5683_UMSIDA_Measurement of Good Governance Implications

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MEASUREMENT OF GOOD GOVERNANCE IMPLICATIONS IN VILLAGE SERVICES

ABSTRACT

Implementing good governance is difficult to implement in practice at the Regional Government Office especially for village services. However, with the existence of Undang-Undang No. 22 of 1999 and Undang-Undang No.32 of 2004 concerning Regional Government, there are hopes and aspirations to realize good governance in the Regional Government Offices. The spirit of broad, real and responsible regional autonomy can encourage the realization of good governance in implementing regional governance. In addition, the spirit of regional autonomy will spur the implementation of regional development, increase service to the community, and encourage the growth and development of democracy. This study makes good governance in village government public services. The design of this study is a survey and the data collection is a cross section through a questionnaire. The unit of analysis is the citizen who work as state civil apparatus and had used public services in village government offices. Technical determination of sample units in this study is a simple random sampling. The method of data analysis used Structural Equation Modeling. The results show that rule of law and responsiveness are dominant indicators of forming good governance while transparency and good commitment are less dominant indicators forming good governance. The practical implications of this research is useful for the local government as they need to increase the role of good governance in the effort of increasing the public service performance especially for village service.

Keywords: Good Governance, Public service, village government

INTRODUCTION

Good governance is part of a new paradigm that develops and provides enough nuance to color the post-multidimensional crisis, along with the demands of the reform era (Rotberg, 2014). As a struggling country with a high demand of reforms, good governance in Indonesia appears as a new transplantation model. It is believed that it can treat political bureaucracy which full of corruption, bribery, and abuse of power, including various violations of human rights. For five years after the start of reforms, the desire to get good governance and the clean government was still far from expectations. There are various obstacles in the form of political, economic, sociol-cultural, legal, confusing government and the emergence of uncertainties that lead to unrest and explosions which endanger the joints of people's lives. The enactment of regional autonomy based on Undang-Undang No.22 Year 1999 and Undang-Undang No.32 of 2004 concerning regional government, changes the system of administering the regional government, in this case, emphasizing that local governments are fully responsible for implementing the development to improve living standards of society (Bukhari, et al., 2014).

The government that has the function of providing services to the community, must emphasize things to prioritize the interests of the community, to simplify the community affairs, to short the implementing community affairs and giving satisfaction to the community (Katoch et al., 2017). In implementing public services so far, especially the implementation of public services by the government, there has been no specific orientation regarding effectiveness and quality improvement in the provision of public services to the public. This happens because public services are still monopolied by government, so implementing public services so far running statically, while the demand for public services is increasingly dynamic with a better level of community life, a sign of "empowering" experienced by the community (Hove & Tarisai, 2017). This means that the number of people who knows about their rights and obligations as citizens in a society, nation, and state are increased. To achieve excellent public service, it needs a

qualified government apparatus in providing various services needed by the community, whether in the form of rules or other services such as in the service sector (Ferry, et al., 2018). Apparatus services will be excellent if it gives employees adequate compensation, education, and training, and the availability of office facilities and infrastructure. If employees receive adequate incentives, they often include employees in education and training under their fields of work, and the availability of adequate office infrastructure, it is possible that the service performance of the apparatus will increase (Hayat & Kabir Hassan, 2017). After the performance or work performance of employees increases, it will impact optimal service to the community.

The high level of enthusiasm and positive response of the community over the past few years to the good governance system has fostered the hope of implementing a fair, open and responsible government (Hayat & Kabir Hassan, 2017). This is caused by the nonoptimal practice of administering government by officials in Regional Government offices. Organizational performance is not even encouraging. In addition, the ineffectiveness of the law and regulations of the Regional Government is a major concern of academics and practitioners to reform and reorganize the system of government. In carrying out government duties, the Regional Government as part of the governance system in Indonesia has the determination and spirit to implement a government system based on the principle of good governance. The existence of several District Government institutions and institutions that support the implementation of the principles of good governance, the commitment of elites or policymakers to support the implementation of good governance principles and the demands of the community, especially in villages for implementing good governance-based governance (Yousaf, et al., 2016). However, the reality in the field shows that implementing the principles of good governance in Government Offices especially for village services still has weaknesses suh as: Regional Government is not actively involved in the decision made by the Regional Government. There are people who are still experiencing difficulties to find out information about policies, programs, and activities of the

Regional Government apparatus. And the community still considers that the Regional Government is still slow in responding to community complaints, especially related to the slow processing of permits (Nurcahyo, et al., 2015). Even the community considers that the regional government is less accountable in reporting assets owned especially at the beginning of holding office. Some aforementioned weaknesses show that the application of the principles of participation, transparency, responsiveness, and accountability in the Village Government Office has not met the expectations of the community (Harrison & Sayogo, 2014). The implementation or application of the principles of good governance is an important aspect of supporting the achievement of the objectives of the Regional Government. The existence of these weaknesses drives this research. This study measures the implications of the factors that shape good governance in village government public services.

Measurement of good governance in this study uses 8 indicators of transparency, responsiveness, rule of law, simplicity of administration, good commitment, vision-mission, participation, and accountability. Transparency is an openness that covers all aspects of activities involving the public interest, from the decision-making process, the use of public funds, to the evaluation stage (da Cruz, et al., 2016). The principle of transparency creates mutual trust between the government and the community through the provision of information and guarantees convenience in getting accurate and adequate information. It builds transparency on the free flow of information. All government processes, institutions, and information need to be accessible to interested parties, and the information available must be understood and monitored. So that it can increase the insight and knowledge of the community towards governance. It can also increases public trust in government and the number of people taking part in the development. In addition, it could reduce violations of laws and regulations (Jannah, et al., 2018). Next is responsiveness as a logical consequence of openness, every component involved in the development process of good governance must have responsiveness to the desires or complaints of

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shareholders. Efforts to increase responsiveness, especially aimed at the public sector which has been closed, arrogant, and oriented to power (Buss & Shackelford, 2015). To find out people's satisfaction with the services provided by the public sector, surveys need periodically to determine the level of customer satisfaction. Community participation in the political process and public policy formulations requires a system and legal rules. In connection with that, in realizing the ideals of good governance, a commitment must be a balance to uphold the rule of law with the following characteristics: Supremacy of law, legal certainty, responsive law, Consistent and non-discriminatory law enforcement, independence of the judiciary. The legal framework must enforce and fair indiscriminately, including laws relating to human rights (Buss & Shackelford, 2015).

The Simplicity of Administration to compete in hastily in the world order, the activities of the three domains and Good Governance must prioritize effectiveness and efficiency in every activity so that the service process of public administration becomes better (Buss & Shackelford, 2015). It primarily aims the pressure of the need for effectiveness and efficiency at the public sector because this sector carries out its activities monopolistic, without competition, there will be no efficiency. Good commitment includes a commitment to reduce inequality in various fields, both between the center and the regions; and among regions in a fair and proportional manner, it is a tangible manifestation of the principle of reducing inequality (Permarupan, et al., 2014). This also includes efforts to create equity in the law and reduce various discriminatory treatments that create a gap between men and women in community life; commitment to environmental protection is about the carrying capacity of the environment that decreases because of uncontrolled utilization. The obligation to plan an analysis of the consequent environmental impact, consistent enforcement of environmental law, activation of environmental control institutions, and sustainable management of natural resources are examples of the realization of commitment to the environment; commitment to Fair Market has proven that government interference in economic activities is often excessive so it eventually burdens the budget and even destroys the market. Efforts to link community economic activities with markets both within regions and between regions are examples of tangible manifestations of commitment to the market.

Strategic vision and mission are strategic views to face the future. Leaders and communities have a broad and far-reaching perspective on good governance and human development, and this needs sensitivity to realize these developments (Allen, et al., 2018). In addition, they must also understand the historical, cultural and social complexities that form the basis of that perspective. community participation As the owner of sovereignty, every citizen has the right and obligation to take part in the state's process, government, and society. This participation can directly or through intermediary institutions by encouraging each citizen to use the right to express opinions in the decision-making process that concerns the interests of the community, both directly and indirectly.

Accountability is the responsibility of public officials for the community which gives them the authority to take care of their interests (Wu, et al., 2016). Decision makers in the government, private sector, and community organizations are responsible both to the community and to interested institutions. The form of responsibility differs from one another depending on the organization concerned. The basic instrument of accountability is the existing legislation, with a political commitment to accountability and accountability mechanisms, while the supporting instruments are behavioral guidelines and monitoring systems for performing government administrators and the monitoring system with clear and firm sanctions (Spence & Rinaldi, 2014).

METHODS

This study includes several stages, namely the study of theoretical literature and previous research; formulation of the problem and the purpose of the research; data collection both primary and secondary data; testing research instruments used in research; data processing; interpretation of research results; and

recommendations from research results. At the initial stage, there are literature's introduction study and research objectives. The method of data collection in this study was sampling from the population using questionnaires and direct interviews with the citizen who work as state civil apparatus and had used public services in village government offices. The reason for choosing the research location in the village service is because the village office is vital and spearhead part of the central government policy and government services related to public administration. The population in this study were all Sidoarjo villagers with the criteria of working as state civil apparatus, aged between 20-50 years, having education at least in the high school / vocational school, and had used public services in the village office. These criteria are to limit respondents to reflect the people who understand government public services and can interpret all government policies appropriately. Based on these criteria, the sampling method used was probability sampling and the technique of determining the sample unit (respondent) used in this study was simple random sampling Primary data is data collected by researchers directly for this research.

The research instrument includes the validity test and reliability test carried out with the aim to test whether the instruments used in this study meet the requirements of measuring instruments that are good or under the standard research methods. The instruments is considered to be good when they meets three main requirements, namely: valid or valid; reliable or reliable; and practical. For data processing, we used SEM (Structural Equation Modeling) analysis. This research interpreted the assessment of indicators that affect good governance conduct to the result of data analysis. The recommendations in this study was from a discussion of interpreting SEM data analysis.
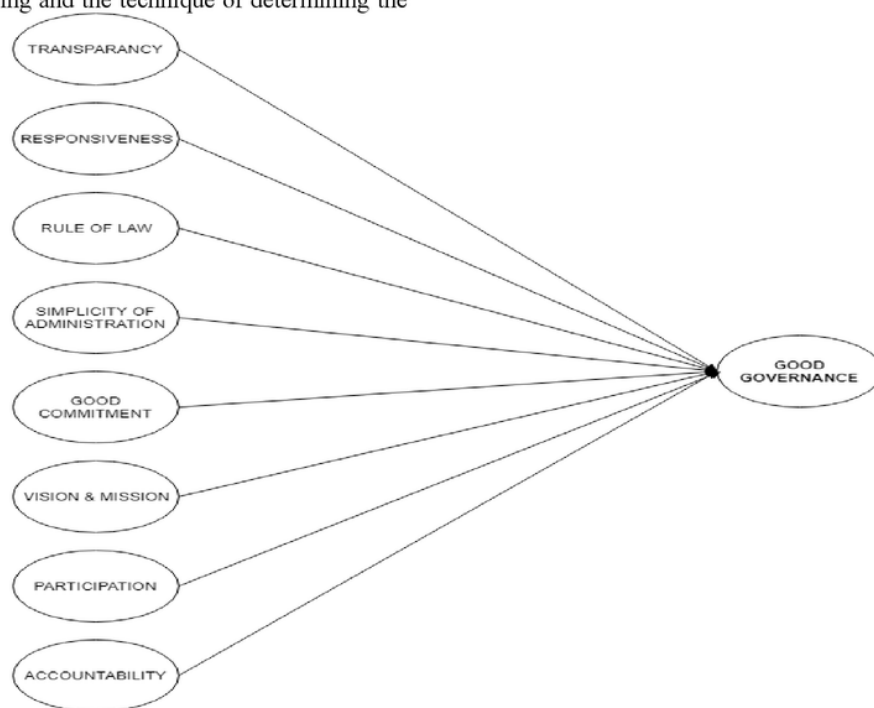

Figure 1 Conceptual Framework

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RESULT AND DISCUSSION

This study conducted an instrument test aimed at formative indicator measurements from Good government, the evaluation of the measurement model show to look at the significance of the outer weight, the significance value of the outer weight with T-statistics > 1.96 and got through bootstrapping procedures. This causes the validity test and constructs reliability not needed (Appendix 1) (Ghozali, I & Kusumadewi, 2016). The results of the analysis of path coefficients can be explained that the measurement of good governance uses 8 indicators, namely transparency, responsiveness, rule of law, simplicity of administration, good commitment, vision-mission, participation, and accountability (Table 1). The transparency indicator with an outer weight value of 0.088 is significant with CR = 21.602, it showed how the decisions of the institution are clarified by the government, the administration provides precise information about procedures, administrative management is easily accessible to users. Transparency is the presence of an open policy for supervision. While information means what is information about every aspect of government policy, the public can reach that. Information disclosure can cause the healthy, tolerant political competition, and policies made based on public preferences (Meijer, 2018). This principle has 2 aspects, namely public communication by the government, and people's rights to access information. Both will be very difficult to do if the government does not handle its performance well. Good performance management is the starting point of transparency. Public communication requires an affirmative effort from the government to open and disseminate relevant information and activities. Transparency must be balanced, too, with the need for institutional confidentiality and information that affects individual privacy rights (da Cruz et al., 2016). Because the government produces large amounts of data, it needs professional information officers, not to make excuses for government decisions, but to disseminate important decisions to the public and explain the reasons for each of these policies. The role of the media is also very important for government transparency, both as an opportunity to communicate with the public and explain various relevant information, and a "watchdog"

for various government actions and deviant behavior from the bureaucratic apparatus. Obviously, the media cannot carry out this task without the freedom of the press, free from government intervention or the influence of business interests. Openness has the consequence of excessive control of society and even by the mass media. Therefore, the obligation for openness must be balanced with the value of the limitation, which includes clear criteria from the public authorities about what it give. The government's openness for various aspects of public services will ultimately make the government accountable to all stakeholders with an interest in processes and activities in the public sector (Valle-Cruz, et al., 2016).

Furthermore, the Responsiveness indicator with a value of 0.187 is significant with CR = 32,036, explaining the language in the administrative process is easy for the user to understand, users are heard in their problems, there are appropriate procedures to contact the administration if complaints, matters are handled on time, the government shows involvement in an issue important, the mistakes of public officials are corrected without delay, problems are prioritized according to needs, user aspirations are the priority of the institution. This indicator is also a dominant indicator of forming good governance because it has the second largest outer weight value after the rule of law indicator. The principle of responsiveness is a principle that the public expects to create a harmony between the village government and the community. This principle is very decisive that a government that has low responsiveness by itself has performance too bad (Sohaib Zubair & Khan, 2014). This principle applies too many public services in the village government through the public who can contact if they need information because they have provided a call center to facilitate the community, the public can also access the website provided.

That the Rule of law indicator has the most dominant outer weight forming safety leadership with a value of 0.202 significant with CR = 37.705. The Rule of Law explains everything related to legal equality for all people, the application of laws followed by the public policies made under the demands of the community, implementation of the Law under the evaluation,

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Lawmakers representing citizens, administration directly responsible to citizens through several processes, administration responsible to several independent organizations, the organizational hierarchy has included several accountability mechanisms. It carries good governance out in the framework of democratizing the life of the nation and state (Graycar, et al., 2016). One condition of the life of democracy is the existence of fair and indiscriminate law enforcement. Without strict law enforcement there will be no democratic life, but anarchy. Without law enforcement, people freely try to achieve their own goals without heeding the appropriateness of others, by justifying any means. Therefore, the first step in creating good governance is connecting a healthy legal system, both software (hardware), hardware (hardware) and human resources that run the system (human ware) (Sohaib Zubair & Khan, 2014).

The simplicity of administration with an outer weight value of 0.178 is significant with CR = 36,824, explaining simple administration, instructions on administrative procedures are available, application forms are easy to understand, application forms are easily accessible, existing applications require documents, application forms are available on websites, time periods the advertising of administration process application is correct. Implementing Good Governance based on the principle of simplicity of administration is expected that the government will work on target and the work is carried out appropriately accordingly with what it has planned and use various ways that are best in carrying out their duties (Ferry et al., 2018). Based on current village service conditions, it shows that this principle is less applied because of the factors of Human Resources so that if there is a permit apparatus, there is no duty to replace it.

The Good Commitment indicator with an outer weight value of 0.082 is significant with CR = 39.138, explaining the institution's commitment to reduce inequality in the internal environment, the commitment of the institution to environmental protection, the Institute's commitment to providing fair services to the community. This indicator is a less dominant indicator in shaping good governance. The lack of commitment from the state civil apparatus in implementing good governance has caused citizen trust to diminish (Yousaf et al., 2016).

The Vision Mission indicator with an outer weight value of 0.166 is significant with CR = 31.191, explaining how the Vision-mission is under the spirit of the Institute's struggle, the institution's vision can describe a dream institution capable of capturing people's hearts. institutional goals, the vision, and mission of the institution are easy to understand, the vision of the institution has the power of persuasion able to express hopes, aspirations, sentiments, the suffering of organizational stakeholders, agency visions can express the uniqueness of the organization that explains the institution's unique competencies which he could do. Vision Principles Strategic mission is a large-scale plan that is oriented towards a distant future. It is determined in such a way it enables an organization to interact effectively with its environment in conditions the competition is all directed at optimizing the achievement of the objectives and various objectives of the organization concerned (Michels & De Graaf, 2017). Vision The strategic mission is the future views that are followed based on plans to achieve the goal from the fore (Rotberg, 2014). Every village government has a strategic mission vision to improve public services so it can support the implementation of good governance.

The Participation indicator with an outer weight value of 0.092 is significant with CR = 16.735, it showed that institutions can help solve the problems of surrounding communities, communities can become regular volunteers for institutions, active community membership in institutional shade groups, community participation in fundraising.

The indicator of Accountability with a value outer weight of 0.102 is significant with CR = 22,699 explaining how the judicial process is independent, it can bribe this institution, it can rely in this institution on in its work, the institution works independently.

Tabel 1 Path Coefficients

Original Sample (O)	Sample Mean (M)	Standard Deviation (STDEV)	T Statistics (|O/STDEV|)	P Values

Transparency -> Good Governance	0,088	0,089	0,004	21,602	0,000
Responsiveness -> Good Governance	0,187	0,187	0,006	32,036	0,000
Rule of law -> Good Governance	0,202	0,202	0,005	37,705	0,000
Simplicity of administration -> Good Governance	0,178	0,177	0,005	36,824	0,000
Good Commitment -> Good Governance	0,082	0,082	0,002	39,138	0,000
Vision Mission -> Good Governance	0,166	0,166	0,005	31,191	0,000
Participation -> Good Governance	0,092	0,092	0,006	16,735	0,000
Accountability -> Good Governance	0,102	0,102	0,004	22,699	0,000

CONCLUSION

This study aims to measure how the influence of indicators in forming good governance in village services. Interpretation of the results of data analysis shows that rule of law indicators and dominant responsiveness form good governance and good commitment and transparency indicators are less dominant in forming good governance in village services. This is related because the rule of law in implementing good governance to a fair and indiscriminate law enforcement. Without strict law enforcement there will be no democratic life, but anarchy. Without law enforcement, people freely strive to achieve their own goals without regard to the appropriateness of others, by justifying any means, and responsiveness as a logical consequence of openness, every component involved in the process of good governance development must have responsiveness to shareholders' wishes or complaints stakeholder. Efforts to increase the responsiveness, especially aimed at the public sector which have been closed, arrogant, and power oriented. On the indicators of transparency and good commitment on the results, it will explain that less dominant forms good governance. It only conducted this research in the government office in the village as the spearhead of administrative services from the central government to the community. Subsequent research focuses not only on establishing a culture of good governance in an institution but also on how to look for factors that lead to unethical actions and how to increase user trust in public services organized by the institution.

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APPENDIX 1: OUTER LOADING OF INDICATORS

	Original Sample (O)	Sample Mean (M)	Standard Deviation (STDEV)	T Statistics (|O/STDEV|)	P Values
GG11 <- GG1	0,869	0,869	0,015	56,665	0,000
GG11 <- Good Governance	0,746	0,747	0,032	23,004	0,000
GG12 <- GG1	0,932	0,932	0,007	129,541	0,000
GG12 <- Good Governance	0,726	0,727	0,032	22,341	0,000
GG13 <- GG1	0,886	0,886	0,015	58,050	0,000
GG13 <- Good Governance	0,742	0,744	0,035	20,911	0,000
GG21 <- GG2	0,769	0,767	0,033	23,123	0,000
GG21 <- Good Governance	0,744	0,743	0,034	21,785	0,000
GG22 <- GG2	0,769	0,771	0,038	20,404	0,000
GG22 <- Good Governance	0,670	0,674	0,041	16,352	0,000
GG23 <- GG2	0,700	0,697	0,034	20,343	0,000
GG23 <- Good Governance	0,671	0,670	0,037	18,081	0,000
GG24 <- GG2	0,853	0,853	0,018	48,525	0,000
GG24 <- Good Governance	0,754	0,755	0,035	21,755	0,000
GG25 <- GG2	0,594	0,590	0,043	13,930	0,000
GG25 <- Good Governance	0,611	0,610	0,048	12,739	0,000
GG26 <- GG2	0,772	0,771	0,029	26,866	0,000
GG26 <- Good Governance	0,719	0,718	0,035	20,665	0,000
GG27 <- GG2	0,725	0,726	0,032	22,706	0,000
GG27 <- Good Governance	0,717	0,717	0,033	21,512	0,000
GG28 <- GG2	0,788	0,789	0,022	36,341	0,000
GG28 <- Good Governance	0,717	0,716	0,026	27,375	0,000
GG31 <- GG3	0,747	0,747	0,030	24,609	0,000
GG31 <- Good Governance	0,705	0,705	0,033	21,208	0,000
GG32 <- GG3	0,769	0,768	0,024	31,446	0,000
GG32 <- Good Governance	0,736	0,735	0,027	27,003	0,000
GG33 <- GG3	0,720	0,719	0,039	18,573	0,000
GG33 <- Good Governance	0,660	0,660	0,046	14,430	0,000
GG34 <- GG3	0,766	0,765	0,023	33,848	0,000
GG34 <- Good Governance	0,716	0,715	0,028	25,981	0,000
GG35 <- GG3	0,737	0,737	0,021	34,792	0,000
GG35 <- Good Governance	0,743	0,743	0,022	34,116	0,000
GG36 <- GG3	0,701	0,701	0,035	19,739	0,000
GG36 <- Good Governance	0,661	0,660	0,040	16,413	0,000
GG37 <- GG3	0,618	0,615	0,051	12,195	0,000
GG37 <- Good Governance	0,539	0,537	0,053	10,214	0,000
GG38 <- GG3	0,705	0,703	0,042	16,971	0,000
GG38 <- Good Governance	0,673	0,672	0,044	15,129	0,000
GG39 <- GG3	0,765	0,765	0,028	27,721	0,000
GG39 <- Good Governance	0,787	0,787	0,024	32,509	0,000
GG41 <- GG4	0,729	0,728	0,029	25,257	0,000

GG41 <- Good Governance	0,666	0,665	0,032	20,516	0,000
GG42 <- GG4	0,857	0,857	0,017	51,567	0,000
GG42 <- Good Governance	0,789	0,789	0,025	31,972	0,000
GG43 <- GG4	0,835	0,834	0,015	56,457	0,000
GG43 <- Good Governance	0,774	0,773	0,019	39,948	0,000
GG44 <- GG4	0,740	0,739	0,031	23,926	0,000
GG44 <- Good Governance	0,642	0,641	0,044	14,522	0,000
GG45 <- GG4	0,791	0,788	0,025	31,140	0,000
GG45 <- Good Governance	0,706	0,704	0,039	18,167	0,000
GG46 <- GG4	0,792	0,791	0,028	27,882	0,000
GG46 <- Good Governance	0,777	0,776	0,024	32,198	0,000
GG47 <- GG4	0,729	0,730	0,031	23,775	0,000
GG47 <- Good Governance	0,724	0,724	0,028	25,552	0,000
GG51 <- GG5	0,796	0,796	0,031	25,394	0,000
GG51 <- Good Governance	0,733	0,732	0,033	21,959	0,000
GG52 <- GG5	0,855	0,854	0,018	47,479	0,000
GG52 <- Good Governance	0,755	0,754	0,025	30,334	0,000
GG53 <- GG5	0,850	0,848	0,022	39,327	0,000
GG53 <- Good Governance	0,721	0,717	0,034	21,265	0,000
GG61 <- GG6	0,758	0,755	0,032	23,932	0,000
GG61 <- Good Governance	0,677	0,675	0,039	17,189	0,000
GG62 <- GG6	0,824	0,825	0,027	30,118	0,000
GG62 <- Good Governance	0,803	0,803	0,029	27,366	0,000
GG63 <- GG6	0,858	0,858	0,018	47,384	0,000
GG63 <- Good Governance	0,799	0,799	0,026	30,821	0,000
GG64 <- GG6	0,867	0,866	0,016	55,356	0,000
GG64 <- Good Governance	0,800	0,799	0,023	34,433	0,000
GG65 <- GG6	0,797	0,795	0,029	27,840	0,000
GG65 <- Good Governance	0,701	0,700	0,040	17,716	0,000
GG66 <- GG6	0,818	0,821	0,027	29,940	0,000
GG66 <- Good Governance	0,742	0,745	0,038	19,648	0,000
GG71 <- GG7	0,745	0,745	0,042	17,720	0,000
GG71 <- Good Governance	0,562	0,563	0,055	10,237	0,000
GG72 <- GG7	0,822	0,819	0,025	32,900	0,000
GG72 <- Good Governance	0,677	0,677	0,040	16,891	0,000
GG73 <- GG7	0,736	0,735	0,041	17,933	0,000
GG73 <- Good Governance	0,576	0,580	0,053	10,854	0,000
GG74 <- GG7	0,824	0,824	0,021	39,929	0,000
GG74 <- Good Governance	0,811	0,810	0,021	37,968	0,000
GG81 <- GG8	0,797	0,796	0,026	31,222	0,000
GG81 <- Good Governance	0,680	0,679	0,034	19,761	0,000
GG82 <- GG8	0,820	0,818	0,026	31,818	0,000
GG82 <- Good Governance	0,709	0,707	0,034	20,660	0,000
GG83 <- GG8	0,852	0,851	0,021	40,583	0,000

GG83 <- Good Governance	0,741	0,740	0,032	23,072	0,000
GG84 <- GG8	0,776	0,771	0,044	17,836	0,000
GG84 <- Good Governance	0,690	0,685	0,048	14,311	0,000

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