose the appointment and dismissal of regents/mayors

and/or deputy regents/deputy mayors to the Minister of Home Affairs through the governor to obtain approval for the appointment and/or dismissal, Select a deputy regent/deputy mayor in the event of a vacancy in the position of deputy regent/ deputy mayor, Provide opinions and considerations to district/city regional governments on plans for international agreements in regions, Approve international cooperation plans carried out by regency/municipal governments, Request reports on accountability of regents/mayors ota in administering regency/municipal government, Approving cooperation plans with other regions or with third parties that burden the community and regions, Strive for the implementation of regional obligations in accordance with the provisions of laws and regulations, and Carry out other authorities and tasks regulated in the provisions of laws and regulations. invitation.

The success of the Bantaeng Regency DPRD in providing services to the community can be measured based on the level of community satisfaction in getting services. Community satisfaction is a condition where the needs, desires, and expectations of customers can be fulfilled through the products or services provided (Suandi, 2019). satisfaction as a perception of the product to meet expectations, therefore people will not be satisfied if the community has a perception that expectations have not been met (Putri, 2010). The measurement of the services of the Bantaeng Regency DPRD as an output on the quality of the work of the Bantaeng Regency DPRD itself. based on the Regulation of the Minister of State Apparatus Empowerment Number 14 of 2017 concerning guidelines for surveying public satisfaction with the implementation of public services, it covers 9 scopes, namely: Requirements, Procedures, Service Time, Fees/tariffs, Product specifications for types of services, Competence of implementers, Behavior of implementers, Handling complaints , suggestions and input, and Facilities and Infrastructure.

Several previous studies on the effectiveness of the supervisory function of DPRD research conducted (Chhotray & Stoker, 2009; Harmono et al., 2020; Sulistiadi & Rahayu, 2020), other studies were conducted (Garcia-Sanchez et al., 2013; Hülsing et al., 2013; Primandita et al., 2018)and more specifically conducted their findings suggest that the implementation of public services based on the duties and functions of the DPRD, the factors that often arise are that services sometimes do not run optimally due to lack of supervision, other factors are the co-optation of the hierarchical system as legal standing both based on structural and party influence as well as the political climate of coalitions and oppositions which trigger less maximum service provided to the community/constituents, as well as other factors are the quality of members, experts, work mechanisms, rules and regulations as well as the availability of data and time.

METHOD

The study was conducted in Bantaeng Regency with a time rens July to September 2021, with a descriptive quantitative method of measurement using a Likert scale describing people's satisfaction with the services of the Bantaeng Regency DPRD, using the Non-Probability Sampling technique, determining the sample by purposive sampling, namely determining the sample with certain considerations. Involving 100 respondents consisting of; There are 34 NGO/NGO/Youth Organization activists, 7 lecturers, 7 students, 7 journalists/journalists, 32

civil servants (PNS), and 10 entrepreneurs. Primary data collection is a structured observation and interview technique that is guided by a questionnaire asking questions to respondents, secondary data collection is a technique (library research) using book literature, regulations, journals and related research reports. Data analysis using a Likert scale, namely a psychometric scale used in interviews to measure the attitudes, perceptions, behaviors, and opinions of respondents. The measurement of research on the services of the Bantaeng Regency DPRD is based on the PERDA Forming Function, the Budget Function, and the Supervision Function. using nine indicators: requirements, systems, mechanisms, and procedures, time of completion, costs/tariffs, products, specifications for types of services, competence of implementers, behavior of implementers, handling, complaints, suggestions and inputs, and facilities and infrastructure.

RESULT AND DISCUSSION

Community satisfaction is a key factor in the success of services provided by government administrators. Research on service satisfaction of the DPRD of Bantaeng Regency as a response to the measurement of the success of the DPRD in carrying out its duties and functions in providing services.

This study measures the service of the Bantaeng Regency DPRD to the community with the approach of the PERDA Forming function, the Budget Function, and the Oversight Function.

Table 1

The Value of Community Satisfaction with the Services of the Bantaeng Regency DPRD, Based on the Functions of Formation of Regional Regulations, Budget Functions, and Supervision Functions.

No.	Service Element	Service Element Value	Weighted NRR
1	Condition	2,893	0,321
2	Systems, Mechanisms and Procedures	2,663	0,296
3	Completion Time	2,993	0,333
4	Cost	2,993	0,333
5	Product Specification type of service	3,010	0,334
6	Implementing competence	2,957	0,329
7	Implementing Behavior	3,033	0,337
8	Handling, complaints, suggestions and input	2,973	0,330
9	Facilities and infrastructure	3,067	0,341
Total Average Score / Indonesia: Total Nilai Rata-Rata (NRR)			2,954

IKM	73,84
Service Quality	C
Service Unit Performance	Not good

In table 1, the service value of the Bantaeng Regency DPRD with a service quality value of C and the performance of the service unit is not good at 73.84. Meanwhile, the highest score among the 9 service elements, the 9th element of Facilities and Infrastructure with service quality B and the performance of the service unit Good, is 3,067. And the service element with the lowest value of the 2nd element of the System, Mechanism and procedure with service quality C and the performance of the service unit is not good, namely 2,663.

The data above shows that the people who receive services from the Bantaeng Regency DPRD consider it unfavorable. The quality of service is considered low by the community in carrying out the functions of the Bantaeng Regency DPRD. The real purpose of public services is: Transparency, namely services that are open, easy, and accessible to all parties who need it and are provided adequately and easily understood. Accountability is a service that can be accounted for in accordance with the provisions of the legislation. Conditional, namely services that are in accordance with the conditions and capabilities of service providers with the principles of efficiency and effectiveness. Participatory services are services that can encourage community participation in the implementation of public services by taking into account the aspirations, needs and expectations of the community. Equal rights, namely services that do not discriminate in terms of any aspect, especially ethnicity, race, religion, class, social status and others. And the balance of rights and obligations, namely services that consider aspects of justice between service providers and recipients (Pradipta, D. C. 2018). Based on the principle of public service objectives, it is hoped that in the future the Bantaeng Regency DPRD providing services can pay attention to and implement it.

PERDA Forming Function

Measures related to the services of the Bantaeng Regency DPRD based on the function of forming a PERDA, namely.

Table 2

The Value of Community Satisfaction with DPRD Services in the Function of Formation of Regional Regulations

No.	Service Element	Service Element Value	Weighted NRR
1	Condition	2,885	0,321
2	Systems, Mechanisms and Procedures	2,630	0,292
3	Completion Time	2,970	0,330
4	Cost	2,990	0,332
5	Product Specification type of service	3,010	0,334

No.	Service Element	Service Element Value	Weighted NRR
6	Implementing competence	2,950	0,328
7	Implementing Behavior	3,020	0,336
8	Handling, complaints, suggestions and input	3,030	0,337
9	Facilities and infrastructure	3,060	0,340
Total Average Score / Indonesia: Total Nilai Rata-Rata (NRR)			2,949
IKM			73,74
Service Quality			C
Service Unit Performance			Not good

In table 2, the service value of the DPRD of Bantaeng Regency on the implementation of the function of forming a PERDA with a service quality value of C and the performance of the service unit being less good is 73.74. While in table 3 the value of service elements and service quality on the performance of the implementation of the function of forming PERDA members of the DPRD Bantaeng Regency

Table 3
The Value of Community Satisfaction on Elements and Quality of Service in the Function of Formation of Regional Regulations in the DPRD of Bantaeng Regency

No.	Service Element	Service Element Value	Service Quality
1	1.a Condition, Compliance with technical and administrative requirements in the preparation of budgeting and stipulation of PERDA APBD as an annual financial plan	3,030	C
	1.b Condition, Dissemination (socialization) of PERDA APBD as an annual financial plan	2,740	C
2	2.a System, Mechanisms and Procedures, Ease of public access to information on the schedule for the discussion of the RKPD/RAPERDA APBD	2,730	C
	2.b System, Mechanisms and Procedures, Ease of public access to information on RKPD/RAPERDA APBD documents	2,560	D

No.	Service Element	Service Element Value	Service Quality
2.c	System, Mechanisms and Procedures, Ease of community involvement in following the process of budgeting and stipulation of PERDA APBD/APBDP	2,600	C
3	Completion Time, The suitability of the agenda for the discussion meeting and the determination of the PERDA APBD/APBDP based on the schedule determined by the Deliberative Body (BAMUS)	2,970	C
4	Cost, The reasonableness of the use of the budget (meetings, consultations, working visits) in the preparation of the budget and the determination of the Regional Regulations APBD/APBDP	2,990	C
5	Product Specification type of service, Appropriate budgeting of government work program priorities based on the development of problems and community needs in the process of budgeting and stipulation of PERDA APBD/APBDP	3,010	C
6	Implementing competence, Competence (knowledge, expertise, skills, and experience) of BANGGAR DPRD members in the process of budgeting and determining PERDA APBD/APBDP	2,950	C
7	Executing Behavior, The attitude of DPRD members in accepting the aspirations of the community in the process of budgeting and stipulation of PERDA APBD/APBDP	3,020	C
8	Handling, complaints, suggestions and input, Handling of complaints, suggestions, and input on program priorities based on the development of problems and community needs in the preparation of budgeting and stipulation of PERDA APBD/APBDP	3,030	C
9	Facilities and infrastructure, Quality of facilities & infrastructure in supporting BANGGAR DPRD members in budgeting and stipulation of PERDA APBD/APBDP	3,060	C

The highest value among the 9 service elements is found in the 9th element. Quality of facilities and infrastructure in supporting members of the DPRD forming PERDA in the process of discussing and forming PERDA, with a service quality value of C and the performance of the

service unit being less good, which is 3,060. And the service element has the lowest value for the 2nd element, System, Mechanism, and Procedure. Ease of public access to information on academic texts and the draft PERDA, with a service quality score of D and the performance of the service unit is not good, namely 2,560.

The data above shows that the DPRD of Bantaeng Regency provides services in the function of forming a PERDA which is still considered not good enough. With the acquisition of service quality in 9 elements being in the poor and not good category, it is considered that the prodak Perda issued is not based on the assumption of community needs and expectations. The procedure for the formation of a regional regulation must be regulated in such a way, including at the planning stage, so that the regional regulation produced by the DPRD together with the regional government truly embodies the legal needs of the local community (Lasatu, A. 2020). The need for regional regulations was initiated by the pro-people Bantaeng Regency DPRD as a form of output that the DPRD institution is truly oriented to the aspirations of the people.

Budget Function

Measures related to the services of the Bantaeng Regency DPRD based on the Budget function, namely.

Table 4
The Value of Community Satisfaction with the Services of the Bantaeng Regency DPRD, on the Budget Function.

No.	Service Element	Service Element Value	Weighted NRR
1	Condition	2,900	0,322
2	Systems, Mechanisms and Procedures	2,610	0,290
3	Completion Time	3,010	0,334
4	Cost	3,010	0,334
5	Product Specification type of service	2,990	0,332
6	Implementing competence	2,940	0,327
7	Implementing Behavior	3,050	0,339
8	Handling, complaints, suggestions and input	3,000	0,333
9	Facilities and infrastructure	3,100	0,344
Total Average Score / Indonesia: Total Nilai Rata-Rata (NRR)			2,957
IKM			73,92
Service Quality			C
Service Unit Performance			Not good

In table 4, the service value of the Bantaeng Regency DPRD on the implementation of the budget function with a service quality value of C and the performance of the service unit is not good at 73.92. While in table 5, the value of service elements and service quality on the performance of the implementation of the Budget Function of the Bantaeng Regency DPRD. While in table 5, the value of service elements and service quality on the performance of the implementation of the Budget Function of the Bantaeng Regency DPRD.

Table 5
The Value of Community Satisfaction with the Elements and Quality of Service in the Budget Function in the DPRD Bantaeng Regency.

No.	Service Element	Service Element Value	Service Quality
1	1.a Condition, Compliance with technical and administrative requirements in the preparation of budgeting and stipulation of PERDA APBD as an annual financial plan	3,110	B
	1.b Condition, Dissemination (socialization) of PERDA APBD as an annual financial plan	2,690	C
2	2.a System, Mechanisms and Procedures, Ease of public access to information on the schedule for the discussion of the RKPD/RAPERDA APBD	2,680	C
	2.b System, Mechanisms and Procedures, Ease of public access to information on RKPD/RAPERDA APBD documents	2,550	D
	2.c System, Mechanisms and Procedures, Ease of community involvement in following the process of budgeting and stipulation of PERDA APBD/APBDP	2,600	C
3	Completion Time, The suitability of the agenda for the discussion meeting and the determination of the PERDA APBD/APBDP based on the schedule determined by the Deliberative Body (BAMUS)	3,010	C
4	Cost, The reasonableness of the use of the budget (meetings, consultations, working visits) in the preparation of the budget and the determination of the Regional Regulations APBD/APBDP	3,010	C

No.	Service Element	Service Element Value	Service Quality
5	Product Specification type of service, Appropriate budgeting of government work program priorities based on the development of problems and community needs in the process of budgeting and stipulation of PERDA APBD/APBDP	2,990	C
6	Implementing competence, Competence (knowledge, expertise, skills, and experience) of BANGGAR DPRD members in the process of budgeting and determining PERDA APBD/APBDP	2,940	C
7	Executing Behavior, The attitude of DPRD members in accepting the aspirations of the community in the process of budgeting and stipulation of PERDA APBD/APBDP	3,050	C
8	Handling, complaints, suggestions and input, Handling of complaints, suggestions, and input on program priorities based on the development of problems and community needs in the preparation of budgeting and stipulation of PERDA APBD/APBDP	3,000	C
9	Facilities and infrastructure, Quality of facilities & infrastructure in supporting BANGGAR DPRD members in budgeting and stipulation of PERDA APBD/APBDP	3,100	B

The highest score among the 9 service elements is found in element 1. The suitability of technical and administrative requirements in the preparation of budgeting and the determination of the Regional Budget (PERDA) of the APBD as an annual financial plan, with a service quality value of B and the performance of the service unit Good, namely 3.100. And the service element with the lowest value of the 2nd element. Ease of public access to information on the RKPD/RAPERDA APBD document with a service quality value of D and the performance of the service unit is not good, which is 2.550.

The data above shows that the Bantaeng Regency DPRD providing services to the budget function is still considered to be poor. With the acquisition of service quality in 9 elements being in the good, poor, and bad categories, it is considered that the budgeting carried out by the Bantaeng Regency DPRD is still not good. The system for preparing and managing regional budgets is oriented towards achieving performance results (Manzilati, A., & Fadli, M. 2012). The importance of maximizing the budgeting process in order to develop community-based programs so that the program is more targeted.

Oversight function

Measures related to the services of the Bantaeng Regency DPRD based on the supervisory function, namely.

Table 6
The Value of Community Satisfaction with the Services of the Bantaeng Regency DPRD, on the Supervision Function.

No.	Service Element	Service Element Value	Weighted NRR
1	Condition	2,895	0,322
2	Systems, Mechanisms and Procedures	2,750	0,306
3	Completion Time	3,000	0,333
4	Cost	2,980	0,331
5	Product Specification type of service	3,030	0,337
6	Implementing competence	2,980	0,331
7	Implementing Behavior	3,030	0,337
8	Handling, complaints, suggestions and input	2,890	0,321
9	Facilities and infrastructure	3,040	0,338
Total Average Score / Indonesia: Total Nilai Rata-Rata (NRR)			2,955
IKM			73,88
Service Quality			C
Service Unit Performance			Not good

In table 6, the service value of the Bantaeng Regency DPRD on the implementation of the supervisory function with a service quality value of C and the performance of the service unit is not good at 73.88. While in table 7, the value of service elements and service quality on the performance of the implementation of the supervisory function of the DPRD Bantaeng Regency

Table 7
The Value of Community Satisfaction with the Elements and Quality of Service in the Supervision Function in the DPRD Bantaeng Regency.

No.	Service Element	Service Element Value	Service Quality
1	1.a Condition, Compliance with technical and administrative requirements in the preparation of budgeting and stipulation of PERDA APBD as an annual financial plan	3,040	C
	1.b Condition, Dissemination (socialization) of PERDA APBD as an annual financial plan	2,750	C
2	2.a System, Mechanisms and Procedures, Ease of public access to information on the schedule for the discussion of the RKPD/RAPERDA APBD	2,730	C
	2.b System, Mechanisms and Procedures, Ease of public access to information on RKPD/RAPERDA APBD documents	2,740	C
	2.c System, Mechanisms and Procedures, Ease of community involvement in following the process of budgeting and stipulation of PERDA APBD/APBDP	2,780	C
3	Completion Time, The suitability of the agenda for the discussion meeting and the determination of the PERDA APBD/APBDP based on the schedule determined by the Deliberative Body (BAMUS)		C
4	Cost, The reasonableness of the use of the budget (meetings, consultations, working visits) in the preparation of the budget and the determination of the Regional Regulations APBD/APBDP		C
5	Product Specification type of service, Appropriate budgeting of government work program priorities based on the development of problems and community needs in the process of budgeting and		C

No.	Service Element	Service Element Value	Service Quality
	stipulation of PERDA APBD/APBDP		
6	Implementing competence, Competence (knowledge, expertise, skills, and experience) of BANGGAR DPRD members in the process of budgeting and determining PERDA APBD/APBDP		C
7	Executing Behavior, The attitude of DPRD members in accepting the aspirations of the community in the process of budgeting and stipulation of PERDA APBD/APBDP		C
8	Handling, complaints, suggestions and input, Handling of complaints, suggestions, and input on program priorities based on the development of problems and community needs in the preparation of budgeting and stipulation of PERDA APBD/APBDP		C
9	Facilities and infrastructure, Quality of facilities & infrastructure in supporting BANGGAR DPRD members in budgeting and stipulation of PERDA APBD/APBDP		C

The highest value among the 9 service elements is found in the 9th element. Quality of facilities & infrastructure in supporting the implementation of the DPRD supervisory function (commission work meeting rooms and hearings, as well as working visit/recess activity facilities), with a service quality value of C and the performance of the service unit. Less Good is 3,040. And the service element has the lowest value, the second element. Ease of public access to the results of the commission's work meeting with the government in the implementation of the DPRD's supervisory function, with a service quality value of C and the performance of the service unit being less good. which is 2,730.

The data above shows that the DPRD Bantaeng Regency provides services in the supervisory function which is still considered not good. With the acquisition of service quality in 9 elements, the category is also not good. It is considered that the supervision carried out by the Bantaeng Regency DPRD in the aspect of recess and socialization of regional regulations tends to be seen only as a constituent meeting activity without producing an effective solution in assessing regional development and community needs. Supervision is about finding the truth and doing the work, not looking for faults. This supervision is intended to prevent or correct errors, errors, irregularities, discrepancies, deviations that are not in accordance with the duties and authorities that have been determined (Riana, A., & Rokan, MK 2021). monitoring processes specifically in recess activities and socialization of regional regulations.

CONCLUSION

Entrepreneurship government is now very important and urgent to be realized as an implication of the current of globalization which has brought fundamental changes to the needs and demands of society which are increasingly dynamic and complex and unpredictable. Therefore, the spirit and spirit of entrepreneurship is not only limited to creating creative and innovative ideas, but more than that where creative and innovative ideas are applied in the implementation of government administration, development and public service tasks, the main objective of which is to improve the quality of the process up to the end. outcomes of public services to service recipients or benefits which ultimately lead to increased public trust and organizational performance as well as the government apparatus itself.

The implementation of entrepreneurship governance within the Makassar City Government is quite good. However, there is still a need for a development focus and strengthening primarily on community participation to participate more actively or in other words the need for community institutionalization to create a shared vision in developing the city of Makassar through various existing innovations to continue to be developed and optimized as much as possible for progress. and mutual benefit.

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