GOOD GOVERNANCE IMPLEMENTATION IN REALIZING QUALITY OF PUBLIC SERVICES WITH INTEGRITY

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ABSTRAK

Tujuan penelitian ini adalah untuk mengetahui Pengaruh Penerapan *Good Governance* terhadap Kualitas Pelayanan Publik di Dinas Kependudukan dan Pencatatan Sipil Kabupaten Pamekasan. Penelitian ini tergolong penelitian *explanatory research* dengan pendekatan kuantitatif. Sampel yang digunakan adalah 95 responden dengan teknik Purposive Sampling. Jenis data yang digunakan adalah data primer, yaitu pengumpulan data dengan menggunakan kuesioner. Analisis data yang digunakan adalah Regresi Linier dengan SPSS. Hasil penelitian ini menunjukkan bahwa Penerapan *Good Governance* berpengaruh positif terhadap Kualitas Pelayanan Publik di Dinas Kependudukan dan Pencatatan Sipil Kabupaten Pamekasan.

Kata Kunci : *Good Governance,* Kualitas Pelayanan Publik.

ABSTRACT

The purpose of this study was to determine the effect of the implementation of good governance on the quality of public services at the Department of Population and Civil Registration of Pamekasan Regency. This research is classified as explanatory research with a quantitative approach. The sample used was 95 respondents with purposive sampling technique. The type of data used is primary data, namely data collection using a questionnaire. Analysis of the data used is Linear Regression with SPSS. The results of this study indicate that the application of good governance has a positive effect on the quality of public services at the Department of Population and Civil Registration of Pamekasan Regency.

Keywords: Good Governance, Quality of Public Service.

INTRODUCTION

In the current era of reform, to realize a good governance is something that cannot be avoided anymore and must be fulfilled absolutely. The Indonesian people really hope for good and trustworthy government

performance as administrators of government affairs. A good government is a government that implements good governance, namely a government that is close to the community and provides public services in accordance with what is needed by the community. The tendency for the low quality of services provided by the government in Indonesia occurs in almost all governments, both at the central and regional levels, city and district governments, sub-districts and sub-districts/villages. Public services are services that are needed to meet the needs of the community, one of the real types of services is population administration services. Population administration services from birth to death are also carried out by administration for the needs of state data. In Law no. 25 of 2009 concerning Public Services chapter 1 article 1 paragraph 1 concerning public services explains that public service is an activity or series of activities in the framework of fulfilling service needs in accordance with statutory regulations for every citizen and resident for goods, services and/or services administrative services provided by public service providers. The implementation of good governance is an absolute necessity for the majority of the people in order to create a political system of government that is in favor of the interests of the people in accordance with general democratic principles. In the perspective of regional autonomy, especially in Indonesia. The implementation of good governance is an urgency in the effort to realize effective and efficient regional government that is independent and free from corruption, collusion and nepotism, this is also supported by the enactment of Law Number 32 of 2004 concerning regional government which will provide a great opportunity for the implementation of the principle of decentralization Efforts to guarantee good public services are realized by Law Number 25 of 2009 concerning Public Services and Law Number 14 of 2008 concerning Public Information Disclosure. The enactment of the two laws is a form of encouraging the creation of good governance in public services.

The government always tries to provide services to all people equally with effectiveness and efficiency. In improving public services, the Indonesian

government applies the concept of good governance in the service process. Good governance itself has been around since the 90s which was put forward by the United Nation Development Program at the 1997 conference. However, in Indonesia, the concept of good governance has been implemented since the 1998 economic crisis. The implementation of bureaucratic reform is contained in Presidential Regulation no. 81 of 2010 concerning the Grand Design of Bureaucratic Reform 2010-2025 concerning bureaucratic reform policies that are guided by the principles of good governance which include public services. The application of this concept is to improve the delivery of public services that have good governance by applying the principles of good governance. These principles are responsiveness, participation, legal certainty, responsibility, transparency, fairness, agreement-oriented, accountability, strategic vision, effectiveness and efficiency[1].

The badness of a service can certainly be felt directly by the community so that it can lead to a feeling of dissatisfaction and distrust of the community towards the government's performance in providing public services, which in turn creates a feeling of indifference by the community towards the government[2]. The creation of a good quality public service is strongly influenced by the performance of public service providers as service providers so as to create satisfaction for the community as service recipients. The implementation of good public services will provide an indication of the good performance of public service delivery and can have an effect on reducing and narrowing the occurrence of Corruption, Collusion and Nepotism (KKN) as well as eliminating discrimination in the provision of public services to the community and as a manifestation of the influence of implementing the

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[1]   Ulfah Rahmah F .(2018). Pengaruh Penerapan Prinsip-Prinsip   Good   Governance terhadap Kualitas   Pelayanan Pengujian   Kendaraan   Bermotor (PKB) pada Dinas Perhubungan Kota Sukabumi, Skripsi, Sukabumi : Universitas Muhammadiyah Sukabumi.
[2]   Safrijal, M. Nasir Basyah,   Hasbi Ali .(2016). Penerapan Prinsip-Prinsip Good Governance Oleh Aparatur   Pelayanan Publik   Di   Kecamatan   Kluet   Utara Kabupaten   Aceh   Selayan, Skripsi, Aceh: Universitas Syiah Kuala.

principles principles of good governance[3]. The phenomenon of public services in service delivery is not far related to the problems of services that are not friendly, rigid, not timely, not transparent, relatively expensive, discriminatory, long and convoluted public service procedures and there is no certainty of time period and price. thus causing the provision of public services to be hampered and difficult to reach properly by the community[4]. This results in people feeling dissatisfied with the services they receive and people not trusting public service providers, so that people tend to choose shortcuts that lead to the negative to get services through certain actions. In the implementation of the provision of public services to produce good governance (good government) must also be accompanied by the application of the principles of good governance (good governance). Good governance is a process of administering government in providing goods, services and the public. Good governance can be achieved if the government is able to be open and fair to the interests of citizens in providing public services[5]. [6]states that the slowness of service is not only caused by poor service methods at the lower levels, but there are still many factors that influence how bad service work procedures are in the bureaucracy. Therefore, good governance is very important to implement in the implementation of public services[7]. The implementation of good governance is basically a prerequisite for every government to realize the ideals of every country, especially the Indonesian nation. The main goal of good governance is to achieve good governance conditions and to guarantee the interests of public services that are fair and equitable to all members of society. Public services are

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[3] Arly Agung Pontolowokan .(2017). Pengaruh Penerapan Good Governance Terhadap Kualitas pelayanan Publik di Kantor Kecamatan Mapanget kota manado. Tesis. Manado: Universitas Sam Ratulangi.

[4] Artana I Made .(2014). Implementasi Prinsip- Prinsip Good Governance Dalam Meningkatkan Kepuasan Pelayanan Publik Pada kantor UPT Dinas Pendapatan Provinsi Di Kabupaten Badung. Skripsi, Warmadewa, 2014).

[5] Juwandi Ronni. (2016). Efektivitas Badan Pelayanan Perizinan Terpadu Kota Bandung Dalam Rangka Reformasi Birokras, Skripsi, Serang: Universitas Sultan Ageng Tirtayasa.

[6] Mukarom. (2016). Membangun Kinerja Pelayanan Publik. Bandung : Pustaka Setia.

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a very important part of achieving government goals. Public services are the basic thing for the government in driving a government system that prioritizes the government's closeness to the community[8]. In implementing good governance in Indonesia through the provision of public services is one of the right choices because public services as the prime mover are considered very important by all actors from the elements of good governance, namely the government, the public and the private sector who both have an interest in the performance of public services.[9]

The application of the concept of good governance in government is to improve the quality of public services. The quality of public services is a measure of the ability of an agency to achieve all agency goals. One type of service, namely administrative services, is always being improved by the government to meet the needs of the community in various fields of administrative services, especially in population administration and civil registration. In this case the government is obliged to provide services to the community based on Law Number 24 of 2013 concerning Amendments to Law Number 23 of 2006 concerning Population Administration. In order to improve the quality of population administration and civil registration services, it is necessary to apply the concept of good governance in order to provide service satisfaction to the community. Law Number 23 of 2014 concerning Regional Government in article 58 explains that the principles of regional government administration consist of legal certainty, orderly administration of the state, public interest, openness, proportionality, professionalism, accountability, efficiency, effectiveness and fairness[10]. From this it is clear that the principles of good governance have been applied in local government. The Ministry of Home Affairs through the Directorate General of Population and Civil Registration

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[8]   Sedarmayanti   .(2012).   Membangun   Sistem   Manajemen   Kinerja   Guna   Meningkatkan Produktivitas Menuju Good Governance. Bandung: CV Mandar Maju.

[9]   Andreas, Ronny, Frans .(2018). Penerapan Prinsip-Prinsip Good Governance Dalam Pelayanan Surat   Keterangan   Usaha   Di   Kantor   Keluarahan   Manembo-Nembo   Tengah   Kecamatan Matuari Kota Bitung. Tesis. Manado: Universitas Sam Ratulangi

[10]   Hayat .(2017). Manajamen Pelayanan Publik, Jakarta: Rajawali Pers.

has made various efforts to meet the needs of the community in population administration services. This effort is faced with various obstacles that must be overcome, so that the community can obtain population administration services evenly and thoroughly[11].

Improving the government administration system is something that must be realized towards good governance, which is a feature that must be applied in existing government to create a government that can be an example for the community in various sectors of activity, in general good governance is a process of improving systems in the bureaucracy in order to relationship and service quality expected. Therefore, good governance in governance is a process of controlling and implementing it by involving the community in various sectors and utilizing human resources and natural resources for welfare and improvement of existing systems in accordance with the AUPB on Government Administration. The main objective of governance is the process of improving performance and quality, basically humans need service. The government must also provide equal access to services for the community in accordance with the principles of public service delivery regulated in Law 2019 No. 25 article 4. Governance issues are starting to enter the arena of debate in Indonesia, as can be seen from the level of public distrust of the government which indicates irregularities that occurred in brocracy. This failure was caused by abuse of authority and lack of transparency regarding the interests of the general public, this is what drives KKN[12]. Governance is a line of interaction that is interconnected between government and society in various interrelated sectors. Improvement of performance and quality is one of the main centers that must be considered in governance, good service is a reflection of the success of the existing government system. The current condition of public service performance is demanded to be better, the services provided must be in

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[11] Darmanerus, Patar, Welson (2016). Prinsip- Prinsip Good Governance Dalam Pelayanan Publik Di Kantor Camat Kormomolin Kabupaten Maluku Tenggara Barat. Skripsi, Manado: Universitas Sam Ratulangi.

[12] Sinambela, Poltak Lijan dkk. (2010). Reformasi Pelayanan Publik.PT. Bumi aksara. Jakarta.

accordance with existing regulations and can be accounted for not driven by a mission. If the service is carried out not in accordance with the regulations that have been set, the impact of the service will be rigid, not creative, and not innovative so that it cannot accommodate the interests that are always developing[13],. Based on Law 2009 No. 25 Services to the community are carried out by a bureaucracy that is able to strengthen decision-making in a fair and equal manner for the benefit of every citizen and human rights, and is wise in utilizing natural resources. The success of the services provided can be seen from the level of community satisfaction.

The quality of public services is a measure of an organization's ability to achieve all its needs. This means that the organization is able to compile and organize the resources of the state civil apparatus to achieve its goals. Public services can be interpreted as providing services (serving) the needs of people or communities who have interests in accordance with the basic rules and procedures that have been determined, as described in Law no. 25 of 2009 Chapter 1 article 1 paragraph 1 concerning public services, "Public service is an activity or series of activities in the context of fulfilling service needs in accordance with statutory regulations for every citizen and resident for goods, services, and/or administrative services provided by public service providers". In essence, the government is a servant to the community, therefore the government is obliged and responsible for providing good and professional services. Public service by the government is one of the embodiments of the function of the state apparatus as a servant of the community as well as a servant of the state with the aim of improving the welfare of society.

Service will be said to be good if the state civil apparatus carries out its duties and functions properly. Thus service is the implementation of the rights and obligations between the government and society. Along with this, the demands of the community to get quality services continue to increase from time to time. This demand is growing along with the growing awareness that

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[13] Ibid Mukarom

citizens have the right to be provided with services. To realize people's rights, good quality public services are required from government agencies, both in the form of goods, services, and administrative services. One of the efforts to support the creation of quality public services is the need to apply the principles of good governance in the government system as an effort to create good quality public services. Good governance is a concept that has recently been used regularly in political science, especially governmental science. This concept was born in line with the concepts and terminology of democracy, civil society, people's participation, human rights and sustainable community development. The new paradigm emphasizes the government to provide quality services to the community, so that people feel satisfied with government services and increase public trust in service providers (government). Literature Review The meaning of good in terms of good governance contains two meanings: first, values that uphold the will of the people in achieving the goals of independence, sustainable development and social justice. Second, the functional aspects of effective government.

Government Regulation No. 53 of 2010 concerning employees is used as the basis for guidelines for those interested in implementing discipline to create reliable, professional and moral employees as government administrators who apply the principles of good governance, so employees carry out their duties in accordance with the responsibilities given to him. Along with this, to improve human resources, a service employee is required to always provide friendly and courteous service, and respect and respect the community in providing services to the community. This is one of the important government functions to improve the implementation of public services. This is in accordance with Law Number 23 of 2014, concerning local government in article 209 paragraph (2) letter F which explains that sub-districts are district/city regional apparatuses. And article 221 paragraph (1) explains that sub-districts are formed in order to improve coordination of government administration. As a public sector organization, employees of the Pamekasan Regency Population

and Civil Registration Service are required to have performance that focuses on the interests of the community so that they are always responsive to the demands of their environment by trying to provide the best service in a transparent and quality manner. Employee performance that reflects the principles of good governance is expected to provide better public services to the community.

Research purposes

The goal to be achieved from this study is to determine the effect of implementing good governance on the quality of public services in the Department of Population and Civil Registration of Pamekasan Regency.

THEORETICAL REVIEW

Good governance

Good Governance is a process that determines the government in the distribution of authority that is evenly distributed to all parts of society to influence decisions and policies related to public life in their political, economic, social and cultural development efforts in the government system[14]. [15]Governance is the process of administering state power in carrying out the provision of public goods and services. It was further emphasized that when viewed in terms of functional aspects, governance can be viewed from whether the government has functioned effectively and efficiently in an effort to achieve the goals outlined or vice versa. In the book Citizenship and Civil Society by. [16]explained the principles of implementing good governance, namely: 1. Community participation 2. Upholding the rule of law 3. Transparency 4. Care for Stakeholders/Business World 5. Consensus orientation (Consensus) 6. Equity 7. Effectiveness and Efficiency 8. Accountability 9. Strategic Vision 10. Capability.

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Public service

Public service is a series of activities that aim to meet service needs in accordance with the law in order to achieve community satisfaction. The following is the definition of public service according to several experts, [17]public service is a series of activities carried out by the public bureaucracy to meet the needs of citizen users. [18]operationally, public services provided to the community can be divided into two major groups namely; First, public services that are provided regardless of individuals, but the needs of society in general which include the provision of transportation facilities and infrastructure, provision of health centers, construction of educational institutions, maintenance of security, and so on; Second, services provided individually which include resident cards and other documents. [19]public service is all service activities carried out by public service providers as an effort, fulfilling public needs and implementing statutory provisions. [20]public service is the provision of services (serving) the needs of other people or communities who have an interest in the organization in accordance with the basic rules and procedures that have been determined.

Obstacles to the implementation of good governance in public services, namely: 1. Bureaucratic reform has not proceeded according to the demands made by the public. 2. Less informative. Various information that should be conveyed to the community is slow or even does not reach the community. 3. Less responsive. This condition occurs at almost all levels of service elements, starting at the level of service officers (front line) to the level of agency responsible. Responses to various complaints, aspirations, and community expectations are often slow or even completely ignored. 4. Less willing to hear complaints/suggestions/aspirations of the community. In general, service personnel lack the will to hear complaints/suggestions/aspirations from the

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[17] Ibid Dwiyanto, (2010)

[18] Suhady, Idup. (2005). Dasar-dasar Good Governance. LAN. Jakarta.

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public. As a result, services are carried out as is, without any improvement from time to time. 5. Public policy is increasingly demanding and requires public participation. 6. Increasing demands to apply the principles of good governance, such as transparency, accountability, quality of public performance, and compliance with applicable law. 7. The lower performance of human resources and state apparatus institutions, institutional systems, and local government administration.

RESEARCH METHODE

The sample in this study were 95 people who were receiving services at the Pamekasan Regency Population and Civil Registration Service, the sampling technique was purposive sampling by giving questionnaires to people who were receiving services at the Pamekasan Regency Population and Civil Registration Service. This research includes Explanatory Research.

The variables in this study were measured using a Likert scale with a range of 1 to 5 where 1 equals "Strongly Disagree" and 5 equals "Strongly Agree". The variables studied consisted of independent variables and dependent variables. The independent variable, namely Good Governance, was adapted from Lauma et al., (2019), while the dependent variable was Quality of Public Services, which was adopted from Lauma et al., (2019). This study uses Multiple Linear Regression with SPSS.

RESULTS AND DISCUSSION

Multiple Linear Regression Analysis.

Processing data using linear regression analysis which aims to measure the strength of the relationship between two or more variables. The variable used in this study is Good Governance (X1) as the independent variable that affects the Quality of Public Services (Y) as the dependent variable. Based on the results of data processing using SPSS, the results are as in table 1 below:

Table 1

Results of Multiple Linear Regression Analysis.

Variable	Regression Coefficient (b)	t-test	Sig.	Explanation
Constant	67.432			
Good Governance (X1)	0.581	5.385	0.004	Significant

Source: processed data (2023)

Based on the multiple regression equation above, it can be seen that the conclusions are as follows:

The constant value is 67.432, which means that if the Good Governance variable does not change or is equal to zero then the Public Service Quality variable is 67.432 which is not influenced by any variables. The regression coefficient value of the Good Governance variable is 0.581, which means that the Good Governance variable (X1) has a positive effect on the Quality of Public Services (Y). This means that if Good Governance increases then the Quality of Public Services.

Coefficient of Determination (R Square)

The coefficient of determination is a value that indicates the influence of the independent variable on the dependent variable. The value of the coefficient of determination can be seen in Table 2.

Table 2

Coefficient of Determination Test Results

R	R Square	Adjusted R Square	Std. Error of the Estimate
0,879	0,825	0,802	1.531

Source: processed data (2023)

Table 2 shows the R Square value of 0.825, which means that the quality of public services is determined by the Good Governance variable of 82.5%, while the remaining 17.5% is influenced by other factors not included in the independent variables. this research. This means that the selection of Good Governance variables is good in predicting the Quality of Public Services.

Hypothesis test

T Test (Partial Test)

The t test is used to test the independent variables individually affecting

the dependent variable. The t-test results for coefficients 1 and 2 can be seen in Table 3.

Table 3

Partial test results recapitulation

Variable	t-test	t-table	Sig.	Explanation
Implementation of Good Governance (X1)	5.738	1.66105	0.003	Significant

Source: processed data (2023)

The Good Governance variable (X1) has a t count value of 5.738 > t table of 1.66105 with a significance value of 0.003 less than 0.05 (0.000 <0.05), and the regression coefficient is positive, so the first hypothesis states that "Good Governance positive effect on the quality of public services" is accepted.

DISCUSSIONS

The hypothesis that good governance has a positive and significant effect on the quality of public services (H1) is accepted. The results of this study prove that the hypothesis that has been developed is that good governance has an effect on the quality of public services. The contribution of both influences is positive, which means that the higher the good governance, the higher the quality of public services. Thus, our findings are consistent with the regression analysis of previous research which examined the effect of good governance on the quality of public services (Lauma et al., 2019). Improving the government administration system is something that must be realized towards good governance, which is a feature that must be applied in existing government to create a government that can be an example for the community in various sectors of activity, in general good governance is good governance in order to establish expected relationship and service quality. Good governance must prioritize AUPB in accordance with the 2014 Law No. 30 Article 10 in the AP Law. The AUPB are: (1) Legal certainty; (2) Benefits; (3) Impartiality; (4) Accuracy; (5) Do not abuse authority; (6) Openness; (7) Public interest; and (8) Good service.

CONCLUSION

Based on the results of the analysis and discussion that has been done, it can be concluded that good governance has a positive and significant effect on the quality of public services. This means that high good governance will improve the quality of public services. this means the first hypothesis is accepted. The concept of Good Governance is an excellent concept in providing public services and is a must for government agencies. Good Governance is an indicator that must exist in every employee's performance in terms of public services, if employees have carried out public services with Good Governance then the results of public services are good and when Good Governance is bad then the public services are bad.

Continue to improve public services to the community, even with existing facilities and infrastructure and a limited number of employees, in supervising public services officers can work professionally and improve public service communications to the needs of the community. For further research, it is hoped that other cities will be able to develop a conceptual model that will be examined in relation to the factors that affect the quality of public services other than the good governance factor.

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