

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 assess the Application of Good Governance in Enhancing Public Service Quality at the Fatuaruin Village Office, Sasitamean District, Malacca Regency, utilizing descriptive research methods with a qualitative approach. A total of 7 informants were purposively sampled for data collection through observations, interviews, and documentation analysis. The theoretical framework employed is based on the work of Ramdani et al. (2022). The findings reveal challenges in implementing good governance at the Fatuaruin Village Office. Transparency is compromised, particularly in disseminating information related to business licensing services, leading to public perception that transparency efforts need to be fully optimized. Responsiveness falls short as officials are frequently unavailable when needed, causing service delays. The fairness of services provided is questioned, with unequal treatment and illegal levies. Effectiveness and efficiency are criticized due to slow services that deviate from predetermined standards, resulting in community dissatisfaction with time and cost implications. Several obstacles impede the effective implementation of good governance in the village, including limited resources, insufficient awareness among officials, a lack of community involvement, and instances of corruption and nepotism. Recommendations include optimizing the principles of good governance – transparency, responsiveness, fairness, and efficiency – considering local contexts. This optimization is expected to enhance the quality of services provided, ensuring satisfaction within the community.

Keywords: Good Governance, Quality of Public Services, Sasitamean 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 how the community can participate and control the government to exercise its authority well (Santosa, 2018).

The realization of good governance does not only focus on one party but involves three parties, namely 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 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).

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 has long 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), 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 the proper implementation of sound governance principles. Below is presented employee data at the Fatuaruin Village Office, Saistamean District, Malaka Regency.

Table 1. Employee Data from the Fatuaruin Village Office, 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	Head of Wekfau hamlet 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 the implementation of 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. The principle of transparency: The people of Fatuaruin Village, Saistamean District, Malaka Regency, feel that there is a lack of informative public services provided by village officials, for example in making business letters crowd permits, there are still many people who do not know

the file requirements that must be met, which makes the community have to three times to the village office.

- 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. 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 need to catch up on providing services to the community, which is certainly not by the SOP that the central government has implemented. This will be detrimental to society in terms of time and costs.

Based on the problems previously explained, it shows that there are problems related to the low quality of service experienced by the community from government service providers at the village level, so in this case, the application of sound governance principles must be studied in depth so that community trust in village officials can be built. Return.

Safrijal et al. (2016), in their research entitled "Application of Good Governance Principles by Public Service Apparatus in North Kluet District, South Aceh Regency." The research method used is qualitative research. The results of his research concluded that the principles of good governance in Kluet Utara District, South Aceh Regency, have not been implemented well, where the public is still not satisfied with the services provided by government officials, and the level of discipline of the apparatus is still relatively low. Two obstacles hinder the implementation of good governance, namely internal factors (lack of understanding of the apparatus of sound governance principles, inadequate facilities, and lack of discipline in the apparatus during working hours) and external factors (lack of community participation, lack of supervision from government, as well as budget limitations in meeting service facility needs).

Lauma et al. (2019), in their research entitled "The Effect of Implementing Good Governance Principles on the Quality of Public Services (A Study at the Population and Civil Registration Service of North Bolaang Mongondow Regency)." The research method used is quantitative research. The results of his research concluded that good governance has a positive effect on the quality of public services, where the magnitude of the influence of each good governance variable can only influence the service quality variable by 21.9%. In comparison, the remaining 78.1% is influenced by other factors not examined in the research.

Rohman and Hanafi (2019), in their research entitled "Application of Good Governance Principles in Improving the Quality of Public Services". The research method used is qualitative research. His research concluded that implementing good governance to improve the quality of public services in Lowokwaru District, Malang City, can be categorized as good. However, several things could still be improved, starting from the source of district employees and deficiencies in the system as a suggestion for providing public services to the community.

Ayuningtyas (2020), in his research entitled "Implementation of Good Governance in Improving Immigration Public Services," used literature review research. His research concluded that various laws have regulated the public implementation of sound governance principles in Indonesia. In order to improve public services in the government sphere, this is an issue that must

be prioritized because by improving and prioritizing service quality, public satisfaction can be used as a benchmark for assessing the quality of public services.

Sipayung and Wahyudi (2022), in their research entitled "Implementation of Good Governance in the Context of Improving the Quality of Public Services with Integrity in the Financial Audit Agency Environment." The research method used is literature review research. His research concluded that implementing good governance through bureaucratic reform within the BPK has been implemented through superstructure development in the institutional or organizational fields, business processes, human resources and infrastructure suggestions where there are three main principles used by the BPK regarding the implementation of good governance, namely public services which must have the desire to serve the community, public services which must respond to all forms of service, and public service accountability which is multi-aspect.

METHODS

The type of research used in this research is descriptive, which examines the status of a group of people, an object, a condition, or a class of events in the present (Agustinova, 2015). In this research, 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). 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 methods used to collect or search for data needed in a research project. Hence, data collection techniques, in this case, are essential because they will spearhead whether a research process is good or not (Sugiyono, 2013). 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 to Improve 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, increasing the efficiency and effectiveness of village services, where applying good management principles will optimize the services provided to the community. Finally, 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 in 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. It will focus on several principles: 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, the fact is that there are still several services where the dissemination of information has yet to be maximized, such as business licensing services, thus making the public think that the transparency carried out by village officials has not been 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 need to be 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, considers 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 village officials to be ineffective and efficient enough in providing services because people often receive slow services that do not comply with predetermined standards, thus making 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. Implementing good governance by the Fatuaruin Village government, Sasitamean District, and Malaka Regency must be integrated 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, then 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 often face. Even though we have committed to implementing the principles of transparency and integrity, some individuals sometimes take advantage of the situation from our apparatus and the community. Hence, 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, Malacca Regency, on April 18, 2023, who explained that:

"The implementation of good governance at the Fatuaruin Village Office still faces 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, strengthen institutions, and increase transparency and accountability. Second, there needs to be more awareness and understanding of village officials; in this case, some still 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, show 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, the government of Fatuaruin Village, Sasitamean District, Malaka Regency 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 in the village well.
- b. 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 of Fatuaruin Village, Sasitamean District, Malaka Regency, fully understand the concept and benefits; this makes implementing the principles of good governance more difficult.
- c. Community involvement is also an obstacle we face. Although the government of Fatuaruin Village, Sasitamean District, Malaka Regency has tried to involve the community in the decision-making process, when the community is less active in providing input or does not have enough opportunities to participate, then this becomes a challenge for the government Fatuaruin Village, Sasitamean District, Malacca Regency in achieving broader participation and reflecting the principles of good governance.
- d. Corruption and nepotism: Although 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 that this hinders the progress of the Fatuaruin Village Government, District Sasitamean Malacca Regency in achieving better good governance

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, there is a 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 is 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, and Malaka Regency is essential because it dramatically maximizes 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 needs to follow the principles of good governance.
- b. Implementing 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, there is a 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 is corruption and nepotism; in this case, several individuals, both our officials and those of the community, still take advantage of the situation, hindering our progress in achieving better governance.

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