

**IMPLEMENTATION OF GOOD GOVERNANCE IN IMPROVING THE QUALITY OF PUBLIC SERVICES AT THE FATUARUIN VILLAGE OFFICE, SASITAMEAN DISTRICT, MALAKA DISTRICT**

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**Abstract:**

This research aims to determine the application of good governance in improving the quality of public services at the Fatuaruin Village Office, Sasitamean District, Malaka Regency. This research uses descriptive research methods with a qualitative approach. The number of informants was seven people using purposive sampling techniques. Data collection techniques include observation, interviews and documentation. Data reduction, comparative analysis, and conclusion are the data analysis techniques used. This research indicates that implementing good governance to improve public services at the Fatuaruin village office, Sasitamean subdistrict, Malaka district can be improved from aspect (1). Several services still need to be maximized in delivering information (2). Responsiveness. The community assesses that village officials have yet to respond optimally to services. (3). Regarding fairness, the community believes that village officials must be fairer in providing services because people often receive unequal services, and illegal levies occur to get maximum service from the authorities. (4) Effectiveness and efficiency: The community believes that village officials must be more effective and efficient in providing services because the community is often slow to receive services and must comply with predetermined standards, thus making the community feel disadvantaged regarding time and costs. The obstacles faced by the Fatuaruin Village government, Sasitamean District, and Malaka Regency in implementing good governance are Limited resources, lack of awareness and understanding of village officials about good governance, lack of community involvement, Corruption and nepotism.

**Keywords:** Good Governance and Public Service Quality, Malaka District.

**INTRODUCTION**

Public services are a benchmark for the success of carrying out tasks and measuring government performance through bureaucracy. Public services are the primary driver considered essential by all actors from the elements of good governance because society and the business world both have an interest in improving the performance of public services. Current state management has given rise to various demands for good governance patterns through the principles of good governance and clean government, where the government must implement the principles of efficient resource management. Good governance is not limited to how the government exercises its authority well but also to how the public can participate and control the government to carry out its authority well (Santosa, 2018, pp. 5-6).

The realization of good governance does not only focus on one party but involves three parties: the government, society and the private sector. The government has a central role in making decisions and regulating the running of the government; the community has a role in participating and supporting all decisions made by the government. In contrast, the private sector has a role in



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supporting the government in realizing community welfare by creating an expansion of employment opportunities and community income. These three parties have their respective roles in realizing good governance and improving service quality (Hetifa, 2013, p. 11).

However, the phenomenon in Indonesia is that many individuals within the government act arbitrarily to realize their interests without paying attention to the community's interests. The existence of good government through the implementation of good governance, which we have always been proud of, is still just a theory. This is proven by the large number of corruption cases in Indonesia, from the village to the central level. According to Malik Ruslan, a senior researcher at LP3ES, implementing good governance in the Indonesian government system has not run optimally because of the lack of morality within government officials, so the direction of transparency and accountability needs to be clarified (Kamil, 2020). Apart from that, another problem that often occurs is the need for optimal services provided by the government to the community.

Based on research conducted by Safrijal et al. (2016: 176), in their research entitled "Application of Good Governance Principles by Public Service Apparatus in North Kluet District, South Aceh Regency," concluded that the principles of good governance implemented by the government had not been implemented well. Where the public is still dissatisfied with the services provided by government officials, and the level of discipline of the officials still needs to be higher.

The Fatuaruin Village Office, Saistamean District, Malaka Regency, is one of the government agencies that also applies the principles of good governance in carrying out its government functions at the village level. This village office has several employees who can support properly implementing sound governance principles. Employee data from the Fatuaruin Village Office, Saistamean District, Malaka Regency, is presented below.

**Table 1.** Data on Fatuaruin Village Office Employees, Saistamean District

| No | Position                        | Employee Name                |
|----|---------------------------------|------------------------------|
| 1  | Village head                    | Maria Alfonsa H. Tefa SE     |
| 2  | Village secretary               | Friselsa Patria Seran        |
| 3  | Head of government section      | Genoveva Bere                |
| 4  | Head of the development section | Rodulfus Nahak               |
| 5  | Head of the finance section     | Mathilde Febronia Sonya Pera |
| 6  | Head of the welfare section     | Fransiskus Dacosta           |
| 7  | Head of the security section    | Agustinus Nahak              |
| 8  | Head of customs section         | Yuliana Soi                  |
| 9  | Head of Baluoan hamlet          | Damianus Atok                |
| 10 | Head of Wekfau A                | Aleksander Mauk              |
| 11 | Village head Wekfau B           | Paula Berek                  |
| 12 | Head of Wekfau hamlet C         | Yosep Nahak                  |
| 13 | Head of Nekemalae hamlet        | Maria Doranima Abuk          |
| 14 | Head of Kanokarbot hamlet       | Geradus Seran                |

Source: Fatuaruin Village Document (2022)

Apart from that, the Fatuaruin Village Office, Saistamean District, Malaka Regency, also has facilities to support implementing good public services to the community, such as one computer, laptop, and printer. However, based on the results of the researcher's observations in the field by conducting interviews with several people in Fatuaruin Village, Saistamean District, Malaka Regency, it was found that the public services provided by the Fatuaruin Village apparatus,



Saistamean District, Malacca Regency have not been optimal because the principles of good governance have not been able to be implemented effectively. Good.

- a. Under the principle of transparency, Fatuaruin Village, Saistamean District, Malaka Regency, needs more informative public services provided by village officials. For example, when making business letters and crowd permits, many people still need to know the file requirements that must be met, which means the community has to go to the village office three times.
- b. The principle of Responsiveness, the people of Fatuaruin Village, Saistamean District, Malaka Regency, feel that service procedures at the village office are often long-winded. Village officials are often absent even though the people need their signatures, so the processing of files has to be postponed to the next day.
- c. The principle of fairness, the people of Fatuaruin Village, Saistamean District, Malaka Regency, feel that the provision of services by village officials is still discriminatory, for example in processing files, people who have an acquaintance with one of the village officials or providing wages then the file processing process is accelerated.
- d. Under the principle of effectiveness and efficiency, the people of Fatuaruin Village, Saistamean District, Malaka Regency, feel that the services provided by village officials are less effective. For example, village officials are delaying providing services to the community; this is undoubtedly different from the SOP that the central government has implemented. This will be detrimental to society in terms of time and costs.

The problems previously explained are related to the low quality of service experienced by the community from government service providers at the village level. In this case, the application of sound governance principles must be studied in depth to build community trust in village officials.

## METHODS

The type of research used in this study is descriptive, namely, research that examines the status of a group of people, an object, a condition, or a class of events in the present (Agustinova, 2015: 13). In this study, the researcher intends to create a systematic, factual and accurate description or picture of the facts related to the phenomenon that will be investigated in depth.

The research approach used in this research is qualitative, which aims to find and describe analytically and accurately and interpret research results related to the problem being studied. This research approach is a research approach that uses very in-depth analysis techniques because it examines a problem on a case-by-case basis so that the emphasis is not on generalization but on an in-depth understanding of the problem being researched (Agustinova, 2015, p. 10). In this research, the researcher intends to analyze in depth the implementation of good governance within the government of Fatuaruin Village, Sasitamean District, Malacca Regency.

Data collection techniques are used to collect or search for data needed in research. Hence, data collection techniques, in this case, are essential because they will be the spearhead of whether a research process is good or not (Sugiyono, 2013: 137). The data collection techniques used in this research are as follows:

- a. Observation
- b. Interview
- c. Documentation

## RESULT AND DISCUSSION



The data in this study was collected by researchers through an interview process with several relevant informants to provide information related to the problem being studied, namely the implementation of good governance in improving the quality of public services at the Fatuaruin Village office, Sasitamean District, Malaka Regency. The informants in this research were the Fatuaruin Village's head, the Fatuaruin Village's secretary, and the Fatuaruin Village's people. The researcher collected interview data from several informants so that the research results obtained and written were objective.

**Implementing Good Governance in Improving the Quality of Public Services at the Fatuaruin Village Office, Sasitamean District, Malaka Regency.** Based on the results of the researcher's interview with Mrs. Maria Alfonsa H. Tefa S.E as head of Fatuaruin Village, Sasitamean District, Malacca Regency on April 19, 2023, explained that:

*"Implementing good governance in village services is very important because it provides several main benefits, such as increasing accountability, which can help prevent abuse of power and Corruption. Second, increasing community participation can include information transparency, community involvement in decision-making, and fair access to public services. Third, the efficiency and effectiveness of village services should be increased, and applying good management principles will optimize the services provided to the community. Moreover, it can build community trust in the village government."*

This is in line with the results of the researcher's interview with Mrs. Friselsa Patria Seran as secretary of Fatuaruin Village, Sasitamean District, Malaka Regency, on April 18, 2023, who explained that:

*"The implementation of good governance in services has a positive impact on increasing accountability, community participation, efficiency, effectiveness, and public trust. " By ensuring good governance is the basis for village management, it is hoped that village services can run well and provide maximum benefits for the local community."*

Based on the results of the researcher's interviews with informants, as previously described, it shows that the implementation of good governance in Fatuaruin Village, Sasitamean District, Malacca Regency, is an essential thing because it has a good impact on maximizing service delivery to the local community, as well as maximizing village operational management to make it more effective. And efficient.

This research will focus on implementing good governance by the government of Fatuaruin Village, Sasitamean District, Malaka Regency, and on several principles, namely transparency, Responsiveness, fairness, effectiveness and efficiency.

**Transparency.** Transparency must be built within the framework of the free flow of information. Various processes, institutions and information must be freely accessible to those who need it (Ramdani et al, 2022, p. 11). Based on the results of the researcher's interviews with informants and supporting evidence in the form of images previously presented, it shows that the Fatuaruin Village officials, Sasitamean District, Malacca Regency consider providing transparent public service information to the community as quite significant, thus making village officials share service information through the bulletin boards that have been provided in the area. Village office with a focus on openness and accessibility. However, there are still several services where the dissemination of information has not been maximized, such as business licensing services, which has led the public to believe that the transparency carried out by village officials has yet to be fully maximized.

**Responsive.** Responsive means that every institution and its processes must be directed at efforts to serve various interested parties (stakeholders) (Ramdani et al., 2022, p. 11). Based on the results of the researcher's interviews with informants and supporting evidence in the form of images



previously presented, it shows that the Fatuaruin Village apparatus, Sasitamean District, Malaka Regency views providing responsive public services to the community as quite significant, thus making village officials focus on providing responses that are fast, effective and by needs. Public. However, the fact is that the community considers that village officials still need to be fully responsive in providing services because of the need for more communication and coordination between village officials and the community when there are new policies or changes to service procedures. The response time given by village officials is still relatively long because some officials often do not present when people need services.

**Fair.** Fairness is a good government that will provide equal opportunities for both men and women to improve and maintain their quality of life (Ramdani et al., 2022, p. 11). Based on the results of the researcher's interviews with informants and supporting evidence in the form of images previously presented, it shows that the Fatuaruin Village apparatus, Sasitamean District, Malaka Regency, considers providing fair public services to the community quite significant, thus making village officials focus on providing equal access and non-discrimination. However, the fact is that the community considers that village officials need to be more fair in providing services because people often receive unequal services. There are still frequent acts of illegal levies to get maximum service from village officials.

**Effectiveness and Efficiency.** Effectiveness and efficiency are every activity and institutional process directed at producing something that truly suits needs through the best use of various available resources (Ramdani et al., 2022, p. 12). Based on the results of the researcher's interviews with informants and supporting evidence in the form of images previously presented, it shows that the Fatuaruin Village apparatus, Sasitamean District, Malaka Regency views providing effective and efficient public services to the community as quite significant, thus making village officials provide services by service operational standards (SOPs.) which has been set. However, the fact is that the community considers that village officials need to be more effective and efficient in providing services because people often receive slow services that do not comply with predetermined standards, which makes the community feel disadvantaged in terms of time and costs.

**Obstacles Faced by the Government of Fatuaruin Village, Sasitamean District, Malaka Regency in Implementing Good Governance.** The implementation of good governance by the Fatuaruin Village government, Sasitamean District, Malaka Regency, must be balanced with the various obstacles faced. Based on the results of the researcher's interview with Mrs. Maria Alfonsa H. Tefa S.E as head of Fatuaruin Village, Sasitamean District, Malacca Regency on April 19, 2023, explained that:

*"One of the main obstacles that we still face regarding the implementation of good governance is limited resources; in this case, we have a limited budget to implement reforms and strengthen village government institutions, and we also have limited adequate personnel to manage village government programs properly. Good. Second, the lack of awareness and understanding of village officials regarding good governance is also a significant obstacle; in this case, not all staff and the community fully understand the concept and benefits, making implementing good governance principles more difficult. Third, community involvement is also an obstacle we face; even though we have tried to involve the community in the decision-making process when the community is less active in providing input or does not have sufficient opportunities to participate, this becomes a challenge for us in achieving adequate participation. Broader and reflects the principles of good governance. Moreover, Corruption and nepotism are also problems that we still often face; even though we have committed to implementing the principles of transparency and integrity, there are still some individuals who sometimes take advantage of the situation, both from our apparatus and from the community, so that this hinders our progress in achieving better good governance."*



This is in line with the results of the researcher's interview with Mrs. Friselsa Patria Seran as secretary of Fatuaruin Village, Sasitamean District, Malaka Regency, on April 18, 2023, who explained that:

*"The implementation of good governance at the Fatuaruin Village Office is still facing various obstacles, starting from limited resources; in this case, we have a limited budget and inadequate personnel to implement the principles of good governance; these shortcomings certainly affect our ability as village officials to carry out reform, strengthening institutions and increasing transparency and accountability. Second, there needs to be more awareness and understanding of village officials; in this case, some need to understand the concept of good governance and its benefits. This lack of awareness hinders the necessary reform and change steps. This lack of understanding of good governance causes ineffective or unfair practices to persist."*

Based on the results of the researcher's interviews with informants, as previously described, shows that there are several obstacles faced by the government of Fatuaruin Village, Sasitamean District, Malaka Regency, in implementing good governance, including:

- a. Limited resources. In this case, Fatuaruin Village, Sasitamean District, Malaka Regency's government has a limited budget to implement reforms and strengthen village government institutions. Besides that, the Fatuaruin Village government, Sasitamean District, and Malaka Regency also need more adequate human resources to manage government programs well.
- b. Village officials' lack of awareness and understanding of good governance is also a significant obstacle. In this case, not all staff and the community of Fatuaruin Village, Sasitamean District, Malaka Regency, fully understand the concept and its benefits. This makes implementing the principles of good governance more difficult.
- c. Community involvement is also an obstacle we face. However, the government of Fatuaruin Village, Sasitamean District, Malaka Regency, has tried to involve the community in the decision-making process. However, when the community is less active in providing input or needs more opportunities to participate, this becomes a challenge for the government of Fatuaruin Village, Sasitamean District, Malacca Regency, in achieving broader participation and reflecting the principles of good governance.
- d. Corruption and nepotism: Even though the government of Fatuaruin Village, Sasitamean District, Malaka Regency has committed to implementing the principles of transparency and integrity, there are still some individuals who sometimes take advantage of the good conditions of our officials and the community, so this hampers the progress of the Fatuaruin Village government of District Sasitamean Malacca Regency in achieving better good governance.

**Discussion of Research Results.** The implementation of good governance within Fatuaruin Village, Sasitamean District, Malaka Regency is one of the things that is considered vital because it has a good impact on maximizing service delivery to the local community, as well as maximizing village operational management to make it more effective and efficient. The principles applied include transparency with a focus on openness and accessibility, Responsiveness with a focus on providing responses that are fast, effective and by community needs, fairness with a focus on providing equality of access and non-discrimination, and effectiveness and efficiency with a focus on providing services by the procedure. However, the facts that occur in the field are that the community considers the implementation of these principles to be less than optimal because the implementation carried out by the Fatuaruin Village apparatus, Sasitamean District, Malacca Regency, is not by the principles of good governance.

The implementation of good governance in Fatuaruin Village, Sasitamean District, Malaka Regency still needs several problems, such as limited resources, in terms of limited human resources, to manage village government programs well. Second is the lack of awareness and understanding



of village officials; in this case, not all staff and the community fully understand the concept and its benefits, making implementing the principles of good governance more difficult. Third, community involvement is less active in providing input or needs more opportunities to participate, so it is not optimal in achieving broader participation and reflecting the principles of good governance. Fourth, Corruption and nepotism; in this case, several individuals still take advantage of the situation, both our apparatus and the community, hindering our progress in achieving better governance.

## CONCLUSION

Based on the results of the research and discussion presented in the previous chapter regarding the implementation of good governance in improving the quality of public services at the Fatuaruin Village Office, Sasitamean District, Malacca Regency, the following conclusions can be drawn:

- a. Implementing good governance within Fatuaruin Village, Sasitamean District, Malaka Regency is essential because it has a good impact on maximizing service delivery to the local community. The principles applied include transparency with a focus on openness and accessibility, Responsiveness with a focus on providing responses that are fast, effective and by community needs, fairness with a focus on providing equality of access and non-discrimination, and effectiveness and efficiency with a focus on providing services by the procedure. However, the facts in the field are that the community considers implementing these principles less than optimal because the implementation carried out by village officials differs from the principles of good governance.
- b. The implementation of good governance in Fatuaruin Village, Sasitamean District, Malaka Regency still needs several problems, such as limited resources and inadequate personnel to manage village government programs well. Second is the lack of awareness and understanding of village officials; in this case, not all staff and the community fully understand the concept and its benefits, making implementing the principles of good governance more difficult. Third, community involvement is less active in providing input or needs more opportunities to participate, so it is not optimal in achieving wider participation and reflecting the principles of good governance. Fourth, Corruption and nepotism; in this case, some individuals sometimes take advantage of the situation, both of our apparatus and of the community, and this hinders our progress in achieving better governance.

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