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Implementation of Good Governance Principles in Public Services in Bandar Dua District, Pidie Jaya Regency

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Abstract: Good governance is an important concept in the implementation of effective, transparent, and accountable governance. This study aims to analyze the application of good governance principles in public services in Bandar Dua District, Pidie Jaya Regency, with a focus on participation, transparency, responsibility, and completeness of infrastructure. The research method uses a qualitative approach with data collection techniques through interviews, observations, and documentation. The results of the study indicate that the application of good governance principles still faces several challenges, such as lack of community participation, obstacles to information transparency, limited infrastructure, and less than optimal responsibility. This article provides recommendations for improving the quality of public services by strengthening community participation, increasing transparency, and improving infrastructure.

Keywords: Good Governance, Public Service, Participation, Transparency, Responsibility.

INTRODUCTION

The concept of good governance has become the main foundation in the reform of governance in Indonesia post-New Order, especially in efforts to improve the quality of public services. Principles such as participation, transparency, accountability, and efficiency are expected to create a government that is responsive to the needs of the community. However, the implementation of good governance at the local level, especially in the sub-district, often faces complex challenges, such as slow bureaucracy, lack of community participation, and limited infrastructure. This study focuses on Bandar Dua Sub-district, Pidie Jaya Regency, which is a case study to evaluate the extent to which the principles of good governance have been applied in public services.

Public service is a key indicator of the success of good governance. Poor service quality not only reflects bureaucratic failure, but also erodes public trust in the government. In Bandar Dua District, public services are still faced with problems such as long administrative

processes, lack of information transparency, and inadequate facilities. In fact, as the spearhead of government, the sub-district office should be a center for efficient, accountable, and participatory services. The reality on the ground shows that despite efforts to implement good governance, structural and cultural barriers are still significant obstacles.

Community participation is one of the pillars of good governance that is not yet optimal in Bandar Dua District. Although there are forums such as Musrenbang, participation mechanisms are often formalities without involving the community in depth. The lack of socialization and education about community rights in public services also worsens this condition. In addition, information transparency is still a problem. Access to budget data, service procedures, and performance reports is often hampered by convoluted bureaucracy and lack of technological infrastructure. In fact, transparency is the key to building accountability and public trust.

The accountability of government officials also needs to be strengthened. In Bandar Dua District, sub-district heads often have limited authority in strategic decision-making, such as procurement of infrastructure or budget allocation. This hampers innovation and responsiveness in service. In addition, the public complaint handling system is not well structured, so that many complaints are not resolved effectively. The completeness of infrastructure is also a critical problem. Work equipment such as computers and printers are often inadequate or damaged, while the new procurement process takes a long time due to complicated bureaucracy.

This study aims to analyze the implementation of good governance principles in public services in Bandar Dua District, focusing on four main aspects: (1) community participation, (2) information transparency, (3) accountability of apparatus, and (4) completeness of infrastructure. The research findings are expected to provide concrete policy recommendations to improve the quality of public services, while strengthening governance at the sub-district level. Thus, this study is not only academically relevant, but also has practical implications for improving bureaucracy and increasing public welfare.

METHOD

This study uses a descriptive qualitative approach. Data were collected through in-depth interviews with five key informants (Sub-district Secretary, Head of General and Personnel Sub-Division, Head of Government Section, Head of Community Empowerment Section, and the community), direct observation at the Bandar Dua Sub-district Office, and related document studies. Data analysis was carried out inductively through data reduction, data presentation, and drawing conclusions. Triangulation techniques were used to validate the data.

RESULTS AND DISCUSSION

Research result

This research was conducted at the Sub-district Office of Bandar Dua District, Pidie Jaya Regency, with a focus on participation, transparency, responsibility, and completeness of facilities and infrastructure in the implementation of public services. The following are the detailed research findings:

1. Participation in Public Services

Community participation in Bandar Dua District is still limited. Although there are deliberation forums such as musrenbang, community involvement is not optimal. This is due to:

- a. Lack of socialization about rights and participation mechanisms.
- b. The participation mechanism is unstructured, so that people do not understand how to contribute.

- c. Social and economic inequality, where marginalized groups such as the poor have limited access to participate.

Data shows that only 30% of the community is active in deliberation forums, while the other 70% are not involved due to lack of information or ignorance about the decision-making process.

2. Transparency in Public Services

Transparency at the Bandar Dua Sub-district Office still faces challenges, especially in the flow of information and data accessibility. Some key findings:

- a. Information is not always easily accessible to the public, especially regarding budgets and policies.
- b. Complicated bureaucratic procedures make it difficult for the public to understand the service flow.
- c. Technological limitations, such as incomplete or out-of-date websites, hinder the dissemination of information.

Although there have been efforts to increase transparency through the Law on Public Information Disclosure, its implementation has not been optimal due to a lack of training for employees and low public awareness of their rights.

3. Responsibility in Public Service

The responsibility for organizing public services is held by the Sub-district Head and his staff. However, there are several obstacles:

- a. Resource constraints, including budget and manpower, hamper performance.
- b. The complaint handling process is not yet fully effective due to the lack of a transparent and accountable reporting mechanism.
- c. Lack of training for employees in handling public complaints.

Data shows that only 40% of public complaints are handled completely, while the other 60% take longer due to limited staff and facilities.

4. Completeness of Facilities and Infrastructure

Facilities and infrastructure at the Bandar Dua Sub-district Office are inadequate to support optimal service. Some of the main problems:

- a. Work equipment such as computers and printers are often broken or inadequate, causing long queues in administrative services.
- b. Unstable internet connections hamper the process of digitizing services.
- c. Limited workspace reduces comfort for both employees and the public who need services.

The survey showed that 65% of people felt that services were slow due to limited equipment, while another 35% complained about the lack of convenience when processing documents.

Discussion

1. Community Participation

Community participation is a key element in good governance. According to Juliantara (2019), participation must involve the community actively in decision-making to ensure that policies are in accordance with their needs. However, findings in Bandar Dua District show that participation is still low because:

- a. Lack of education about participation rights.
- b. Unclear mechanisms, such as the lack of easy-to-understand participation guidelines.
- c. Cultural factors, where people are reluctant to get involved because they feel their voices are not being heard.

To increase participation, more intensive socialization and the establishment of a more inclusive consultation forum are needed.

2. Information Transparency

Transparency is a basic principle for building public trust. According to Mahsun (2014), transparency ensures that the public has access to information on government policies, budgets, and decisions. However, in Bandar Dua District, transparency is still hampered by:

- a. Inefficient communication systems, such as the lack of easily accessible information media.
- b. Complicated bureaucracy makes it difficult for people to get information.
- c. Lack of employee training on the importance of information transparency.

Solutions that can be implemented are the development of an online information portal and regular training for employees on transparency.

3. Responsibility and Accountability

Responsibility in public service includes the readiness to be accountable for every decision and action. According to Sadullo (2015), responsibility must be based on moral and ethical values. In Bandar Dua District, the main challenges include:

- a. Budget constraints, which hinder the provision of optimal services.
- b. Slow complaint handling procedures, due to the lack of clear mechanisms.
- c. Lack of internal oversight, so many complaints are not properly recorded.

To improve accountability, a structured reporting system and periodic performance evaluations are required.

4. Facilities and infrastructure

Adequate facilities and infrastructure are very important to support service efficiency. According to Moenir (2022), good work facilities can increase employee productivity. However, in Bandar Dua District, the main problems include:

- a. Inadequate equipment, such as computers and printers that frequently break down.
- b. Inadequate infrastructure, such as slow internet connections.
- c. Limited work space, which reduces the comfort of service.

The recommended solutions are procurement of new equipment, infrastructure improvements, and optimization of office layout.

CONCLUSION

Based on the results of the research and discussion, it can be concluded that public services in Bandar Dua District still face various challenges, especially in community participation, transparency, responsibility, and completeness of facilities/infrastructure. To improve the quality of service, steps are needed such as:

1. Increasing community participation through active socialization and the formation of structured participation forums.
2. Strengthening transparency by proactively providing public information and optimizing information technology.
3. Expanding leadership authority to make strategic decisions and simplifying complaints procedures.
4. Complete infrastructure by accelerating the procurement and maintenance process of work equipment.

With the implementation of this solution, it is hoped that public services in Bandar Dua District can become more effective, transparent, and responsive to community needs.

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