

# Implementation Of Good Governance in Public Services at Local Government

**Adelia Azzahra**

Public Administration, Universitas Swadaya Gunung Jati, Indonesia

Email: [adeliaazzarah@syntax.co.id](mailto:adeliaazzarah@syntax.co.id)

## Keywords

*Implementation, Good Governance, Public Services, Local Government, District.*

## ABSTRACT

*This research is motivated by the suboptimal public services provided by government officials in XYZ District. The primary goal of this study is to evaluate the government's execution of good governance principles to enhance public services in the area. The key elements of good governance include accountability, transparency, openness, and adherence to the rule of law. The research employs a descriptive qualitative methodology and focuses on XYZ District as the research location. Data is collected through literature review and field study, with data validity testing conducted using triangulation techniques. The research findings indicate that the implementation of good governance in public service improvement is characterized by accountability, ensuring officials follow standard implementation procedures; transparency, making public interest information readily available to citizens; openness, providing services without discrimination to all citizens; and adherence to the rule of law, ensuring fair service delivery in line with applicable laws.*

## INTRODUCTION

Good government is something that every person in a country wants. This concept emerged because of dissatisfaction with the government's performance as the organiser of public affairs and public demands for bureaucratic services to be fair so that agencies can carry out healthy business practices and transparent and responsible government activities to provide meaningful benefits for the public (Fontaine et al., 2022; Huang et al., 2023; Júnior et al., 2023; Kuo & Lee, 2023).

Public services are essential for public organisations, including government organisations (Irwandy et al., 2020; Mallick et al., 2023; van der Jagt et al., 2023). Therefore, public services provided by government officials (government bureaucracy) must always be oriented toward the public interest (Lewis et al., 2020a; Yigitcanlar et al., 2023; Zou et al., 2023). To substantively fulfil the public interest, one must focus on the quality of services provided, enabling the recipients to respond positively to the outcomes delivered by government agencies (Aditya et al., 2023; Sambodo et al., 2023; Setyowati & Quist, 2022; Zhang & Mora, 2023).

According to the Minister of Home Affairs Regulation on the Empowerment of State Apparatus (*Permendagri PAN*) No. 13 of the Year (2009) concerning guidelines for improving the quality of public services with community participation, defines good governance as "a concept in government management that emphasises proportional involvement of government, community, and private elements as the three main pillars.

The law regulating good governance and public services is Number 63 of 2003, Encompassing all the service-related tasks performed by public service providers to meet the requirements of service beneficiaries and adhere to legal regulations (Akse et al., 2023; Hirschhorn et al., 2019; Lewis et al., 2020b). Implementing good governance in public services still needs to be considered better, as it

remains plagued by collusion, corruption, and nepotism perpetrated by state officials (Adewunmi et al., 2023; Bebbington et al., 2006; Rusydi et al., 2020; Wang et al., 2023). Moreover, public services exacerbate the situation by requiring greater public involvement to remind the bureaucracy to operate more professionally. Additionally, lengthy bureaucratic processes and overlapping responsibilities and authorities persist, resulting in the convoluted execution of public services (Elnaiem et al., 2023; Fussy, 2023; Steenmans et al., 2023; Yu et al., 2022).

To address this issue, there is a need to enhance the implementation of good governance, particularly within public services, to better meet the community's needs and expectations for excellent service (Pan et al., 2023; Szczepaniak et al., 2022; Wijatmoko et al., 2023; Wu et al., 2020). One approach is to apply the fundamental principles of good governance to increase the potential for reform within the bureaucracy, thereby achieving improved public services (Ararat et al., 2021; Donzelli & Linzalone, 2023; Mellinas et al., 2019; Szczepaniak et al., 2022)

Public services exist due to a culture of public interest in society. Public services are the main driver in realising good government (Hajar, 2015; Pratama et al., 2023). High-quality public services are fundamental to a well-functioning governance system (Cárcaba et al., 2022; Gallo-Cajiao et al., 2023; Sun et al., 2023). Exceptional service signifies the government's commitment to serving the broader interests of the community to the best of its abilities, ensuring community satisfaction, and meeting their needs and desires (Berenschot & Mulder, 2019; Handayani et al., 2023; Nurlinah et al., 2020).

Based on the results of initial observations carried out by the author, data was obtained that implementing good governance in XYZ District needed to be more fully optimal, especially in public services. This is evident from the service process, which is still slow and complicated, for example, in administrative functions such as registration of domicile creation, processing of Family Card (*KK*) cover letters, and changes to family card data, which should have been completed within a week, but was not carried out correctly. Well, by Law No.24 of 2013 concerning Population Administration. The public also complains about more transparency in serving various administrative needs.

In implementing good governance in the XYZ District, there is a lack of transparency, so the public cannot know the service process, and the procedures are still complicated, making it difficult for users of public services. This condition can make people doubt the performance of bureaucratic services (Gallucci et al., 2022; Ogunkan, 2022; van der Jagt et al., 2023).

Based on the interim assessment, it is evident that the implementation of good governance in public services in XYZ District has yet to be optimal. Several indications include a slow and seemingly complex administrative document processing process, a need for more transparency in addressing various public service needs, particularly in the administrative service process, and insufficient responsiveness to complaints and aspirations from District residents. There is room for improvement in achieving optimal good governance, especially in public services.

Based on the above, the author is interested in conducting research, which will be outlined in a scientific work titled: "Implementation of Good Governance in Public Services at XYZ District."

## METHODS

The method used in this research is qualitative research. This research method aims to reveal qualitative information to emphasise process and meaning issues more by describing problems factually, systematically, and accurately. In this study, the author endeavours to elucidate the application of Good Governance in Public Services at the District level using a qualitative research approach. According to Hignett S et al. (2015), qualitative research is a methodology rooted in the postpositivist philosophy employed for investigating the circumstances surrounding natural phenomena (as opposed to experimental settings), with the researcher as the primary instrument. Data collection methods involve triangulation (a combination of techniques), while data analysis is conducted inductively and qualitatively. The outcomes of qualitative research prioritise the interpretation of meaning over broad generalisations.

## RESULTS

From the observations, researchers found out about evaluating the application of good governance within public services in XYZ District. To gauge the execution of good command in the provision of public services in XYZ District, we can examine each indicator, which will be described based on the issues identified in this research.

### Implementation of Good Governance in Public Services in XYZ District

The primary elements of exemplary governance implementation are employed to assess the extent of good governance in public services within XYZ District. Therefore, the author will explain each dimension of good governance's main features, including the following parameters (Mulyawan, 2016):

#### A. Accountability

Accountability to the public for every activity carried out. Accountability is needed so that every state institution and administration carry out its duties responsibly (Cao et al., 2022). The accountability indicators are as follows:

##### 1. Compliance between Implementers with Standard Implementation Procedures

Based on the research results, all employees at the XYZ District office still need to carry out their duties by existing standard implementation procedures. This is due to the need for more human resources at the XYZ District Office, so existing tasks overlap. Based on this data, it can be validly declared that the executor, while performing their duties, does not adhere to the current Standard Implementation Procedures.

##### 2. Measurable Output and Outcomes

Output is the result achieved in the short term. This can be used as a basis for assessing the progress of an activity if the performance target is linked to activity targets that are well-defined and measurable. Meanwhile, outcomes are the results that occur after implementing short-term activities and are used to determine how far the objectives of each government function achieved from the output of an action (product or service) have met the desires of the target community.

Based on the research results, the output and outcomes of the activities carried out in XYZ District have been measured appropriately. This can be seen from the results of the activities carried out by XYZ District for community needs, such as social assistance and vaccinations, which help and have a positive impact on the people of XYZ District.

#### B. Transparency

Transparency is built based on the freedom to obtain information. Information relating to the public interest can be obtained directly for those who need it (Sun et al., 2023). The indicators of transparency itself are as follows:

##### 1. Clarity and Completeness of Information

Clarity and completeness are two building blocks that we can find in information. Both clarity and completeness are crucial elements because they ensure that information can be conveyed and understood as it is by the public.

Based on the research results, the information provided by XYZ District to the community is clear and complete, both in the form of upcoming activities and existing services. XYZ District officials also try to provide comprehensive information to the community.

##### 2. Document Availability and Accessibility

The availability and accessibility of documents are essential for the people of XYZ District because this can make it easier for the people of XYZ District to access information and complete files.

Based on the research results, the availability and accessibility of documents in XYZ District is still not optimal. This can be seen from the limited access to public records provided to the people of XYZ District.

### C. Openness

Ensuring the public's access to accurate, transparent, and non-discriminatory information regarding government activities, all while safeguarding individual rights, group interests, and state secrets (Huang et al., 2023). The indicators of openness itself are as follows:

#### 1. Process Openness

The openness of the public information process is essential for the people of XYZ District so that residents can find out about the plans and programs made for the development of XYZ District. This is one of the efforts to develop an information society.

Based on the research results, XYZ District still needs to be completely open regarding the processes carried out in the services provided to District residents. This can be seen from the administrative functions such as making cover letters, which are still closed, making the services not optimal.

#### 2. Tolerance and Mutual Respect

Tolerance and mutual respect are essential values for the people of XYZ District to ensure equitable services to individuals of various religions, races, languages, ethnicities, and cultures. This helps in creating a peaceful environment.

Based on the results of direct observations in the field, it can be concluded that the employees have upheld the qualities of tolerance and mutual respect in providing services to District residents. This can be seen from the services offered without discriminating between young and old.

### D. Rule of law

The legal framework is fair and implemented without discrimination. The rule of law must be established so that state institutions and administrations, while carrying out their duties, consistently adhere to and firmly believe in following the provisions of the applicable laws and regulations. The indicators of the rule of law are as follows:

#### 1. Subject to the Principles of Justice

The principle of justice based on Pancasila values states that public services must pay attention to the principles of justice and non-discrimination. Services must reach the most disadvantaged communities in the social system. For example, the development of underdeveloped areas must be prioritised, and broader and greater access to health services must be provided.

Based on the results of direct observations in the field, the services provided by XYZ District to residents are fair and by the principles of justice. This can be seen from the attitude of the employees who do not discriminate and discriminate in providing services.

#### 2. Protection of Human Rights

Human rights represent an intrinsic aspect of human dignity that is inviolable and irrevocable. As a result, XYZ District is duty-bound and accountable for honouring, safeguarding, upholding, and advancing the human rights of its residents. This mandate is stipulated in Law Number 39 concerning Human Rights.

Based on the results of direct observations in the field and interviews, it can be concluded that XYZ District protects the rights of its District residents, which can be seen from the services provided that always prioritise the needs of residents and do not violate the rights of its residents.

## Supporting and Inhibiting Factors for the Implementation of Good Governance in Public Services in XYZ District

### A. Supporting factors

Based on the observations conducted by researchers, it can be concluded that the supporting factors for implementing good governance in public services in XYZ District are as follows:

1. Collaboration among employees is essential for the successful execution of District activities.

2. Communication and coordination in carrying out existing public services so that the services provided to the community are effective and of high quality.
3. Human resources are vital and carry out their duties well and optimally.

#### **B. Obstacle factor**

The findings from the observations conducted by the researchers reveal that implementing good governance in XYZ District still needs to run optimally, especially in public services, because it is still full of problems.

From the results of observations made by researchers, it can be concluded that the factors that hinder the implementation of good governance in public services in XYZ District are as follows:

1. Lack of adequate human resources.
2. Employees still need help operating tools, such as computers and other devices.
3. Unsupported internet network.
4. Lack of transparency in the services provided.

#### **Efforts Made to Overcome Obstacles to the Implementation of Good Governance in Public Services in XYZ District**

Efforts to overcome obstacles when implementing good governance in public services at XYZ District are vital. The following are the efforts that XYZ District has implemented to overcome the barriers to implementing public services:

1. The XYZ District Office began to add staff by looking for adequate human resources and experts in the required fields.
2. XYZ District Employees began to learn about the latest technology systems and how to operate them properly and correctly.
3. The XYZ District Office repaired the internet network, which had problems, so it did not hinder the service process.
4. XYZ District employees coordinate to increase transparency in the service process provided to the community.

#### **CONCLUSION**

In the research on implementing good governance in public services in the XYZ District, various aspects were assessed, specifically accountability, transparency, openness, and adherence to the rule of law. Overall, the implementation of good governance in the XYZ District has achieved a commendable level in several indicators, such as adherence to standard procedures, completeness of information, principles of justice, and protection of human rights. However, there are still both supporting and inhibiting factors. Positive factors include employee cooperation, communication, coordination, and crucial human resources. Conversely, inhibiting factors include a shortage of human resources, limited technological capabilities, inadequate internet networks, and insufficient transparency. XYZ District has undertaken various initiatives to address these challenges, including hiring additional employees, enhancing technological knowledge, improving the internet network, and increasing service transparency. In conclusion, good governance in XYZ District has attained a commendable level in most aspects. Nevertheless, persistent challenges must be addressed to enhance the district's public services quality.

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