

PUBLIC SERVICES RESPONSIBILITIES OF BAUBAU CITY AIRPORT OPERATOR UNIT OFFICE

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ABSTRACT

This study aims to explain the public services responsibility of the Baubau City Airport Management Unit Office. This study uses a descriptive method with a qualitative approach. Sources of data are primary data and secondary data, the informants were selected using purposive sampling technique. Data were collected by interview, observation and documentation techniques. The data technique is analyzed by preparing the data and organizing the data, reducing the data and presenting the data. The results of the study show that the public services responsibilities of the Betoambari Airport Operator Unit Office Baubau City related to understanding the responsibility show that the employees in it in carrying out the organization and service have worked in accordance with their main duties and functions. An understanding of the main tasks and functions and Standard Operating Procedures already exists and is implemented even though there are still some employees who are still lacking discipline. The granting of authority in accordance with the responsibilities has been followed by a decision letter. There is compliance shown by staff to superiors in carrying out their duties in accordance with the rules and decisions given by superiors. Performance evaluation is carried out both for the organization as a whole and for employees. For organizations it is done annually, while for employees every month. The performance evaluation standards used by the Betoambari Airport Unit are in the form of strategic plans, performance agreements and the Performance Accountability System for Government Agencies. The Betoambari Airport Office serves the community where every service is provided according to the needs of the community. The services provided are also equal for all or fair. The Head of Betoambari Airport is always at the forefront of every problem that occurs within the organization and always supports every step that is considered good for members and partners. Leadership commitment is also in the delegation of authority. If there are employees who are not or lack discipline, they will be reprimanded verbally and in writing. There are even some contract employees whose contracts are not extended because their service performance is lacking.

Keywords: Public Service, Responsibility, Betoambari Airport Operator Unit Office.