TOLITOLI YELLOW ZONE PUBLIC SERVICE DELIVERY

Kamis, 26 Oktober 2023 - Mohammad Risky S

Palu, 50detik.com - The Indonesian Ombudsman for Central Sulawesi Representatives held a discussion on campus and community participation in the management of complaints and reporting on public services in Tolitoli Regency today (26/10).

The activity, which was held all day at the Madago university campus, involved the Tolitoli Regional Government, friends of the Tolitoli Regency ombudsman, students and community leaders.

Present as the main speaker, the Head of the Indonesian Ombudsman Central Sulawesi Representative, M. Iqbal Andi Magga, SH, MH, along with a number of assistant ombudsmen from the Indonesian Ombudsman.

This activity was held to follow up on the statistical record of community reports on public services in Tolitoli Regency in 2023, recorded 0 cases.

Therefore, intense socialization is needed to the public about the procedures for complaints and reporting on the performance of public service delivery by the government.

"We are carrying out this activity because SDH is approaching the end of 2023, Tolitoli Regency has recorded zero cases of public complaints on public services. This means that there are 2 possibilities. Governments that provide excellent or excellent public services or do people lack understanding of their rights and obligations to government public services? This is what needs to be studied," Iqbal said in his speech opening the activity.

From 12 districts and 1 city in Central Sulawesi, a compliance survey has now been completed on 14 public service standards. Last year, Tolitoli Regency was in the yellow zone in the provision of public services to the community. Both the implementation of facilities and service infrastructure and the ability of local government officials to serve the community are still relatively unsatisfactory. This was also acknowledged by Assistant 1 Tolitoli Regency Government, Ir. Munawar, who was present as a resource person with the Head of the Indonesian Ombudsman for Central Sulawesi Representatives.

"Therefore, we need input and guidance also from the ombudsman to improve the facilities and infrastructure system as well as the competence of Tolitoli Regional Government services to the community," he explained.

The discussion on public reporting and complaints on public services was tough and intimate because it was interspersed with various quizzes and simulations on how to assess the implementation of public services in a simple way taught by the Indonesian ombudsman Asistem from the center to volunteers, ombudsman friends and students who filled the Madago campus. (*)