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## **Departmental Auction State Officers' Public Service Of Makassar City**

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**Abstract:** This research was focused on Public Service of departmental auction state officers of Makassar . It aimed to determine the state officers' performance who passed departmental auction that had been assessed based on competence, and integrity in particular, the ability to provide and develop good service to the community at the 9 Local Government Work Unit (SKPD) Makassar, namely the Regional Revenue Board of Makassar City, the Land Board of Makassar City, the Office of Investment and Integrated One Stop Service of Makassar City and the Department of Population and Civil Registration of Makassar City, Ujung Pandang District Office, Makassar District , Rappocini District , Bontoala District , and Panakkukang District . The 9 SKPD were chosen purposively from 53 SKPD within the Makassar City Administration by considering the representation of SKPD of the Agency and the Department as well as the representation of the district Institution located in the northern, middle and southern part of Makassar City. Interviews and observation data were collected by 3 interviewers and narrated as facts and elaborated by the research team with qualitative and normative studies. The result of the research shown that the state officers' performance in Makassar city administration area had been able to develop good service to the society at 9 Local Government Work Unit (SKPD) of Makassar City. However, it was necessary to improve the quality of human relations especially for the leading position of all SKPD so that the communication can be better served to the citizens. System reward dan punishment need to be upgraded and enforced as a trigger of employees' motivation in work. **Key Terms:** Service, officers, departmental auction -----

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### **I. INTRODUCTION**

One of the objectives of the position promotional of office through departmental auctions in the government of Makassar City is to have officers who are able to provide public services in their respective work units either in institutions, agencies or at the district level. Officers of state civil officer who passed the auction selection recruitment are professional structural officers, highly competent, perform well, integrity, as per the organization's expectations. "In other words, through the auction, will get the best structural officers in accordance with Law No. 5 of 2014 on the State Civil Officer (ASN) and Law Number 25 Year 2009 on public services that emphasize the importance of improvements in the quality of public services including improving transparency, efficiency and creating good governance. The Makassar City Government auctioned positions for the district head, sub-district heads and other heads of work units as one of the strategic steps to answer the aspirations of the people who are not satisfied with the performance of a number of district head and sub-district heads and other SKPD leaders who carry out the services to various affairs of the visitors. Bureaucracy should be able to perform services that are more oriented to the features of modern organizations that provide services quickly, accurately, accurately, openly while maintaining quality, cost efficiency and timeliness

(Anonymous, 2017). Therefore, the loyalty of the officer performing the service every day becomes the study in this research. So the performance of government officers need to be improved and upgraded. The main problem that will be answered in this research is the low performance of public service of local government officer of Makassar City which resulted the decreasing of performance of local government especially at local government work unit level (SKPD) either at institute / service level, and at district and district level.

## **II. METHODOLOGY**

This research was conducted at 9 working units of local government (SKPD) of Makassar. namely the Regional Revenue Board of Makassar City, the Land Board of Makassar City, the Office of Investment and Integrated One Stop Service of Makassar City and the Department of Population and Civil Registration of Makassar City, Ujung Pandang District Office, Makassar District , Rappocini District , Bontoala District ,  
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