

PUBLIC SERVICE ACCOUNTABILITY IN THE MUNICIPAL WATERWORKS (PDAM) MAKASSAR

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ABSTRACT

This study aims to answer two research questions, the first is How Managerial Accountability in the Public Service in the Regional Water Company of Makassar and the second is how the Financial Accountability in the Public Service in the Regional Water Company of Makassar?. Issues examined in this study is How Managerial Accountability and Financial accountability in PDAM Makassar still low. This research is a kind of descriptive qualitative approach. This qualitative study uses data collection through in-depth interviews with informants, direct observation in the study site, and documentation studies conducted on various documents relevant to this study. Collecting information through interviews with public service users and key informants from the service provider and direct observation to obtain the expected data. The data obtained and analyzed and interpreted for further evaluated and given the argument in order to obtain conclusions on the existing problems. The results showed that managerial accountability and financial accountability in PDAM Makassar is still low or not fully accountable.

Keywords: Accountability, Responsibility, Service, PDAM, Kota Makassar.