

GOVERNOR MALUKU RESMILY PUBLIC SERVICE TERRACE IN ARU MIDDLE

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Dobo, Tribun-Maluku.com: Governor Maluku, Hendrik Lewerissa officially inaugurates the Public Service Terrace in Benjina Village, Aru Middle Sub-district, Kepulauan Aru Regency, Thursday (18/9/2025).

The event held at the Aru Middle District Office was attended by the Maluku Ombudsman, BPJS Health Ambon, Bupati Kepulauan Aru, several officials of the Maluku Provincial Government, Timotius Kaidel, Wakil Bupati Drs Mohammad Djumpa and Aru Forkopimda members as well as other guests.

Governor Maluku in his speech welcomed well and appreciated the implementation of activities that were initiated by the Representative Ombudsman RI Province Maluku in cooperation with the Aru Regency Government and BPJS Health as well as other stakeholders in accessing various government services such as administration, health, and various social assistance directly and free of charge.

He said, public service is a fundamental right of every citizen and a duty of the government to provide it easily, quickly, accessible and of quality.

"Although for Kepulauan Aru Regency must get serious attention because of the geographical conditions that are still faced with obstacles of distance, cost, and limited access to basic services, so it has an impact on the fulfillment of administrative, health, and social rights of the community," said Lewerissa.

Development of public service management at this time, he said the Governor must follow the New Public Service paradigm where the community is the center of public service management.

In his view, community aspiration becomes the main reference in determining the direction of development and answering the needs and expectations of the community as the main modal for the continuation of development in the area.

Besides that, efforts and strategies to improve the quality of public service must be carried out continuously and sustainably with paying attention to changes and development of social, economic and community culture.

"The face of public service must also be changed by us from being cumbersome, slow, not friendly, and full of extortion (pungli) into public service that is modern, clean, efficient, and dynamic to answer the needs and expectations of the community," urged the Governor.

Without these conditions, he said we will never become a developed area. Along with that, the demand of the community for high quality and professional public service will become the basis for the regional government and stakeholders to accelerate the reform of public service.

On that occasion, Lewerissa also encouraged collaboration between government agencies, both vertically and horizontally, as well as community involvement to create high quality public service, in order to create trust and satisfaction of the community towards the regional government.

"To the kabupaten Kepulauan Aru as the main organizer and responsible for public service management in this area, to be a driving force with high quality management of public service, and intensify building communication and collaboration that is effective with service units within the framework of providing primary service," he urged.

Meanwhile to the community in Aru Middle Sub-district, he urged them to take advantage of this opportunity as well as possible to access various basic needs of public service for the community.

"I don't forget to convey my thanks to all the organizers of public service Kepulauan Aru and the Representative Ombudsman for the very good cooperation and collaboration so that this activity can be carried out. Hopefully with determination and commitment together, we can provide high quality public service for Maluku Pung Bae," ended Lewerissa.

Sementara Kepala Ombudsman Maluku, Hasan Slamet mengatakan bahwa kegiatan ini menjadi sangat istimewa, bukan hanya karena terselenggaranya Teras Pelayanan Publik di Desa Benjina Kecamatan Aru Tengah, tetapi juga karena kehadiran Bapak Gubernur Maluku di tengah-tengah kita.

"Untuk itu, saya menyampaikan apresiasi yang setinggi-tingginya atas dukungan, perhatian, dan kehadiran Bapak yang menjadi penyemangat bagi kita semua. Karena sebagai lembaga negara pengawas pelayanan publik, Ombudsman memandang penting untuk menginisiasi kegiatan ini, terlebih karena Kabupaten Kepulauan Aru termasuk daerah 3T (Terdepan, Terluar, dan Tertinggal) yang membutuhkan perhatian khusus," ungkapnya.

Ditempat yang sama, Bupati Kepulauan Aru, Timotius Kaidel mengucapkan selamat datang kepada Gubernur Maluku beserta jajaran atas kunjungannya ke Kabupaten Kepulauan Aru.

"Tentunya, kami sangat antusias dan bersemangat atas kunjungan bapak pada hari ini. Arahana yang nantinya akan diberikan kepada kami akan menjadi acuan bagi kami melanjutkan pembangunan demi Aru yang lebih maju kedepan," pinta Kaidel.