

GOVERNOR GORONTALO: PUBLIC SERVICE NEEDS COMMITMENT FROM ALL PARTIES

Rabu, 07 Juni 2023 - Djunaldy F. Laode

Gorontalo (ANTARA) - Acting Governor of Gorontalo Ismail Pakaya mentioned public service in the government environment needs seriousness and commitment from the leadership to the staff.

"This is what we need to build," said Ismail Pakaya after meeting with the Head of the Provincial Ombudsman Representative of Gorontalo Alim S. Niode and his staff in Gorontalo City, Gorontalo, Tuesday.

He admitted he has a personal target to focus on improving things related to public service within one year of taking office as Governor of Gorontalo.

The Gorontalo Provincial Government, he said, will activate a hotline or reporting channel to improve public service.

"There must be a hotline number in the Kominfo Directorate to receive public complaints. The public needs a fast response, they don't want to wait a week for an answer, or worse, they are not served," he said.

Regarding suggestions and follow-up actions on the report from the Ombudsman, Ismail Pakaya stated his intention to immediately improve things that are still rated as less than good. He firmly instructed all organizational leadership to pay serious attention to improving public service.

Previously, the Head of the Gorontalo Provincial Ombudsman Representative disclosed that public complaints regarding suspected maladministration in 2022 were deviations of procedures reaching 60 percent, second, not providing service to 17 percent, and third, delays reaching nine percent.

"But this is not all of the maladministration in the Gorontalo Provincial Government. It is spread across regencies/cities, including vertical instances," Alim said.

Alim further explained the average public service performance score for the Gorontalo Province in 2022 was in category C with a score of 72.65 points.

The score was obtained from a recapitulation of the evaluation of four regional organizations (OPD), namely the Directorate of Health, Directorate of Investment and PTSP, Directorate of Education, and Directorate of Social.