Application of Good Governance Principles in Improving the Quality of Public Services in Daragdan District, Purwakarta Regency

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Abstract
In addition to running government, the government is responsible for public service typified by good governance. The implementation of public services is an effort by the state to satisfy the fundamental needs and civil rights of every citizen with respect to administrative services provided by public service providers. Public service is a crucial component of all public institutions, including government agencies. Therefore, government bureaucracy must always prioritize the public interest when providing public services. The purpose of this study is to investigate the Application of Good Governance Principles in Improving the Quality of Public Services. This study employs a qualitative approach and descriptive methodologies. In Daragdan District, the principles of good governance, including community participation, law enforcement, transparency, responsiveness of officers, effectiveness and efficiency of services, and accountability, have been effectively implemented, according to the research findings. Personnel and infrastructural deficiencies still exist in the public services sector.

Keywords: Principles, Good Governance, Quality, Public Service

Introduction
Today in our nation, we aim for good governance, which is the administration of government that is effective, efficient, transparent, accountable, and responsible (Siti Maryam, 2017). Effective denotes that the implementation is carried out in accordance with the established strategic planning, efficient denotes that the implementation is carried out in an efficient and effective manner, and transparent
denotes that all policies are carried out openly by state administrators, and that everyone is able to conduct direct supervision in order to evaluate their performance. Accountable implies that government officials can be held liable for the policies they establish and for their performance before all citizens (Dewi & Suparno, 2022).

The nation of Indonesia is currently facing more difficult problems. The existence of excellent government, which has been lauded thus far, remains a pipe dream and is merely a cliche. Revolutions must be made in every sector (Widanti, 2022). Transparency can be a remedy, but it is not sufficient to establish good governance (Muliawaty & Hendryawan, 2020). Dissatisfaction with the performance of the government, which has been regarded to be the organizer of public affairs, gives rise to the concept of good governance. Depending on the capabilities of the government, civil society, and market processes, implementing good governance practices can be done in stages. Provision of public services is one of Indonesia's strategic options for establishing good governance (Achmadi, 2015).

Public service is in principle a demand born from the community, in order to obtain proper rights and treatment from government officials (bureaucracy) in carrying out activities and in maintaining their existence as citizens and in order to fulfill the needs of the community (Rahmadana et al, 2020). Therefore, public service is one of the essential functions of government and is one of the tasks that must be carried out by government officials (government bureaucracy) optimally in order to fulfill community needs to increase public satisfaction (Rohayatin et al, 2017).

The implementation of public services by government officials in various service sectors, particularly those pertaining to the fulfillment of civil rights and the basic requirements of the community, continues to fall short of what the public expects as service recipients (Sari, 2018). This is evidenced, among other things, by the existence of complaints and grievances from the public and business actors, both through letters from readers and other complaint media, such as social media, who have complained about complicated service work procedures and mechanisms due to the lack of Standard Operating Procedures (SOP) for each type of public service, which are not yet transparent, not informative, not very accommodating, and have limited facilities, facsimiles, and hours of operation.

The absence of openness and accountability in the implementation of public services contributes to the poor quality of public services (Wicaksono, 2018). Each government agency service unit must therefore provide public services in a transparent and accountable manner, as the quality of the public service bureaucracy's performance does not yet have far-reaching implications for achieving the welfare of the public. District offices and government service offices, as locations where people get a variety of community services, must be able to give superior service to every community, and their equipment must be efficient (Lindawaty et al, 2018).

In addition to the problems above, it is also about the way of service received by the people whose dignity as citizens is often abused. Society is placed as a client who needs the help of bureaucratic officials, so they must comply with bureaucratic provisions and the will of their officials. This happens because the culture that has developed in the bureaucracy so far is not a culture of service, but rather a culture of power (Dewi, 2019).

It is necessary to make efforts to improve the quality of sustainable public service delivery in order to realize excellent public service in order to overcome this condition. This is necessary because public service is the primary function of the
government, and public officials are responsible for carrying out this function to the best of their abilities. One of the things the government is working on is putting the principles of good governance into practice, which should result in the delivery of outstanding service to the community (Nasution, 2017). One of the defining aspects of effective governance is the provision of high-caliber public services. It is for this reason that the apparatus of the state must carry out its tasks and responsibilities in an effective and efficient manner, because it is hoped that the implementation of good governance can repair and rebuild public faith in the government (Nasution, 2017).

The issue of self-service time remains a barrier in the Daragdan District and requires additional focus and consideration at this time. Because of this, the delivery of public services to service customers may be hampered. The presence of service providers is another factor that, in addition to the amount of time spent providing services, can be a barrier to the effectiveness and efficiency of public services offered to service recipients, which in this case would be the community. The author is intrigued by the prospect of conducting research with the following working title: "The Application of Good Governance Principles in Improving the Quality of Public Services in Daragdan District, Purwakarta Regency." This interest is based on the background information that was presented earlier. The goal of this research is to determine how the concepts of good governance are implemented in the process of enhancing the level of service provided by public institutions in the Daragdan District of the Purwakarta Regency, as well as to identify the factors that contribute to this process.

Method

This investigation employs a qualitative, descriptive methodology. According to Sugiyono (2011), qualitative research methods are naturalistic research methods because the research is conducted in natural conditions (natural setting); referred to as a qualitative method due to the qualitative nature of the data collected and the analysis. The choice of a qualitative approach for this research explores and collects information and facts from informants as they are, according to the informants' own perspectives, by collecting data in the form of the facts they disclose, in accordance with the informants' language and perspectives. Therefore, the researcher gave the informants as many opportunities as possible, so that all of their information was revealed comprehensively and holistically. This investigation was conducted in Daragdan District, Purwakarta Regency, Jalat Sawit Bojong KM 5.

In this study, the sampling methods or procedures for identifying informants are purposive sampling and snowball sampling. This study employed observation (observation), interviews (interviews), and documentation for data gathering. In this study, Miles and Huberman (1984) data analysis techniques were cited by Sugiyono (2011: 246) in qualitative data analysis that was conducted interactively and continuously until the data was saturated. Data analysis activities include Data Collection, Data Reduction, Data Display (Data Presentation), and Verification.

Result And Discussion

The Concept of Quality in Public Services

According to Dwiyanto (2018) suggests that the quality of human resource services is the ability to produce human resources capable of developing their own and organizational potential in carrying out tasks to achieve goals. The indicators refer
to seven forms of public service from Dwiyanto (2018), namely: 1) Simple, which is the application of services in accordance with service procedures/procedures that are carried out easily, smoothly, quickly, uncomplicated, easy to understand, and easy to implement by the public receiving the service; 2) Comprehensive, which is the application of services in accordance with service procedures/procedures that are carried out in accordance with service procedures/procedures that are carried out in accordance 2) Specific and unambiguous, i.e., services that comprise service procedures/procedures, technical and administrative requirements, work units and officials who are authorized and accountable, and according to the service completion timeline; 3) Security, or the process of delivering service outcomes that give the public a sense of safety and legal certainty; 4) Open, i.e., services based on procedures/methods, requirements, details of rates/fees, and service processes that are changed openly so that they are easily accessible to the public, whether they are requested or not; 5) Efficient, i.e. services that are limited to issues that are directly relevant to the attainment of service objectives by considering the integration between the requirements and the services offered; 6) Economical, namely the imposition of service fees that are determined fairly by taking into account the value of the services provided, the conditions and capabilities of the public, and in accordance with the applicable laws and regulations; and 7) Justice, namely the implementation of public services that can be completed within a predetermined period of time and does not discriminate between one public and another public as service users.

According to Antoni et al. (2021), that "quality is quality, quality, skill, nature, type, type". Furthermore, Ali & Saputra (2020) argues that services provided to the community demand quality. Services are provided by the government through its apparatus, even though it is not aimed at making a profit, but it still has to prioritize the quality of service according to the demands, expectations and needs of the people served. Officials (employees) must be aware of their position and role as public servants. If in the public's eyes the impression appears that this is not the case, it means that the service assignments received so far are not products of wholehearted service, but services that are only based on obligations as servants of the state.

According to Hajar et al. (2021), the concept of quality can be comprehended from the producers' and customers' perspectives. According to customer perception, quality has multiple dimensions and can be applied concurrently. Customers evaluate quality based on the following criteria: Customers anticipate that the product or service they purchase will meet or exceed a specified level of quality as described. Conformity to the offered specifications determines the quality; 2) Value, Value or worth demonstrates how well a product or service does its intended function at the price the client is ready to pay. The price paid for a good or service is a measure of its quality; 3) Fitness for use; fitness for use demonstrates how well a product or service accomplishes its intended purpose; the client believes the mechanical aspects of the product to be convenient. The degree of appropriateness of goods or services determines their quality. 4) Assistance, the support provided by a corporation for a product or service is frequently as important to customers as the product or service's excellence. After-sales service may be offered as a form of assistance; People frequently judge the quality of items and services based on psychological impressions: climate, image, and aesthetics. In services involving direct interaction with the organizers, the look and conduct of the organizers are crucial.
The Concept of Good Governance in the Public Service Sector

Many Indonesians have hoped for better government for a long time, and they believe that if they can better understand the concept of good governance, they can help bring it to fruition. In this way, they hope that corruption will decrease and that the government will become more attentive to the needs and wants of its citizens. All parties involved, including the government, citizens, and market participants, value the enhancement of the efficiency of public services. The arena of public service is where these three facets of government interact most strongly. Market participants and the general populace stand to gain directly from an increase in the standard of government services. Building trust between the government and non-government groups is crucial to winning over the public in Indonesia and getting them to back efforts to improve the country’s governance. "civil society" is another name for "good governance," which is itself a common translation. Good governance can also be understood as the practice of putting into effect development management, empowerment, and services that are consistent with democracy (government of, by, and for the people) (Weiss, 2000).

Implementing excellent governance means, in essence, providing a higher quality of public service to the populace as a whole. Reforming the bureaucratic structure is necessary to realize these goals. Up to this point, the bureaucracy has not generally conformed to expectations. Existing bureaucracies are often viewed as a barrier to the success of government initiatives because of their inability to improve efficiency and productivity in the workplace.

Reforms demand involvement from not only the government, but also corporations and the general public (civil society). Good corporate governance in the commercial sector, good public governance in the administration of state government, and the establishment of a good civil society or larger community that can support the fulfillment of good governance are all areas where reform is sought. Public governance, which refers to government institutions and can be understood as good governance in government institutions; corporate governance, which refers to the business world and can be understood as good governance in the business world; and civil society, or the general public, are the three pillars involved in governance, as stated by Herizal et al. (2020).

There is a seamless connection between the three pillars; they cannot be treated independently. Adapting to new circumstances calls for cooperation and consolidation among all involved parts. If the three pillars of governance (the state, the private sector, and society) are unwilling to work together, and especially if they blame each other, then effective governance will not be realized. Good governance is a system that will remain upright if its components function in harmony and coordination in line with applicable rules and regulations, therefore these components are intertwined and cannot be considered alone.

Application of Good Governance Principles in improving the quality of public services

a. Society participation

According to UNDP, the agency for the UN development program in 1997, community participation means that every member of society, men and women, must have equal voting rights in the general election process with freedom of opinion constructively. This can also be interpreted as the existence of community activity in
government activities related to the continuity of synergy between the government and the community. From the results of direct research in the field, the researchers found that community participation in Daragdan Purwakarta District had been well implemented. One proof of good community participation is the enthusiasm of the community in participating in socialization activities and also the musrenbang in Daragdan Purwakarta District.

b. Law enforcement

The criteria for good governance proposed by the United Nations Development Programme in 1997 include law enforcement's insistence that a framework owned and followed by its people be just. Every public servant has a responsibility to follow the rules when carrying out their duties for the public. Daragdan District, Purwakarta Regency, Indonesia, provides public services that are in line with the findings of direct field research, demonstrating compliance with the principles of good governance, specifically law enforcement. This is evidenced by the implementation of the Purwakarta Regency Regional Regulation number 12 of 2008 regarding sub-district organizations with service announcements that serve as guidelines for providing public services to the community, as well as the elimination of illegal fees and gratuities. The services offered by the District Government of Daragdan are now better and more structured, thanks to the regulations in place.

c. Transparency

The United Nations Development Program (UNDP) in 1997 explained that, transparency means that government must be built in the free flow of information that those who need it want to have. This can be measured by how easy it is for the community to obtain information, for example regarding the activities or budgets used by Daragdan District. From the results of direct research in the field that has been carried out by researchers, it was found that transparency in the District of Daragdan Purwakarta has been well implemented. One form of transparency in Daragdan District is information on the official website of Daragdan Purwakarta District. In addition, the public can ask for information directly from service officers in the Daragdan District.

d. Responsiveness of Giving Officers

Service The responsiveness of service providers is one of the most significant principles of good governance. In the 1997 formulation of the principles of good governance proposed by the United Nations Development Program, responsiveness means that each institution's process must be geared toward serving a variety of interested parties. According to the findings of direct field research conducted by researchers, the responsiveness of service providers in Daragdan District was high. This is supported by the existence of good and systematic Standard Operating Procedures in Daragdan Purwakarta District. With good Standard Operating Procedures, public services in Daragdan Purwakarta District are also getting better. In addition, the friendliness of service providers also makes people satisfied with the services provided. This can also minimize the emergence of problems when the service delivery process is in progress.

e. Service Effectiveness and Efficiency

One of the guiding principles of good governance that needs to be put into practice in order to enhance the quality of service is effectiveness and efficiency. In 1997, the United Nations Development Program defined effectiveness and efficiency as the degree to which every activity and institutional process is geared toward...
making an effort to produce something that is truly required. This definition remains relevant today. The findings of researchers who conducted primary research in the field indicate that the principles of effective and efficient good governance have been successfully applied in the Daragdan District. These findings are supported by the fact that the research into the field was carried out by researchers. It's just that there are a number of incidental obstacles, for example when one of the service officers does not enter, the service will be slightly hampered.

f. Accountability

Accountability is the government's obligation to the public. One of the elements of good governance that must be applied in government is accountability. According to the United Nations Development Programme (UNDP) in 1997, accountability means that government decision-makers are answerable to the public. The researchers found that one of the tenets of good governance, namely accountability, has been effectively applied in Daragdan District based on the findings of direct field study. This can be proven by the ease with which the public obtains information related to the implementation of activities and budget reporting which we can see directly through the official website of the Daragdan Purwakarta District. However, there are still some problems opening the official Daragdan District website, such as sometimes the server is down so the site cannot be opened.

Conclusion

Because providing quality services is essential to the concept of public service, which is defined as "a series of activities or activities carried out by the bureaucracy of the government in order to meet the needs of the community and in order to gain the trust of the community," the government must be able to carry out these activities. In order to enhance the standard of public services provided in the Daragdan District of the Purwakarta Regency, the concepts of good governance have been put into practice in a manner that is both effective and efficient. However, in some areas there are still limitations, both in terms of the people working for the Lowokwaru District and in terms of the system as a means of providing high-quality public services to the community. These deficiencies include: The provision of high-quality public services is an indication of the increased performance of government management; on the other hand, it demonstrates a shift in mindset that impacts a better change in the mental attitude and conduct of government officials who are focused on public service.

References


