

IMPLEMENTATION OF GOOD GOVERNANCE IN PUBLIC SERVICES IN RAWAMERTA DISTRICT, KARAWANG REGENCY

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ABSTRACT

Applying the principles of good governance to reflect the absolute needs of the majority of society in order to create a political system that is more supportive of the importance of governance by the people in accordance with universal democratic principles. This can also be a driving force for the formation of the desired political system that involves various good governance processes starting from the formulation of public policy, development management, to the implementation of a transparent, efficient and effective public bureaucracy to improve people's welfare. This research aims to analyze and evaluate the application of Good Governance principles in the context of public services in Rawamerta District, Karawang Regency. The method used in this research is descriptive qualitative. The research results show that the implementation of Good Governance principles in public services in Rawamerta District is still experiencing obstacles. Limited service facilities due to limited funds, low levels of understanding by officials regarding Good Governance, and public awareness that needs to be increased are the main obstacles. There is an urgent need to improve service facilities, intensive training for officers, and increase public awareness. The principle of participation is the key to paradigm change, where involving the community from the start in formulating service needs can increase the responsiveness and relevance of public services. With the commitment of sub-district leaders, collaboration between agencies and active community participation, it is hoped that the quality of public services can be improved, making them more efficient, effective and in line with the demands of the times.

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INTRODUCTION

In the increasingly developing era of modernization, public services provided by the government to the community have become a concrete manifestation of the government's commitment to improving people's welfare. The government paradigm which was previously centralized is now experiencing a shift towards a decentralized system (Nuradhawati, 2019). The decentralized system provides flexibility to create a more ideal work environment, expand the scope of public services, and increase community participation. Apart from that, decentralization also allows the government to be more responsive, responsible and carry out more intensive supervision (Irawan & Armadani, 2021).

Law Number 23 of 2014 concerning Regional Government is the legal basis that regulates the implementation of the decentralization system in Indonesia. This law has

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significant consequences, where autonomous regions are given greater authority in regulating domestic affairs as well as local interests and needs (Barniat, 2018). Regional autonomy is directed at distributing authority evenly, so that effective coordination can be achieved in decision making and policy implementation at the local level (Faisal, 2013).

The government's duties and responsibilities are not only limited to administering government and implementing development, but also include public services. Public services are a crucial fundamental aspect in running contemporary government which emphasizes closeness between government and society through the provision of effective services (Mustanir & Latif, 2020). Article 1 paragraph (1) of Law Number 25 of 2009 concerning Public Services explains that Public Services are a series of activities to meet service needs in accordance with regulations that apply to every citizen and resident, whether in the form of goods, services or administrative services provided. by public service providers (Irawan, 2017).

With the enactment of this law, interaction between regional officials and the community has become increasingly intensive. The increasing demand for democratization and recognition of human rights has given rise to a drive to improve the quality of public service management (Kharisma, 2014). The principles of good governance are the basis for efforts to meet these demands, creating a service system that is transparent, accountable, participatory and responsive to community needs. Thus, implementing good governance in public service management is not only a necessity, but also the main foundation for achieving quality service-oriented government (Sulfiani, 2021).

The implementation of good governance is not only an administrative strategy, but is also an integral part of efforts to realize the principles of democracy and democratization in a country. This concept reflects a high commitment to fulfilling people's rights by the authorities, strengthening the values of justice and social solidarity, as well as upholding human rights (HAM) in various aspects of state life (Tomuka, 2013). One form of this is by upholding the principle of the Rule of Law or the supremacy of law as a foundation in all aspects of state life. Furthermore, good governance can be interpreted as a concept of political ideology that contains basic rules or general principles of government which must serve as a guide in the administration of state life (Robial, 2015).

In the context of Regional Autonomy in Indonesia, implementing Good Governance is an urgent necessity in order to achieve effectiveness, efficiency, independence and elimination of corruption, collusion and nepotism (KKN) in regional government or local governance (Moento et al, 2019). The importance of implementing Good Governance has been further strengthened by the enactment of Law Number 32 of 2004 concerning Regional Government, which provides greater opportunities for implementing the principles of decentralization, deconcentration and assistance tasks. This law also reflects the principles of Regional Autonomy, enabling regional governments to carry out government, development and public service tasks optimally, by reducing dependence on the central government which is centralized as in the previous era of government (Uar, 2016). Thus, the implementation of Good Governance at the regional level is not only a normative demand, but also a key to success in achieving community independence and prosperity in the era of regional autonomy.

The Rawamerta District Government, Karawang Regency as a public service provider plays a very important role in implementing good governance in carrying out its duties. However, has the Rawamerta District government succeeded in implementing good governance practices in public services? To answer this question, this research aims to examine good governance practices in public services in Rawamerta District. Through this research, it is hoped that weaknesses and strengths can be found in good governance practices in Blanakan District, so that the government and 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 efforts to improve the quality of public services in Blanakan District, and can be used as a reference for future researchers in studying good governance practices in public services in other areas.

METHOD

In this research, qualitative methods will be used, which is a type of contextual research that involves humans as instruments and is adapted to natural situations in collecting qualitative data. According to Bogdan and Taylor (in Moleong, 2014), 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 symptoms cannot be measured. To make the research more focused and easier to search for data, the research focus is determined first. This is in line with the view of Lexy J. Moleong (2014) that qualitative research requires determining research boundaries based on the focus that appears as a problem in the research. Determining focus is important to sharpen research focus and determine research boundaries because of the multiple realities and interactions between the researcher and the research focus.

RESULTS AND DISCUSSION

Sub-districts are administrative regional divisions in Indonesia which consist 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 sub-district head 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 community at the lower level (Adhayanto et al, 2016). The sub-district becomes the center for services and decision making for the community in its area regarding various matters such as health, education, licensing, security, and so on. Apart from that, sub-districts also have an important role in facilitating coordination between the central government and regional governments in the context of implementing national and regional policies. The sub-district is also a place to gather community aspirations and become the spearhead in implementing democracy at the lower level (Sigalingging & Warijo, 2014).

Geographically, a sub-district is an administrative entity that generally consists of several villages or sub-districts, forming a larger area. The role of sub-districts is very crucial in the context of government administration in Indonesia, especially in providing public services to communities at the local level (Manoppo, 2015). As a government unit

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between districts/cities and villages, sub-districts have an important responsibility in coordinating and facilitating development programs at the village or sub-district level. Apart from that, sub-districts are also responsible for maintaining order and security in their areas, making them an administrative layer that has a strategic role in realizing community welfare and ensuring the implementation of development programs evenly at the local level (Tarigan et al, 2020).

The implementation of Good Governance principles in the Rawamerta District environment does not appear to have reached optimal levels. Although these principles have been implemented since mid-2013 as a basis for public services, as well as in an effort to revolutionize the service bureaucracy to improve the quality of public services, these changes have not yet been fully visible in practice. Steps towards a service concept that changes the old paradigm, where the community is considered as the party that is obliged to be served by the apparatus, seems to still face obstacles.

The application of Good Governance principles should reflect good governance, especially in the context of a bureaucratic system. The World Bank defines Good Governance as a way of power used in managing various social and economic resources for community development (Adisasmita, 2011). Therefore, it is necessary to carry out an in-depth evaluation of the factors that hinder the implementation of Good Governance in Rawamerta District, so that steps to improve and improve the quality of public services can be identified and implemented.

In its implementation, the service apparatus in Rawamerta District relies on a patent service system which involves service flow and licensing processes. The process begins with registration of the applicant, examination of documents, issuance of permits, corrections, initials and signature by the sub-district head, payment (if any), and finally handing it back to the applicant. Even though this process has become a patent, there are obstacles in the level of apparatus understanding of the Good Governance Principles. This weakness is caused by the lack of socialization and training provided by the government to officials to build their understanding of the concept of Good Governance.

The importance of the apparatus' understanding of Good Governance is vital, as stated by Dwiyanto (2021). By implementing better Good Governance practices, the quality of public services can be improved, the level of corruption can be reduced, and the government can pay more attention to the interests of citizens. The principles of Good Governance, such as participation, law enforcement, transparency, responsiveness, consensus orientation, justice, efficiency, effectiveness, accountability and strategic fission, as described by Siti Maryam (2017), are the main foundation in creating a government system that well and provide optimal service to the community.

The quality of the apparatus in providing services has a direct impact on the success of a public service. Therefore, every apparatus needs to have skills in serving the community and understand the principles of Good Governance. Thus, more intensive efforts need to be made in socialization, training and coaching so that all apparatus can effectively apply the principles of Good Governance in every aspect of the services provided.

In improving effective, efficient and economical services, this can be done with several alternatives. According to the explanation of Rohman & Arif (2008), among others, first,

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internal reform in the bureaucratic apparatus is a crucial step in changing the paradigm that has been developing, especially related to the task at hand. Traditional perceptions that lead to the view that the people or public need services from bureaucratic officials need to be reformed, by shifting the focus to a more proactive direction. It is important to form a new understanding that the bureaucratic apparatus is not only a service provider, but is also a party that needs the people. In this context, reform is not only limited to changing tasks, but also includes changes in attitudes and perceptions, where bureaucratic officials must get closer to the community, listen to their needs, and actively contribute to providing responsive and quality services. These steps are needed to strengthen harmonious relations between bureaucratic officials and society, create a more inclusive government, and optimize the role of the bureaucracy in supporting society's interests.

Second, efforts to increase the atmosphere of competence between fellow officers in providing services emerge as an important strategy to improve service quality without increasing costs. By encouraging competition in providing service output, it is hoped that bureaucratic officials can encourage each other to provide their best performance. This atmosphere of competence not only creates a positive spirit of improvement, but can also have a positive impact on innovation and efficiency in the implementation of public service tasks. The importance of the competence of fellow officers not only creates better services and is responsive to community needs, but also contributes to achieving organizational goals without increasing costs. In this way, the government can optimize its resources to provide quality services without sacrificing efficiency and effectiveness.

Third, efficient and effective criteria in a public service activity play an important role as performance indicators and career paths for the officers involved. Efficiency reflects the ability to achieve optimal results by using available resources efficiently, avoiding waste or excessive use of resources. Meanwhile, effectiveness refers to the extent to which an activity achieves the desired goals and meets community needs. The involvement of officials in formulating policies, together with autonomy and democratization, are elements that support the creation of efficient and effective public service activities. Official participation in the policy formulation process ensures a better understanding of community needs, while autonomy and democratization provide space for greater innovation and responsibility in the delivery of public services. Thus, these criteria not only provide an overview of performance, but also provide direction for the development of officers' career paths in the context of providing quality public services.

Fourth, increasing the morality of officials is closely related to the awareness of individuals in each bureaucratic apparatus as actors in providing services. Morality includes ethical values, integrity and responsibility which form the basis of the behavior of every officer in carrying out his duties. Awareness of their important role as service actors encourages the formation of more responsible and ethical attitudes and behavior. This increase in morality creates an environment where bureaucratic officials are actively involved in providing quality services, prioritizing the interests of the community, and maintaining public trust. Individual awareness of the positive impacts that can result from high morality forms a strong basis for creating a bureaucracy that has integrity and focuses on the interests of society. Thus, increasing the morality of the apparatus not only supports

better service delivery, but also strengthens the positive role of the bureaucracy in realizing a government that is clean, transparent and oriented towards the interests of the people.

In implementing the principles of Good Governance in Rawamerta District, it seems that it has not yet reached the optimal level in accordance with the provisions stated in these principles. The development of Good Governance as a concept in the public service system has been going on for quite a long time, but its implementation in this sub-district still needs to be strengthened. The public service system in Rawamerta District should take concrete steps to improve the service system and continue to build understanding of all service personnel regarding the principles of Good Governance.

The importance of commitment from sub-district leaders, all service apparatus, district level government, and collaboration with the community are the main keys in realizing this improvement (Sartika & Kusumaningrum, 2017). The facility service process in the sub-district needs to be equipped with adequate facilities and infrastructure to ensure smooth and effective service delivery. Concrete steps, such as training and socialization of Good Governance principles, as well as efforts to improve supporting infrastructure, can be the first step in improving the quality of public services in Rawamerta District.

In implementing the principles of Good Governance in Rawamerta District, several obstacles become the main obstacles in the smooth running of the service process. One of the striking obstacles is inadequate service facilities, which is caused by limited funds. These limitations make sub-district officials face difficulties in providing optimal services, using limited facilities. Apart from that, the level of understanding of the majority of officials regarding the principles of Good Governance is still relatively low. Another obstacle comes from the community, where some of them have a low level of awareness in understanding the service process. The level of impatience some people have with the service process is also a challenge in itself. To overcome this obstacle, there needs to be a joint effort between the sub-district government, community and other related parties to increase understanding, improve service facilities and create better awareness among the surrounding community.

In the context of public services, the principle of participation marks an important paradigm shift in efforts to realize Good Governance. This new view elevates society from the status of mere customers to citizens who have an active role in the state and its government (Rochmadditia, 2014). This change shows that community involvement from the start is very important in formulating crucial aspects related to public services. This includes determining the type of service needed, the best way to provide services, monitoring mechanisms for the service process, and no less significant, evaluation mechanisms for service quality. The principle of participation creates a basis for cooperation between the government and the community, building services that are more responsive, transparent and in line with the actual needs desired by the community. By involving the community at every stage, Good Governance can be realized as a strategic step to improve the quality and relevance of public services.

CONCLUSION

Implementation of Good Governance principles in public services, such as in Rawamerta District, still faces a number of obstacles. These obstacles involve aspects of inadequate service facilities, a relatively low level of understanding of the apparatus regarding Good Governance, and public awareness that still needs to be increased regarding the service process. The importance of implementing the principle of participation in efforts to realize Good Governance shows an important paradigm shift, where the public is not only seen as customers but also as citizens who have an active role in forming, supervising and evaluating public services. Therefore, joint efforts are needed between the government, officials and the community to improve the quality of services. The commitment of sub-district leaders, training for apparatus, improving service facilities, and increasing public awareness are important factors in overcoming the obstacles faced. In the context of increasing the morality of officers, the importance of individual awareness in carrying out service duties creates an environment of integrity, responsibility and ethics. This is a key factor in realizing a bureaucracy that is clean, transparent and oriented towards the interests of the community. In the end, through strong improvement and collaboration efforts between various related parties, it is hoped that the implementation of Good Governance in public services can create a system that is more efficient, effective and in line with the demands of the times, so that it is able to provide optimal and responsive services to the needs of the community. .

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