



IMPLEMENTATION OF GOOD GOVERNANCE PRINCIPLES IN PUBLIC SERVICES AT DISTRICT OFFICES

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ABSTRACT

The purpose of this study was to determine how Responsiveness, Effectiveness and Efficiency, Justice, Accountability and Transparency are provided by public service providers at the Tolangohula District Office, Gorontalo Regency. This research method is qualitative. The results of the study indicate that the implementation of Good Governance principles in public services at the Tolangohula District Office, Gorontalo Regency has been running well but not optimally. Of the 5 sub-focuses that have been studied, namely; 1) Principle of Responsiveness, 2) Principle of Effectiveness and Efficiency, 3) Principle of Justice, 4) Principle of Accountability, 5) Principle of Transparency, there are still two sub-focuses that are not optimal, namely; 1) Principle of Effectiveness and Efficiency, this is evidenced by the fact that there are still several problems, including sub-district officials who are still less disciplined in coming to the office. So that when there are people who want to do services, they have to wait for the officials. 2) The principle of transparency, this is proven by some people who do not respond to information from the apparatus, the community feels dissatisfied with the existing notice boards for several reasons, namely the lack of clear information results in low community participation in village activities and often the information provided is incomplete or late, this shows that the implementation of transparency has not been fully optimally implemented.

ABSTRAK

Tujuan penelitian ini untuk mengetahui bagaimana Responsivitas, Efektifitas dan efisiensi, Keadilan, Akuntabilitas dan Transparansi yang diberikan penyelenggara pelayanan publik di Kantor Camat Tolangohula Kabupaten Gorontalo. Metode penelitian ini adalah kualitatif. Hasil penelitian bahwa penerapan prinsip-prinsip Good Governance dalam pelayanan publik di Kantor Camat Tolangohula Kabupaten Gorontalo sudah berjalan dengan baik namun belum optimal. Dari ke 5 subfokus yang telah diteliti yakni; 1) Prinsip Responsivitas, 2) Prinsip Efektifitas dan Efisiensi, 3) Prinsip Keadilan, 4) Prinsip Akuntabilitas, 5) Prinsip Transparansi, masih terdapat dua sub fokus yang belum optimal, yakni; 1) Prinsip Efektifitas dan efisiensi, hal ini dibuktikan masih terdapat beberapa permasalahan diantaranya yaitu seperti aparat Kecamatan yang masih kurang disiplin waktu untuk datang ke Kantor. Sehingga ketika ada masyarakat yang ingin melakukan pelayanan, harus menunggu aparat tersebut. 2) Prinsip Transparansi, hal ini dibuktikan oleh sebagian masyarakat yang kurang merespon informasi dari aparat tersebut, masyarakat merasa kurang puas dengan papan pengumuman yang ada karena beberapa alasan yaitu kurangnya informasi yang jelas mengakibatkan rendahnya partisipasi warga dalam kegiatan desa dan sering kali informasi yang disampaikan tidak lengkap atau terlambat, hal ini menunjukkan bahwa penerapan transparansi belum sepenuhnya optimal diterapkan.

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1. Introduction

Good governance is part of a new model that is being developed, and the demands of the reform era, will offer the most beautiful conditions after the mass crisis. The concept of good governance emerged from dissatisfaction with the role of government which has been seen as the organizer of public affairs.

Public service is a strategic issue because public services in Indonesia are still weak without progress, their influence is very broad, ranging from economic life, politics, socio-cultural life and others. Seeing the current condition of public affairs, the principle of good governance must be applied to achieve organizational goals effectively. To achieve these goals, support is needed from human resources, namely employees who have characteristics and attitudes towards the principles of Good Governance.

Good governance can improve the quality of public services, by implementing the principles of good governance, the quality of public services will increase, the rate of corruption will decrease, and the government will pay more attention to the interests of its citizens. As conveyed by Doianto (2008); "One of the strategic choices for developing good governance in Indonesia is through the development of public service delivery that represents the values related to good governance." In other words, the level of success of public services is the extent to which the authority itself is able to apply the principles of good governance and excel in its implementation. It is hoped that with good management, the government will become a strong, quality, honest, and responsible government. Based on interviews and initial observations conducted by researchers, many problems were found, including in improving public services in Tulangohula Regency, Gorontalo Regency. It must be easy to reach the community. In reality, the community has difficulty accessing information about service conditions. Based on initial findings, it can be seen that the information board at the Tolangohula District Office, Gorontalo Regency is unclear and much of the information is incomplete. ... In reality, researchers directly observed many workers who arrived late and did not go home according to the existing schedule, and there were also office workers who came without bringing office assignment letters. The failure to realize quality services is suspected to be caused by the failure to implement the principles of Good Governance by employees at the Tolangohula District Office, Gorontalo Regency. Therefore, this research is very important to be studied so that it can be used as a guideline for government agencies in Gorontalo City to implement the

principles of Good Governance, especially at the Tolangohula District Office, Gorontalo Regency.

2. Research Method

The research method used is a qualitative research method with a study of employee informants in Tolangohula District, Gorontalo Regency. This method is used to determine the application of good governance principles in public services carried out by the Tolangohula District, Gorontalo Regency.

3. Research Results and Discussion

The research results can be seen based on the assessment of the following indicators.

1. Responsivitas

The achievement of public services can be assessed based on the nature of the service provided, namely how well the person works for the recipient. Providing good service to the community is one of the hopes and ideals of the community to date, along with public works that continue to create gaps between service providers and the community. The principle of responsiveness, in this case the ability to respond positively, is expected to be the foundation for service providers to achieve good governance goals.

The relevance of this study to Andy Nima Sulfiani's research (2013) on the concept of accountability shows that the community does not care about the provision of services. One of the similarities is the part that shows a good response to the community. The openness needed in the organization and facilitating interaction between leaders and the community is an important part.

The provision of services, especially at the Tolangohula Sub-district Office, attracts the attention of researchers because there are many problems in the current service, one of which is the attitude of the Tolangohula Sub-district leadership in providing services. Based on the research that has been conducted, the researcher found that the service provided to the community in this case a positive response, is quite good, this is proven when the community comes to take care of administration at the office, the employees of the Tolangohula District Office will always be responsive, and in serving the community they are polite and friendly. This will guarantee public satisfaction with the response that has been implemented based on the SOP that currently exists at the Tolangohula District Office.

2. Effectiveness and efficiency

Efficiency and effectiveness have been identified as the main principles of Good governance that must be applied to improve service quality. The definition of the United Nations Development Program is explained by Abd. As shown by Roman (2019:158), effectiveness and efficiency indicate that all activities and organizational structures aim to produce results based on needs and on target.

The results of research conducted by Rahman Hasibwan on the application of Good governance principles to improve the quality of public services in the Sarkham area show that ease in providing services is not included in the indicators of efficiency and effectiveness. This is very different from the current study, because in this study the provision of flexible services is a very important indicator for improving the quality of public services, especially in terms of effectiveness and efficiency.

The practice of providing public services at the Tolangohula District Office has experienced several demands from the community, especially in terms of employee discipline. The findings of this study indicate that discipline has not been implemented optimally. This is proven by the fact that employees at the Tolangohula District Office are still lacking in time discipline, where there are still employees who often come late, go home not according to existing working hours, enter and leave the office as they please, not only that, there is also delegation of tasks to one employee to another, and what is worse is that there are still employees who come without wearing office attributes. Of course this is directly contrary to the implementation of good public services as stated in Law Number 25 of 2009 and also contradicts the SOP at the Tolangohula District Office, Gorontalo Regency.

3. Justice

Justice in public affairs means that people should be treated fairly and their rights as recipients of services should be clear. The knowledge of officers in service delivery ensures that the objectives of justice are carried out properly. Every member of society has the right to receive equal services, and the government must always strive to provide maximum and efficient services. The application of the principles of justice in service can be seen from the same attitude and work methods given by the Tolangohula Regional Government to the entire community. The concept of justice requires that public services be provided without discrimination based on race, religion, gender, or social class.

4. Accountability

The definition of accountability according to Mardiasmo (2018) is a form of commitment to be responsible for the success or failure of an organization's management program to achieve previously set goals and objectives. This principle includes the efforts and obligations of public officials to be responsible for social work problems.

At the Tolangohula District Office, Gorontalo Regency, there is accountability to the public, administrative costs are paid, all costs are in accordance with applicable laws and regulations and are transparent to the public. There is no evidence of violations of administrative procedures, which shows the staff's commitment to maintaining the integrity of public services. Therefore, the concept of accountability at the Tolangohula District Office is good and responsible to the people.

5. Transparency

Transparency in the nature of service is a very important step in the implementation of Good governance, because many problems arise in the implementation of government activities and services. Due to lack of awareness, which leads to inefficient services. According to the United Nations Development Program (UNDP), openness includes the free flow of information and communication methods that can be directly accessed by those who need it. This information must be easily understood and monitored by local authorities.

For the application of the concept of transparency in the administration of the Tolangohula Sub-district Office is very good. This entity is committed to providing good information about management services to the public and is available in many ways including online reporting, direct interaction or through invitation letters.

According to research described in the journal (Dormas, 2016: 7), the guarantee of good governance includes the principles that underlie the work of the government and influence the work of the people, as previously discussed. According to the formulation of the problem, transparency refers to the availability of clear information from service providers or authorities during the implementation of services. The availability of this information allows all public services to be accessed and understood by all levels of society. The level of openness can be measured by a number of indicators or criteria, including; 1) The purpose of government is to make people trust it more. 2) The public has easy access to

information that is available, accessible, available and timely. 3) The government relies on transparency to provide information services.

This principle is applied with the aim of managing services to the community and utilizing the most efficient resources in service. All work is aimed at producing something that meets needs by utilizing available resources as best as possible. Information will be shared with the community before services are provided to the Tolangohula District Office.

Therefore, it can be concluded that in the application of the Principle of Good Governance in public services, the concept of transparency applies to the Tolangohula District Office, but is not yet perfect.

4. Conclusion

The Principle of Responsiveness at the Tolangohula District Office, in the Gorontalo region, based on the results of research conducted by researchers, it was found that the implementation related to this principle was quite good, especially by providing positive, respectful and friendly answers. This is evident because when the public came to the Office, the Tolangohula District Administration staff gave a good response to the public, where they were immediately greeted by the Office employees.

The principle of Efficiency and effectiveness in organizing the Tolangohula District Office, according to the results of research conducted by researchers, shows that this principle has not been fully implemented, because there are still employees who do not carry out their duties and responsibilities, but delegate their work to other employees. In addition, related to community service, it is clear that the services provided are still difficult, so it seems that the Tolangohula District Office staff do not have an easy time handling cases and other tasks to the public are always complicated.

The Principle of Justice, The principle of justice carries out a service to the community according to regulations and human rights. In the services provided to the community, officers do not discriminate based on race, ethnicity, religion, social group or gender. The Principle of Accountability at the Tolangohula Sub-district Office, Gorontalo Regency, is good and responsible to the public, in this case, there are fees for administrative management, all of these fees are in accordance with applicable regulations and are clearly informed to the public. There was no indication of illegal levies in administrative management, indicating the commitment of employees to maintaining the integrity of public services.

The Principle of Transparency has been implemented well, but it is said to be unsuccessful because there are still people who are not good at paying attention to information in the service.

Suggestion

To improve the Effectiveness and Efficiency in the implementation of the Good Governance principle, it is expected that all employees at the Tolangohula Sub-district Office will continue to maintain good cooperative relationships and also pay more attention to the service schedule at the Office in order to achieve mutual welfare.

To increase transparency in the implementation of the principles of Good Governance, it is hoped that the Tolangohula Sub-district Office will use larger and clearer information boards, with writing that is easy to read and announce important information with sufficient time so that residents can prepare themselves.

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