

Implementation of Good Governance in public services in Blanakan District, Subang Regency

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Abstract

Good governance is an important governance principle in the implementation of public services. The Blanakan District Government has an important role in ensuring good governance practices are properly implemented. This study aims to examine good governance practices in public services in the Blanakan sub-district, Subang Regency with a qualitative approach method, with data collection techniques through interviews and observation. The results of the study show that good governance practices in Blanakan District have been running optimally, especially in terms of transparency and public participation in decision making. In an effort to improve the quality of public services, it is necessary to improve good governance practices in Blanakan District, such as prevention and prosecution and the quality of the human resources of the apparatus. This research can provide input for the government and society in improving good governance practices in public services in Blanakan District, Subang Regency, and can be used as a reference for future researchers in studying good governance practices in public services.

Keywords: *Good Governance, Public Service, Corruption Collusion Nepotism, Human Resources.*

A. INTRODUCTION

In the era of globalization, where the flow of information, communication and transportation is increasingly open, the state must prepare itself by carrying out comprehensive reforms in aspects of political, governmental, legal, economic, social, cultural, land and national security life, as well as empowering in order to compete in a global context (Kim, 2017). The role of the government in free competition in the era of globalization has shifted, where the government only acts as a facilitator for the smooth flow of trade and free competition, no longer as a dominator in various state activities. To win public trust and create a conducive business climate for increasing investment flows and economic growth, the government must be clean and free from corruption, collusion and nepotism also known as KKN (ADB, 2018).

Good and quality public services are a must in meeting community needs and maintaining public trust in the government (Bovaird & Loffler, 2012). In an increasingly modern and connected era, people's demands for transparent, accountable, participatory and responsive public services are increasing. The

government as a public service provider needs to implement good governance as a governance principle that ensures the fulfillment of the demands of the community (Cheema, 2007)

Good governance is a governance concept that includes government policies and practices to achieve the desired goals in an effective, efficient, transparent and accountable manner (Lewis & Kanji, 2009). This concept emphasizes the importance of oversight and public participation in decision-making, and emphasizes the importance of transparency and accountability in the implementation of public services (Alamsyah & Daulay, 2019).

Regional autonomy is a government policy that gives authority to regional governments to regulate and manage territories and resources in their respective regions (Kristian, 2019). The concept of good governance has a close relationship with the implementation of regional autonomy. In the context of regional autonomy, good governance is important because it ensures that local government policies and practices are carried out in an effective, efficient, transparent and accountable manner (Akbar & Karim, 2019).

The implementation of good governance in regional autonomy has several aspects, one of which is public participation (Kristian, 2020). Good governance emphasizes the importance of community participation in decision-making, so that in the context of regional autonomy, public participation is very important to ensure that policies taken can meet community needs and gain support from the community (World Bank, 2019). Public participation is also important in monitoring and supervising the implementation of policies in the regions, so that they can encourage improvements and corrections in policy implementation (Akbar & Karim, 2019)

In addition, good governance also emphasizes the importance of openness and accountability in the implementation of public services. In the context of regional autonomy, transparency and accountability are important to ensure that the use of regional budgets and public services provided by local governments can be accounted for to the public. Transparency in the use of regional budgets can encourage savings and efficiency in regional financial management, as well as prevent acts of corruption (EU, 2018)

Good and quality public services are a must in meeting the needs of the community and maintaining public trust in the government. In an increasingly modern and connected era, people's demands for transparent, accountable, participatory and responsive public services are increasing. The government as a public service provider needs to implement good governance as a governance principle that ensures the fulfillment of the demands of the community (Nishimura, 2019).

The Blanakan District Government as a public service provider plays a very important role in implementing good governance in carrying out its duties. However, has the Blanakan District government been successful in implementing good governance practices in public services? Do the people in Blanakan District benefit from implementing good governance in public services? To answer these questions,

this study aims to examine good governance practices in public services in Blanakan District.

Through this research, it is hoped that the weaknesses and strengths in good governance practices in Blanakan District can be found, so that the government and the community can work together to improve practices that are still lacking in public services. It is also hoped that this article can provide input for policy makers in an effort to improve the quality of public services in Blanakan District, and can be used as a reference for further researchers in studying good governance practices in public services in other areas.

B. METHODS

In this study, a qualitative method will be used which is a type of contextual research involving humans as instruments and adapted to reasonable situations in collecting qualitative data. According to Bogdan and Taylor (in Moleong, 2001), this method is a procedure for producing descriptive data in the form of written or spoken words from people and observable behavior. The qualitative approach is characterized by the aim of understanding phenomena that do not require precise quantification because these phenomena are impossible to measure. In order for research to be more focused, and easy to find data, the research focus is determined first. This is in line with the view of Moleong (2001) that qualitative research requires setting research boundaries based on the focus that arises as a problem in research. Determination of focus is important to sharpen research focus and determine research boundaries because of the multiple realities and interactions between researchers and research focus.

C. RESULTS AND DISCUSSION

1. Good Governance in Public Service

Quality public services are a very important need for people around the world. Good quality public services will accelerate economic growth, reduce social inequality, and improve people's welfare. Good governance is the key to creating quality public services (Linder & Peters, 2019). Public service and good governance have a close relationship because the principles of good governance should be applied in the delivery of public services. Good public services must meet the criteria of being transparent, accountable, public participation and responsive to community needs (UNDP, 2017)

Transparency, as one of the principles of good governance, can help ensure that the information needed by the public regarding public services is completely available and easily accessible. Accountability, as the second principle, ensures that the government is responsible for the implementation of public services by providing an explanation of the work results achieved. Public participation, as the third principle, provides an opportunity for the public to provide input on public services and decision-making processes related to public services (OECD, 2019).

The fourth principle, namely being responsive to the needs of society, is also very important in the relationship between public services and good governance. In this case, the government must be able to identify the needs of the community and provide services according to these needs. These principles must also be applied consistently and continuously to ensure that the public services provided are quality and effective (Mendoza & Ramiro, 2017).

In practice, the application of the principles of good governance in public services can provide significant benefits to society. Governments that implement good governance in the delivery of public services will gain public trust, improve organizational performance, and produce higher quality public services (Suharto & Huda, 2017). Therefore, the application of the principles of good governance must be part of the government's strategy in improving the quality of public services. There are several strategies that have been carried out by the government in implementing good governance in public services, including:

- a. Simplification of administrative procedures in public services, so that people can access public services easily and quickly.
- b. Improving the quality of public services through training and human resource development, as well as the use of information technology to simplify and speed up services.
- c. Increase transparency and accountability in public financial management, so that the public can see the use of the budget clearly and openly.
- d. Encouraging community participation in decision-making related to public services through various participatory mechanisms, such as village forums and public consultations.
- e. Eradication of corruption, collusion and nepotism in public services through legal action and the establishment of anti-corruption institutions.

With these efforts, it is hoped that public services will be better and more responsive to community needs, as well as creating better and more transparent governance.

Even though the government has made various efforts in implementing the principles of good governance in public services, there are still some obstacles encountered in the process. These obstacles include:

- a. Limited Resources: Implementation of Good Governance in public services requires adequate resources such as qualified human resources, adequate information technology, and sufficient budget. However, limited resources are often the main obstacle in the implementation of good governance in many areas.
- b. Inconsistent policies: Inconsistent government policies can be an obstacle in the implementation of good governance in public services. If the policies applied are inconsistent, then this can reduce the effectiveness of the principles of good governance in public services.
- c. Corruption: Corruption is a major obstacle in the implementation of Good Governance in Indonesia. Corruption causes quality public services to be

hampered, because funds that should be used for public services are used for personal gain.

- d. Low community participation: Community participation in the implementation of Good Governance is very important. However, there are still many people who do not have awareness of the importance of participation in public services. This can be an obstacle in applying the principles of Good Governance.
- e. Cultures and habits that are difficult to change: Some cultures and habits that are difficult to change in society can also become obstacles in the implementation of good governance in public services. For example, the behavior of requesting gratuities from the public in public services, this can hinder the application of the principles of transparency and accountability.

Even though there are still many obstacles in the implementation of Good Governance in public services, the government continues to try to overcome them through various policies and programs. The challenge of achieving quality and effective public services with the principles of good governance is not easy, but if the government and society are committed and mutually supportive, then these challenges can be overcome (Kuncoro & Resosudarmo 2016).

2. Implementation of Good Governance in public services in Blanakan District, Subang Regency

District is an administrative division in Indonesia which consists of several villages or sub-districts. A sub-district is an area that is smaller than a district/city and larger than a village/kelurahan. Each sub-district is led by a camat appointed by the local regent/mayor. The function of the sub-district in government is as an extension of the district/city government in providing public services to the people at the grassroots level (Syarif, 2020)

The sub-district is the center of service and decision-making for the people in the area related to various matters such as health, education, licensing, security, and so on. In addition, sub-districts also have an important role in facilitating coordination between the central government and regional governments in implementing national and regional policies. The sub-district is also a place to gather people's aspirations and become the spearhead in implementing democracy at the grassroots level (Alm et al., 2020).

In the context of public services, sub-districts have a very important role in providing quality and effective public services to the community. The following is a more detailed explanation of several types of public services that exist at the sub-district level (Maulidah, 2014):

- a. Health Services: There are several types of health services available in the sub-district, such as Puskesmas, health clinics, and pharmacies. The Puskesmas provides basic health services such as health checks, medication, and immunizations. Health clinics provide more specific health services, such as

specialist doctor consultations and outpatient care. The pharmacy provides medicines needed by the community.

- b. Education Services: There are several types of education services available in the sub-district, such as elementary schools, junior high schools, and senior high schools. In addition, there are also non-formal educational institutions such as courses and training.
- c. Social Services: There are several types of social services available in the sub-district, such as basic needs fulfillment services for the less fortunate, such as social assistance programs and food assistance. Apart from that, there are also counseling and complaint services for victims of violence, such as psychological counseling, legal counseling, and child protection.
- d. Security Services: There are several types of security services available in the sub-district, such as the sub-district police, security posts, and fire fighting units. The sub-district police are tasked with maintaining security and order in the sub-district area, while the kamling post is tasked with monitoring the security of the local environment. The fire department is responsible for dealing with fires and other disasters.
- e. Transportation Services: There are several types of transportation services available in the sub-district, such as public transport, motorcycle taxis, and taxis. Public transportation is available to serve the public's transportation needs, while motorcycle taxis and taxis are available to serve more specific transportation needs.

More specifically, public services in a sub-district office may vary depending on community needs and local government policies. However, several types of public services that generally exist include:

- a. Population administration services, such as making identity cards (KTP), family cards, and birth certificates.
- b. Health services, such as small clinics or health centers, immunization services, and health checks.
- c. Education services, such as elementary schools, junior high schools, and senior high schools.
- d. Licensing services, such as building permits, business licenses, and environmental permits.
- e. Security and order services, such as police and firefighters.
- f. Transportation services, such as public transportation and terminals.
- g. Social services, such as social assistance and handling of other social problems.
- h. Cleaning and environmental services, such as waste management and greening.

However, the types of public services available in sub-districts may vary depending on the needs and priorities of the local community, as well as the level of availability of human resources, budget and information technology owned by the local government (Klijn, 2018).

The implementation of good governance in public services in Blanakan District is fairly good. This is demonstrated by the existence of transparent and accountable policies in public services. The village head and section head in Blanakan District ensure that all policies taken are transparent and accountable. The public is also given easy access to information regarding public service policies through websites and social media. In addition, public participation in decision-making has also been increased in Blanakan District. The village head and service head hold village forums and work meetings with the community to discuss issues related to public services. This allows the public to provide input and suggestions on the policies taken.

However, there are still some obstacles in implementing good governance in Blanakan District. The biggest problem is that there are still KKN practices (corruption, collusion and nepotism) in several public services. This shows that even though the implementation of good governance has been emphasized, there is still a need for improvement and tighter supervision to reduce COW practices. The problem of KKN practices in public services in Blanakan District shows a violation of the principles of good governance, such as transparency, accountability and public participation. KKN practices in public services can take various forms, for example extortion, permits that are not in accordance with regulations, and abuse of authority (Frederickson, 2018).

This problem requires serious handling, because it can harm society and reduce the quality of public services. Efforts to improve and stricter supervision need to be carried out to prevent KKN practices from occurring (Garg & Garg, 2020). One effort that can be done is to increase supervision and control over the performance of public service providers, both through internal and external audits. In addition, it is also necessary to take preventive measures, such as outreach and education to the public regarding their rights and obligations in receiving transparent and accountable public services (Huther & Shah, 2016).

The handling of KKN practices in public services in Blanakan District needs to be carried out in a comprehensive and integrated manner. Improvement efforts must be carried out continuously, so that the principles of good governance can be applied effectively and efficiently in public services. To overcome KKN problems in public services in Blanakan District, concrete steps are needed such as:

- a. Implementation of clear and transparent systems and procedures in all public services. This can help reduce KKN practices because all stages and service mechanisms are clearly regulated, making it difficult for certain individuals to carry out KKN practices.
- b. Improving the quality of public services and ensuring that all staff or employees involved in public services meet the established standards of competence and professionalism. With good and professional service quality, it is hoped that the public will not need to practice KKN to speed up or simplify service.
- c. Increase supervision and accountability for all public service activities. Supervision can be carried out by internal parties such as the inspectorate or

external parties such as the public and the media. With strict supervision, KKN practices can be detected and prevented early on.

- d. Increasing community participation in decision making and implementation of public services. This can help increase accountability and transparency in public services and reduce KKN practices because the community has an active role in monitoring public service activities.
- e. Strengthen the role of anti-KKN institutions such as the Corruption Eradication Commission (KPK) and the Ombudsman. This institution can help supervise and enforce KKN practices in public services and provide strict sanctions for KKN perpetrators.

In addition to handling KKN practices, it is also necessary to improve the quality of human resources (HR) involved in public services, especially in terms of ethics and integrity. The development of a good human resource management system can help reduce KKN practices and improve the performance of public service providers. In addition, encouraging the active participation of the community in supervising and monitoring the implementation of public services can strengthen accountability and transparency.

Management of quality Human Resources (HR) is very important in the implementation of public policies in the sub-district. The following are some steps that can be taken to manage quality human resources in the implementation of public policies in sub-districts:

- a. Making an HR plan: First of all, it is necessary to make an HR plan for public policy needs in the sub-district. This plan includes manpower needs analysis, competency analysis, and human resource development planning.
- b. Recruitment and Selection: After conducting human resource planning, recruitment and selection of quality employees is carried out. The recruitment process must be carried out objectively and transparently.
- c. Training and Development: After hiring, training and development becomes important to develop skills and knowledge of employees. Training can be done in various ways, such as domestic training, overseas training, on-the-job training, and off-the-job training.
- d. Performance Evaluation: After training and development, employee performance evaluation is then carried out. Performance evaluation can help monitor employee performance and find out the weaknesses or strengths of employees.
- e. Rewards and Sanctions: Rewards and sanctions are given to employees whose performance is good or bad. Awards can be in the form of promotions, bonuses, or other prizes. While sanctions can be in the form of written warnings, dismissal, or other sanctions.
- f. Career Development: Employee career development is important to maintain employee motivation and performance. Career development can be in the form of promotion or position rotation.

By following the steps above, the management of quality human resources can be carried out effectively for the implementation of public policies in the sub-districts. In conclusion, the implementation of good governance in public services in Blanakan District has experienced significant progress. Transparent and accountable policies, as well as increased public participation are important factors in improving the quality of public services. Even so, it still needs improvement and tighter supervision to reduce KKN practices in public services in Blanakan District.

D. CONCLUSION

The application of the principles of good governance in public services is closely related to the principles of good governance, particularly transparency, accountability, public participation and responsiveness to community needs. These principles are then used as a strategy by the government to improve public services by simplifying administrative procedures, improving the quality of public services, increasing transparency, and eradicating KKN practices. Although public services in Blanakan District, Subang Regency, have been well implemented by applying the principles of Good Governance, they are still not optimal as a whole. However, this is demonstrated by the existence of transparent and accountable policies in public services and better public participation in decision making through the involvement of all existing stakeholders. In order to improve the quality of public services, sub-district governments must pay attention to KKN practices and improve the quality of human resources. To overcome KKN practices, this can be done by implementing clear procedures, increasing employee competence, strengthening supervision by the authorities, as well as increasing community participation and strengthening anti-KKN institutions.

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