

Effectiveness of Legislative Performance on Community Satisfaction Macassar City Council

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Abstract

The purpose of this study was to determine the effectiveness of the performance of legislative members on community satisfaction and the factors that influence the performance carried out by legislative members in order to fulfill community satisfaction as constituents in increasing community participation. The research method used is descriptive research with a qualitative approach. Data collection techniques through observation, interviews and documentation. The data source, namely primary data, is data obtained directly by researchers from informants at the research location through interviews with legislative member informants. The results of field research show that the effectiveness of the performance of legislative members on community satisfaction is characterized by community participation in supporting every law that has been decided. This can be seen from the supporting factors of the formulation and ratification of local regulations, participation in legislative sessions, communication with constituents, responsiveness to community needs. While the inhibiting factors, namely the availability of skilled human resources, complete facilities and infrastructure, information, and experience are openly conveyed and have been optimized as they should. The findings of this study can be used as a basis for improving the effectiveness of the performance of legislative members in meeting the satisfaction of the community/constituents.

Keywords: effectiveness, performance, member of parliament, Indonesia

1. Introduction

The effectiveness of government implementation cannot be separated from the performance of the government apparatus. Local government performance can be seen from how the performance of employees or government officials. Achieving organizational goals effectively and efficiently is not easy, for this reason in organizations, both government organizations and private organizations, various efforts are needed to be able to improve the quality of human resources, one of the factors that can improve this includes employee performance (Hirschman, 1986).

In carrying out activities, employees need work instructions from the agency so that their implementation is in accordance with existing work regulations in government agencies so that the performance of existing employees is in accordance with the expectations of the agency. Furthermore, performance is the result or level of success of a person as a whole during a certain period in carrying out tasks compared to various possibilities, such as work result standards, targets or goals or criteria that have been determined in advance and agreed upon together. Performance can be defined as the achievement of work results in accordance with the rules and standards that apply to each organization. Performance is a certain requirement which can finally be directly reflected in the output produced both in quantity and quality (Lines, 2008; Marginson, 2019; Navy, 2020).

The legislative office secretariat as a government regional apparatus is expected to be able to contribute, for the realization of the vision and mission of Makassar City. The city government organizes administration and secretariat and finance, supports the implementation of the duties and functions of the legislature and provides and coordinates experts needed in carrying out their rights and functions as

needed. The legislative office secretariat is a supporting element of government affairs which is the authority in the field of administrative services and providing support for the duties and functions of local government.

Based on the observations made by the author in this study, it is hoped that it can provide clear and firm nuances of thought for employee performance evaluation materials so that problems related to evaluation to improve employee performance can be resolved. Based on the background of the problem above, the researcher is interested in conducting research by making the following research questions: How is the effectiveness of the performance of legislative members on community satisfaction and what factors support the effectiveness of the performance of legislative members on community satisfaction. The purpose of this study was to determine the effectiveness of the performance of legislative members on community satisfaction, and to determine the factors that influence the performance of legislative members in mastering the theory of service administration to provide satisfaction to the community. The results of this study are expected to be useful in adding insight into science in the field of public administration, in providing good service to realize community satisfaction. And tactically provide support to legislators to further improve performance to be better to realize community satisfaction.

2. Method

This research adopts a qualitative methodology with a descriptive analysis approach, focusing on examining in detail the issue at hand without employing statistical calculations. Conducted at the Makassar City Regional House of Representatives Office from March to July 2023, it sources data both directly from interviews with selected legislative members and the public (primary data) and indirectly through documents and books (secondary data). The study aims to evaluate the effectiveness of legislative members' performance in enhancing public satisfaction, with a specific emphasis on productivity, motivation, job evaluation, supervision, and the work environment as key factors.

The research investigates the impact of legislative performance on community satisfaction, assessing factors such as service procedures, officer discipline, expertise, and service speed. Data collection techniques include interviews and documentation, utilizing purposive sampling to ensure representative and objective data gathering from key informants like the Chairman of the Makassar City DPRD, faction leaders, the council secretary, and community leaders.

Data analysis involves a systematic process of data reduction, presentation, and conclusion drawing, based on interviews, field notes, and documentation. This methodology aims to provide a thorough understanding of the effectiveness of legislative performance on public satisfaction, contributing valuable insights into improving government service delivery and legislative accountability.

3. Result and Discussions

Effectiveness of Lagislative Member Performance

Legislative members are responsible for formulating and passing policies that meet the needs and aspirations of the community. They must have a good understanding of the problems faced by the city and work together with other legislators to reach consensus in decision making. The legislative function in the public policy-making process of the five research indicators is four indicators that are well implemented, namely for indicators of the policy formulation process, the policy adoption process, the policy implementation process, and the policy evaluation process, while for indicators of the policy preparation process it has not been well implemented and this is in line with Purwo's opinion theory which the author makes reference to in research indicators. For this reason, the author suggests that the legislative function. In the process of making public policy, it can be improved so that it is maximized in carrying out its function in policy formulation.

The agenda-setting process is an important step in integrating the agendas that legislators must address to achieve a public policy. Elected and appointed officials formulate various issues into a public agenda, which then compete for inclusion on the policy agenda. Some issues are chosen as the focus of

discussion, while others can be postponed for a longer period of time for certain reasons. The policy formulation process occurs after an issue has been placed on the policy agenda. In this stage, policymakers discuss the problems and look for the best solutions. These solutions come from a variety of alternatives or policy options. Each alternative competes to be the policy taken to solve the problem, so actors engage in competition to propose the best problem solving (Kiran et al., 2022; Levin, 2008). Legislative members are expected to actively participate in sessions such as submitting proposals, giving opinions, and following policy discussions. This participation is important to ensure that the voice and aspirations of the community are well represented. Participation as a matter of taking part in an activity. Thus, there are two main points in participation, namely taking part and participation. Participation means giving the community the right to provide input in the formation of Prolegda, while at the same time obliging the local government and DPRD to make it easier for this input to reach them. Participation can be transitive or intrasensitive, it can be moral or immoral, it can be coerced or free, and it can be manipulative or spontaneous. The formulation of the definition of community participation is directed as follows: Participation as a policy participation as a consultation procedure of policy makers to the community as the subject of the regulation. Participation as a strategy to gain public support for policy credibility. Participation as a communication tool so that the government knows the wishes of the people, Participation as a means of dispute resolution and tolerance for distrust and confusion that exists in society. The implementation of regional autonomy, normatively, is an opportunity to open space for community participation in the process of policy formulation and implementation (Çiçek & Bilal, 2011). Conceptually, participation is the implementation of a democratic system of government from the people by the people and for the people.

Factors affecting the performance of legislative members

Public satisfaction with the performance of legislative members is an assessment of the level of satisfaction and public perception of the performance of legislative members. This description includes various aspects that can affect the level of public satisfaction, including: Community representation: the public assesses the extent to which legislators are able to represent their interests and aspirations. This includes the extent to which legislators understand the problems faced by the community, fight for their interests, and are committed to improving community welfare. Responsiveness: the level of community satisfaction is also related to the responsiveness of legislators to community problems and requests. People expect legislators to respond quickly, provide effective solutions, and communicate actions taken to the public. Service quality: legislators are expected to provide quality services to the community (Zacharias et al., 2021). This includes the ability of legislators to provide accurate information, help solve problems faced by the public, and maintain open and transparent communication. Public participation: public satisfaction is also related to the level of participation maintained by legislators. People expect opportunities to participate in policy discussions, public forums, or consultations that involve them in the decision-making process. Openness and Accountability: legislators are expected to have openness and accountability in carrying out their duties. The public expects transparency in budget utilization, performance reporting, and accountability for decisions and actions taken.

The shortage of human resources is generally not due to a lack of quantity, but less in terms of quality related to tasks with the legal field. The presence of Law No. 32/2004 on Regional Government is a contributing factor to widespread social, economic, cultural and political changes in the regions. Through these two laws, autonomous regions have been and will be given broad, real and responsible authority, accompanied by the provision of significant financial resources in balance with their authority. Based on these laws and various other implementing regulations, there will be a greater concentration of decision-making and money circulation in autonomous regions, especially regencies/municipalities. With greater authority, autonomous regions have greater discretion to

determine their own future based on their needs and capabilities. With the increase in the amount of money circulating in the regions, it is expected to accelerate the process of development and equity in the regions, if the local community can take advantage of the opportunities that exist. If not, then others who are better prepared will take advantage of the opportunity (Debby et al., 2021; Klassen & Vereecke, 2012; Li et al., 2006).

The implementation of the formation of local regulations is also influenced by the facilities and infrastructure needed to support the formation of local regulations. One of the supporting facilities is the availability of funds in drafting local regulations. The legal department of the city government stated that it experienced obstacles in forming Prolega because the budget for the formation of local regulations is in the respective regional work units. Legislative members should not rely solely on information submitted directly or indirectly by the public. Although this opinion does not mention the weakness of the availability of data and information, in general, policy making is closely related to the issue of time. Some problems that require quick resolution require the existence of a system to provide information quickly so that the benefits mentioned above can be achieved. So the existence of an information technology-based information system is absolutely necessary as a clear source of information as a comparison for information owned by the executive. This condition certainly affects the output in the form of local regulations produced.

4. Conclusion

The implications of research on the effectiveness of the performance of legislators on community satisfaction can have several relevant impacts and implications, namely increasing the accountability of the performance of legislators to their constituents. By knowing the level of public satisfaction with the performance of legislators, they can be more aware of their responsibility to meet the expectations and needs of the community. Policy improvement as an implication of the research can help formulate and improve public policies that are relevant to the needs of the community. Legislative members always try to know the public's perceptions and expectations of legislative performance so that policies can be directed to address the problems and needs expressed by the public. Increased public participation is a finding in this study that can encourage increased public participation in the legislative process to determine policies to improve public welfare. Realizing the importance of public satisfaction with legislative performance, the public can be encouraged to be more actively involved in monitoring and providing input into the decision-making process of legislative members. The findings of this research can be used to develop steps to improve and enhance the quality of legislative performance including improving communication with the community, fulfilling constituent demands, and increasing the effectiveness of legislation and supervision. Evaluation and accountability can be used as a concrete effort by members to correct their weaknesses and improve representation and service to constituents.

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