



# Analysis of Good Governance Implementation in Public Services

Saeful Rokhman<sup>\*</sup>, Sofiana Mardiyantiningsih, Indah Setia Utami

Faculty of Law, Social Sciences and Political Sciences, Universitas Terbuka, Indonesia

<sup>\*</sup>Corresponding author e-mail: [042455548@ecampus.ut.ac.id](mailto:042455548@ecampus.ut.ac.id)

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## Abstract

The government has duties and responsibilities in public services, in carrying out its duties in providing government services applying the principles of good governance which is a challenge for governments in the era of globalization and modernization. To implement the principles of good governance, the government issued Law Number 23 of 2014 concerning Local Government and Law Number 25 of 2009 concerning Public Services. However, currently entering 3 decades after reform, good governance practices are still far from public wishful thinking, but on the contrary, the practice of corruption, collusion, and nepotism is still rampant and constrained by decentralization hegemony. This paper aims to determine the level of application of good government in Ajibarang District, Banyumas Regency. The method used in this study is to use a qualitative approach by conducting interviews with leaders and implementers of public services, this research was conducted in Ajibarang District, Banyumas Regency because Ajibarang District has received awards with plenary service, but there are still many complaints from the public related to public services. The application of good governance principles has been implemented in public services in Ajibarang District, Banyumas Regency, the implementer has also conducted socialization to the community regarding public services carried out in Ajibarang District. Public Services in Ajibarang District have also carried out public service activities in accordance with Standard Operating Procedures (SOP) and laws and regulations.

**Keywords:** Implementation, Good Governance, Public Service

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## 1. Introduction

The government has the duties and responsibilities of governance, implementation of development, and public services. Public services are one of the basic things that are very important and are seen by the public in running the wheels of government and become one of the benchmarks for the community to assess the level of success of the government.

The government strives to provide the best service to its people by applying the principles of good governance. The government is expected to be able to organize an effective government so that the administration can be right on target following the planned goals that have been set, efficient so that the administration of government can be carried out sparingly but can be effective and successful, transparent, accountable, and accountable, government administration is also expected to be transparent and open in all its policies and all levels of society can Provide an assessment of the administration of government, and the government is also expected to be accountable so that its performance and accountability can be accounted for.

Indeed, the community yearns for implementation following the principles of good governance, and it is a challenge for government administrators to realize implementation



following the principles of good governance, which is also one of the ideals and goals of the Indonesian nation itself. Government organizers also strive to realize this desire, in this era of globalization and modernization, by carrying out government management following good principles of Governance by being committed to carrying out community welfare through the implementation of good governance.

The government as a public service provider, strives to realize quality bureaucratic governance, one of the government's efforts to improve the system is by issuing Law No. 23 of 2014 concerning local government and Law No. 23 of 2014 concerning public services, which is hoped that the public service delivery system can run effectively, efficiently, accountably and accountably.

Public services in Indonesia are regulated in Law No. 25 of 2009 concerning Services Public, which affirms that public services are activities or series to fulfill service needs following laws and regulations for every citizen and resident of goods, services, and/or administrative services provided by public service providers. The government strives to provide guarantees to the community to provide public services so that they can be accounted for, in addition, with the issuance of the Law, there are the same guidelines for public service providers in carrying out standardized public service delivery and meeting the requirements and components of service standards so that the implementation of public services has good quality in providing services to community.

Entering the 3-decade period of reform, bureaucratic governance, and public services are still bound by many corruption, collusion, and nepotism practices that are so strong in grip, as well as public service practices that are still entangled by decentralized hegemony. There are still many public service bureaucracies that have not applied the principles of good governance so that public trust in the government is reduced.

The scope of service standards based on Law no. 25 of 2009 is as follows: the existence of a legal basis that is used as the basis for service delivery, there are clear requirements to be met in both technical and administrative services, the existence of clear systems, mechanisms and procedures and standard procedures, the amount of tariffs given to clear service recipients, , the existence of tarhet service products, the existence of facilities and infrastructure and facilities that support the implementation of services, the competence of service provider implementers, the existence of internal supervision to supervise the performance of service providers, the handling of complaints, criticisms and suggestions, as well as procedures for implementing complaints and their follow-up, the number of implementers, the guarantee of service certainty in accordance with standards, the existence of security guarantees and service safety, an evaluation of the performance of service implementers.



Sugiono (2007: 2) argues that research methods are defined as research activities based on empirical and systematic rationality so that the research uses logical steps carried out by researchers to find data with scientific purposes and uses.

This study intends to understand the application of the concept of good governance in public services in Ajibarang District following Law No. 25 of 2009 concerning public services. The approach used in this study is a qualitative research approach so that it can collect data based on the perspectives, definitions, and interpretations of participants. This research was conducted in Ajibarang District, Banyumas Regency. The research was conducted in Ajibarang District, because Ajibarang District has met the requirements following the case that is used as the subject matter in this study, including the people of Ajibarang sub-district have a heterogeneous population, administratively Ajibarang sub-district received an award from the office with the best service in Banyumas Regency, but Ajibarang sub-district received quite a lot of complaints from Society is related to public services so this becomes contradictory. This study aims to determine how the implementation of the principles and manifestation of good governance in public services, as well as the quality of public services in Ajibarang District, Banyumas Regency. The presence of researchers is expected to solve problems that arise in Ajibarang District.

## 2. Research Method

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The main data sources in this study are stakeholders in public services, such as the Ajibarang sub-district, Ajibarang sub-district secretary, Ajibarang sub-district service assistant, service staff, and the community who perform services in Ajibarang sub-district.

Meanwhile, researchers collected data in the form of interviews, observations, and disseminating research questionnaires with axial sampling techniques. Data collection and analysis are carried out in an integrated manner by compiling empirical data and materials so that appropriate patterns and categories are formed appropriately. The collected empirical material is analyzed by reducing data, making exposure, and ending with conclusions and verification. Researchers validate the study data by triangulating data sources, triangulation of data collectors, triangulation of collection methods, and triangulation of theories then peer *debriefing*, the last of which is carrying out member *checks* and *audit trials*.

### 3. Results and Discussions

The implementation of Good Governance in public services in Ajibarang District, Banyumas Regency requires all elements of the community to participate, such as the bureaucratic environment and the community. The Ajibarang sub-district government in providing services must be following the needs of the community. The essence of good governance is a characteristic of good public services, besides that the application of good governance in public services in Ajibarang District aims to be able to improve public services in the Ajibarang sub-district.

The implementation of good governance in public services in the Ajibarang sub-district is marked by the application of accountability, the Ajibarang sub-district government always coordinates and cooperates with the sub-district service department and the heads of sections and related regional apparatus organizations. The head of the service section in the Ajibarang sub-district has also prepared data and materials for making service reports so that in coordinating with agencies, it is based on existing data. Members of the service department also coordinate to discuss the existing service reports every Monday, the results of the service reports are then reported to the sub-district and sub-district secretaries as leaders of public service organizations. In addition to internal, service reports are also reported to the relevant regional apparatus organizations.

The head of the service section also has a meeting work program every month to make reports as well as evaluate services and make follow-up policies from the results of existing evaluations, in providing reports on the implementation of services to the sub-district, the head of the service section of Ajibarang sub-district by preparing reports by collecting data, then the data is processed and analyzed to formulate existing problems, Then the Head of the Service Section supported by service members solves problems, then reported to the sub-district as the main



person in charge of services in Ajibarang sub-district, to be able to see the data The public can see on the website of Ajibarang sub-district as a form of transparency carried out by the Ajibarang sub-district government.

In carrying out services, some procedures and requirements are reported and disseminated on the sub-district website and social media in simple language and easily understood by the community so that it is easier for the community to access public services in the Ajibarang sub-district. The public can receive service information through websites and leaflets provided by the sub-district government which can make it easier for the public to access public information.

To realize the principle of democracy, the head of the service section reports the applicable rules to the leadership so that service activities can run well and smoothly and avoid deviations that may occur. In addition, the sub-district apparatus also carries out its functions, duties, and authorities following existing regulations. The principle of democracy is also applied in accommodating aspirations from the community, the Ajibarang sub-district government accommodates aspirations, and then the government seeks regulations that apply to existing aspirations so that the aspirations of the community can be carried out. The sub-district apparatus always responds well to community complaints related to public services and follows up on these complaints. The sub-district apparatus in implementing its policies is always oriented toward the needs of the community as users of public services by implementing applicable regulations.

The application of good governance in the principles of the rule of law of the Ajibarang sub-district apparatus following service operation standards in the implementation of verification and validation of the completeness of public service application files, the sub-district apparatus also provides services that are as fair as possible without differentiating the community who perform services, in the context of implementing good governance the sub-district apparatus prioritizes services for the elderly, pregnant women and disabilities in carrying out services to the Community.

The Ajibarang sub-district government has also applied the principle of professionalism in providing services, and human resources that provide services following abilities, expertise, and educational background, besides that the sub-district government has also provided development and improvement of the ability of the apparatus as a service provider, and the apparatus is required to provide services following existing regulations.

In the implementation of good governance, the sub-district government has also implemented the rule of law, in running its government with applicable regulations, and the Ajibarang sub-district government in issuing its policies fairly and consistently.

In addition to the implementation of good governance, the Ajibarang sub-district government also implements excellent service in providing public services following existing





regulations in Indonesia, namely Presidential Regulation No. 112 of 2013 and Law Number 24 of 2003 so that it can provide public services in an integrated, directed, programmatic manner, and following Service Operation Standards that are easy, fast, precise and at an affordable cost.

The implementation of good governance in public services in Ajibarang sub-district is supported by several factors, including: First, public services carried out in Ajibarang sub-district are carried out by qualified and professional apparatus and are also supported by service professionalism improvement activities, *Second*, The Ajibarang sub-district government also has adequate facilities and infrastructure so that in providing services to be better and increase, the responsibility given in providing services is also high and tiered, *Third*, the service apparatus is responsible to the head of the service section as the person in charge of technical services, the head of the service section will also report and account to the sub-district as the main person in charge in Ajibarang sub-district area and sub-district accountability to the Banyumas Regent as the district leader through related regional apparatus organizations, *Fourth*, the Ajibarang sub-district government in providing public services is supported by the availability of adequate public information so that in providing public services can be done better, and *fifth*, regulations that apply fairly and equitably in providing public services.

The implementation of good governance in public services in Ajibarang sub-district has an impact on: 1. The ability, and expertise of public service apparatus in Ajibarang sub-district is increasing due to the holding of training and capacity building of public services; 2. The public service apparatus in the Ajibarang sub-district will increase its responsibilities, duties, and authority; 3. Easily accessible public information makes it easier for the public to know and understand service procedures and policies set by the Ajibarang sub-district government 4. Public services provided by the sub-district government provide satisfaction to the community because the community's right to receive good services has been fulfilled; 5. The principle of democracy in good governance makes people's aspirations well channeled; 6. Successful performance in providing public services in the Ajibarang sub-district to increase and follow community expectations; 7. Justice given to society equally and indiscriminately is increasing.

#### **4. Conclusions**

The conclusion of the research on the application of good governance principles in public services in Ajibarang sub-district based on the results of the research is that the Ajibarang sub-district government has implemented the principles of good governance in public services, the principle of accountability in public services in Ajibarang sub-district has been implemented in accordance with applicable regulations, the principle of transparency is implemented properly and applies effectively, the principle of professionalism in service The public has also been implemented well because it places the right apparatus in accordance with their expertise and abilities, the democratic principle of the Ajibarang sub-district government has also been



implemented well because it has absorbed many aspirations from the community, the principle of the rule of law of Ajibarang sub-district has been implemented in accordance with regulations fairly and equitably, besides that the principle of excellent service provided by the Ajibarang sub-district apparatus has been running smoothly Optimal.

The Ajibarang sub-district government in its success in implementing public services is influenced by the following factors: the ability of the Ajibarang sub-district government apartur which is very professional, the facilities and infrastructure of public services in Ajibarang sub-district are adequate, the responsibility of the apparatus is high and tiered, open public information so that it is easier for the public to access the information needed, regulations that apply in Ajibarang sub-district fairly and Evenly.

The impact of implementing good governance in public services in Ajibarang sub-district is as follows: increasing the ability and expertise of the sub-district government apparatus, sub-district government officials becoming increasingly aware of their duties and obligations as public services, the community easily accessing the necessary public information, there is satisfaction with the services provided by the sub-district government apparatus, the community can channel their aspirations well, the success of public services is following expectations and all levels of society feel that they get justice in public services.

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