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Rita Ambarwati

THE MEASUREMENT OF PUBLIC SERVICE PERFORMANCE TOWARD GOVERNMENT INSTITUTION



The Measurement of Public Service Performance Toward Government Institution

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PUBLIC SERVICE PERFORMANCE
TOWARD GOVERNMENT INSTITUTION

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Penerbit Pustaka Rumah C1nta

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PREFACE

Praise the presence of Allah SWT for its abundance of grace and grace so that the monograph of **THE MEASUREMENT OF PUBLIC SERVICE PERFORMANCE TOWARD GOVERNMENT INSTITUTION** has been completed. This monograph is the result of research on Application of the Concept of Unethical Action on Governance of Public Services to Strengthen Integrity and Public. Thank you to all parties who have helped in the completion of this monograph. We realize that there are still deficiencies in this monograph that criticism and suggestions for the improvement of this book are desirable. Hopefully this book can provide benefits for further research and for all those who need it.

Sidoarjo, 08 April 2020

Author.

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CHAPTER I

MEASURING FOR PERFORMANCE SERVICE PUBLIC

Every government institution or agency in Indonesia has an obligation to provide public services so that people's welfare can be realized. Government services are essentially held to provide services to the community and create conditions that allow each member of the community to be able to develop their abilities and creativity in order to achieve common goals. Public service is every activity carried out by the government to a number of people who have every activity that is beneficial in a collection or unity, and offers satisfaction even though the results are not physically tied to a product. Public service is the provision of services (serving) the needs of other people or people who have an interest in the organization in accordance with the basic rules and procedures that have been determined. Based on the understanding of public services that have been explained above, then in this study it can be concluded that public services are any activities carried out by the government in order to serve the needs of the community, whether those services in the form of goods, services or public administration, directly or indirectly, in accordance with applicable legal procedures for the attainment of community welfare. The scope of public services includes public goods and public services and administrative services that are regulated in

legislation covering education, teaching, employment and business, housing, communication and information, environment, health, social security, energy, banking, transportation, natural resource management, and other strategic sectors. The implementation of government public services forms an organizing organization. Organizer is every state-run institution, corporation, independent institution established under the Law for public service activities, and other legal entities formed solely for public service activities. The organizer and all parts of the organizing organization are responsible for incompetence, violations, and failure to provide services.

The framework for measuring Unethical Actions on the implications of Good Governance is indispensable for public service governance. This is because the public service sector, especially in regional government which is the spearhead of government services related to the administration needed by the public / public. The government, which has the function of providing services to the public, must emphasize matters that are prioritizing the public interest, simplifying the affairs of the community, shortening the time of the implementation process of community administration affairs and providing service satisfaction to the public. As an initial stage of this measurement, an analysis of the performance of the state apparatus at the government public service office is needed. Then the measurement indicators used are the development of previous studies and have been justified by experts in the field of policy and public services.

Measurements are made through surveys and interviews with respondents who meet the required criteria. Criteria for respondents are state civil servants (ASN) employees who have used public services in regional or village governments. The results of data collection are then processed with data analysis. This data analysis results in the interpretation of unethical actions on the implications of good governance on public services in regional or village government. Broadly speaking, the framework can be explained through the image below. There are several measurement indicators of the 3 variables used to measure the implementation of good governance of local government public services in order to increase public trust. This framework has been tested in the area of Sidoarjo regional government in the rural public service sector and will later be implemented in other government and non-government areas.

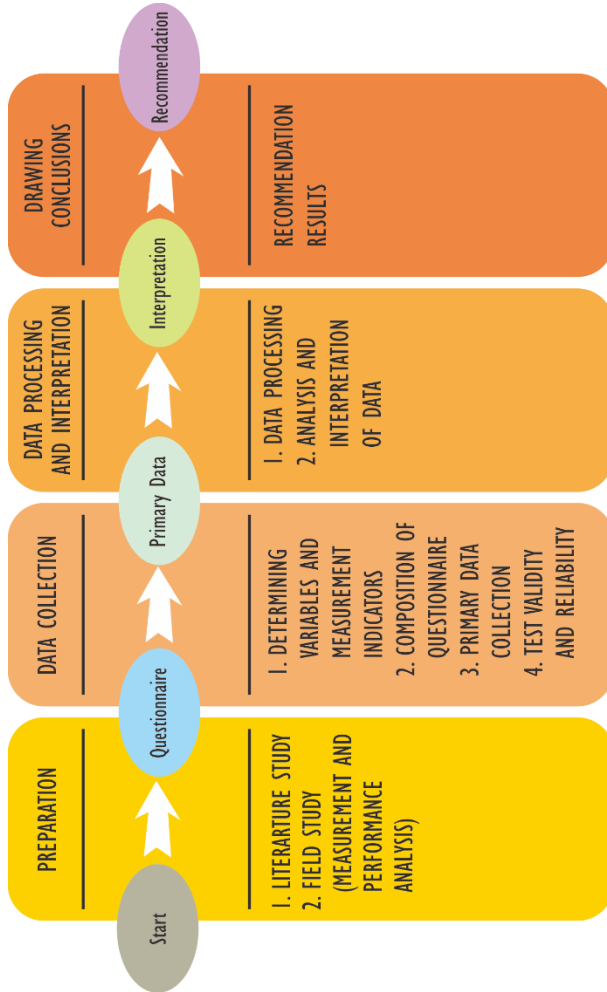


Figure 1.1. The Unethical Actions measurement framework on the implications of Good Governance of Regional Government public services.

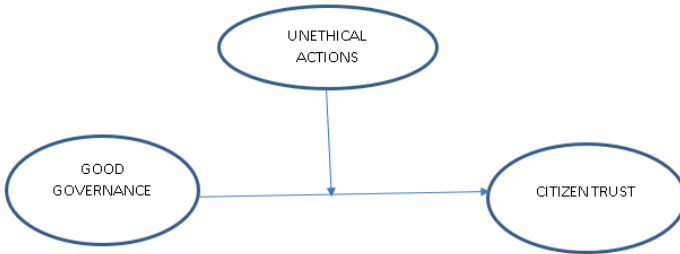


Figure 1.2. Framework of Measurement

Measurement of Indicators from Variables:

GOOD GOVERNANCE

1. <i>Transparency</i>
2. <i>Responsiveness</i>
3. <i>Rule of Law</i>
4. <i>Simplicity of Administration</i>
5. <i>Good Commitment</i>
6. <i>Vision and Mission</i>

CITIZEN TRUST

1. <i>Quality of Service</i>
2. <i>Information and Knowledge</i>
3. <i>Partisan</i>
4. <i>Promise of politicians</i>

UNETHICAL ACTION

1. <i>Corruption</i>
2. <i>Nepotism</i>

CHAPTER II

MEASURING GOOD GOVERNANCE

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 developing 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, socio-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 Constitution No.22 Year 1999 and Constitution 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, Jabeen, & Jadoon, 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, Glennon, & Murphy, 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, Ihsan, & Ellahi, 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 such 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. The community still considers that the Regional Government is

still slow in responding the community complaints, especially related to the slow processing of permits (Nurcahyo, Wibowo, & Putra, 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, 2014a). The principles of good governance implementation 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 eight indicators of transparency, responsiveness, the rule of law, simple 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, Tavares, Marques, Jorge, & de Sousa, 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 increase 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, Handajani, & Firmansyah, 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 shareholders. The 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, Saufi, Kasim, & Balakrishnan, 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, Kern, Vella-Brodrick, & Waters, 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, Liu, Jin, & Sing, 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).

The study about good governance measurement and its implication are still rarely done, particularly, public service sector. This study is to measure what indicators can form good governance holistically and simultaneously. Some previous researches only discussed the indicators related to good governance measurement. The research about Rule of Law, Accountability, and Transparency aimed to apply good governance, become the main challenge to block the reform effort; For example, the success of good governance efforts, and the steps of action to increase the participation and institution. Rule of Law, Accountability, and Transparency are technical and law problem to some government level. However, interactively, it can result legal, effective government and supported by wider community. The strong and open and competent civil society play strong and positive role in politics and governance (Johnston, 2016).

The research on comparative national studies in the fiscal domain by exploring the relationship between the conditions and concepts of socio-cultural, political, economic are important for open governance. This research shows that democracy, human resources, and disclosure of budget documents are significantly related in increasing transparency, accountability, and the involvement of the Supreme Audit Authority with the public. E-participation and commitment to the Open Government Partnership are each interconnected with

certain transparency and accountability measures (Kock & Gaskins, 2014). Gross domestic product is negatively related to certain transparency and accountability measures. Only democracy related to public participation in budget discussions with the executive, has little effect. The research on transparent government: parliamentary and legal accountability in information age aimed to assess, from some open government portal, what current structure and organization are the most prominent and sufficient to support transparency for accountability (Harrison & Sayogo, 2014a). The results show that the type of open data portal does not have structural and organizational elements needed to support ordinary citizens fully involved in public accountability efforts.

The principle of good governance implementation 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. The practical implications of this research are expected to be useful for the local government. They need to increase the role of good governance in improving public service performance, especially for village government office.

METHODS

The method of data collection in this study is using questionnaires and direct interviews with the citizen who works as a state civil apparatus and has used public services

in village government office. The reason for choosing the research location in the village service is because the village office is a vital part of the central government policy and has government services related to public administration. The population in this study are Sidoarjo villagers with the criteria of working as state civil apparatus, aging between 20-50 years, having education at least in the high school/vocational school, and using public services in the village office. The location of this study is at the local government in Sidoarjo as one of the largest regions in East Java. Moreover, the fixed income of the civil servants of the Sidoarjo is the second largest in Indonesia so that the level of welfare of the state civil apparatus, especially in village services is quite high. It is expected that each apparatus can carry out the implications of good governance in the local government. The sample in this study is taken from 185 of 200 questionnaire distributed to all villagers in Sidoarjo Regent. These criteria are to limit respondents. It can reflect the people who understand government public services and can interpret all government policies appropriately. Based on these criteria, the sampling method used is probability sampling. The technique of determining the sample unit (respondent) used is simple random sampling. Primary data are collected by researchers directly for this research.

The research instrument includes the validity test and reliability test. It is to test whether the instruments used in this study meet the requirements of measuring instruments that are good or under the standard of

research methods. The instruments are considered good when they meet three main requirements. Those are valid or invalid, reliable or unreliable, and practical. For data processing, the researchers use Structural Equation Modeling (SEM). The researchers interpret the assessment of indicators that affect good governance. The recommendations in this study are from a discussion of interpreting SEM data analysis. Figure 1 shows the conceptual framework.



Figure 2.1. Conceptual Framework

RESULT AND DISCUSSION

This study conducts an instrument test aiming at formative indicator measurements from good governance. The evaluation of the measurement model shows the significant value of the outer weight with t-statistics $> 1,96$. It gets through bootstrapping procedures. This causes that the validity test and constructs reliability are not needed (Ghozali, I; Kusumadewi, 2016). The outer loading of indicators and items of each indicator are shown in appendix respectively.

Table 2.1. Path Coefficients

	(O)	(M)	(STDEV)	T Statistics	P Values
Transparen cy -> Good governance	0,088	0,089	0,004	21,602	0,000
Responsive ness -> 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 administrati	0,178	0,177	0,005	36,824	0,000

on -> Good governance					
Good commitmen t -> 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
Participatio n -> Good governance	0,092	0,092	0,006	16,735	0,000
Accountabil ity -> Good governance	0,102	0,102	0,004	22,699	0,000

The results of the analysis of path coefficients can explain the measurement of good governance. It uses eight indicators. Those are transparency, responsiveness, rule of law, simplicity of administration, good commitment, vision-mission, participation, and accountability. The results can be seen in Table 2.1. The transparency indicator with an outer weight value of 0,088 is significant with CR= 21,602. There are several items in this indicator. The decisions of the institution are clarified by the government; the administration provides precise information about

procedures; Administrative management is easily accessible to users.

Internally, the government democracy that becomes an important issue in the delivery of good government services needs to be developed and even improved. The response of government service employees to the practice of transparency needs an understanding concept of transparency; the flexibility of government service programs realization; also quick and straightforward service (Harrison & Sayogo, 2014a). The village services need clear information on public service procedures so that it is easy for people who need government services. This can be seen from a lot of instructions in the form of infographics socialized to village services in Sidoarjo.

Meanwhile, information means every aspect of government policy which the public can access. Information disclosure can cause the good and tolerant political competition and policies made based on public preferences (Meijer, 2018). This principle has two 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. It is 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 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. The media cannot carry out this task without the freedom of the press, government intervention, and the influence of business interests. Then, 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. It includes clear criteria from the public authorities about what they give. The government's openness for various aspects of public services will ultimately make the government accountable to all stakeholders with interest in processes and activities in the public sector (Valle-Cruz, Sandoval-Almazan, & Gil-Garcia, 2016).

Furthermore, the responsiveness indicator with a value of 0,187 is significant with $CR= 32,036$. There are several items in this indicator. First, the language in the administrative process is easy for users to understand. Second, the users listen to the problem. Third, there are appropriate procedures to contact the administration if there are complaints. Fourth, the issues are handled on

time. Fifth, the government shows involvement in an issue important. Sixth, the mistakes of public officials are corrected without delay. Seventh, the problems are prioritized according to the needs. Last, users' aspirations are the priority of the institution. This indicator is also a dominant indicator of forming good governance. It has the second largest outer weight value after the rule of law indicator. The principle of responsiveness is that the public expects to create harmony between the village government and the community. This principle is very decisive. A government that has low responsiveness has bad performance too (Sohaib Zubair & Khan, 2014). This principle applies in many public services in the village government office through the public if they need information. Some village services in Sidoarjo have had a call center and website to improve the quality of public services to the community. They have provided a call center to facilitate the community. Moreover, the public can also access the provided website. In addition, the village service must be able to overcome the problems on time to what is promised. This can increase people's trust towards government services in the village.

Next, the rule of law indicator has the most dominant outer weight in forming good governance with a value of 0,202. It is significant with CR= 37,705. The rule of law consists of several items. Everything is related to legal equality for all people. The application of law is followed by the public policies. The application of law is under the demands of the community. The implementation

of the law under the evaluation. Lawmakers represent the citizens. The administration is directly responsible to citizens through several processes. The administration is 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, Prenzler, Graycar, & Prenzler, 2016). One condition of democracy is the existence of fair and indiscriminate law enforcement. Without strict law enforcement, there will be no democratic life but anarchy. People try to achieve their own goals freely without caring for the appropriateness of others. Therefore, the first step in creating good governance is connecting an excellent legal system in software, hardware, and human resources (Sohaib Zubair & Khan, 2014). The village service that needs attention is how the government as the decision maker can be the representative of the community can provide solutions to the problems that exist in the village service. This has been a concern in improving village government services in Sidoarjo, the state civil apparatus can always provide solutions to problems expected by the community on time.

The simplicity of administration with an outer weight value of 0,178 is significant with CR= 36,824. It has several items. First, the administration is simple. Second, the instructions on administrative procedures are available. Third, the application forms are easy to understand. Fourth, the application forms are easily accessible. Fifth, the

existing applications require documents. Sixth, the application forms are available on websites. Seventh, the periods of advertising the administration process are correct. By implementing good governance based on the principle of simplicity of administration, it is expected that the government will work on target. Then, the work is carried out appropriately accordingly with what they have planned and used various ways that are the 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. Thus, if there is an employee leaves, there is no one to replace him/her. The village services, as the spearhead of government services needed by Sidoarjo citizen today, have provided many conveniences with many one-stop public services. This service can be shown with simpler forms to fill out and uncomplicated handling. The supported documents of government administration are also handled simply.

The good commitment indicator with an outer weight value of 0,082 is significant with CR= 39,138. It includes the item of the institution's commitment to reducing inequality in the internal environment, to protecting environment, and to providing good services to the community. This indicator is less dominant 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). This factor must be the main concern of village services in

maintaining a good commitment. In several villages in Sidoarjo, the waste management is less concerned among the large number of industries that cause air pollution. Sidoarjo government needs to improve public facilities and infrastructure, especially in villages, so that the damaged environmental impact can be reduced and does not harm the community.

The vision mission indicator with an outer weight value of 0,166 is significant with CR= 31,191. There are several items in this indicator such as Vision and mission which are under the institution's struggle; The institution's vision and mission can describe a good institution in capturing people's hearts; The vision and mission of the institution are easy to understand; The institution's vision and mission has the power of persuasion to express hopes, aspirations, sentiments, and the problems of organizational stakeholders; and the institution's vision and mission can express the uniqueness of the organization. Strategic vision mission is a large-scale plan oriented towards a distant future. It is expected to enable an organization to interact effectively with its environment in conditions and to optimize the achievement of the various objectives of the organization (Michels & De Graaf, 2017). Strategic vision mission is the future views that are based on plans to achieve the goal (Rotberg, 2014). Every village government office has a strategic vision mission to improve public services so it can support the implementation of good governance. Every village service in Sidoarjo is expected to be able to socialize and explain the vision and mission to

the community. This socialization is intended to increase public accountability to the government, so that the village development program will get full support from the community.

The participation indicator with an outer weight value of 0,092 is significant with CR= 16,735. It consists of several items including the institutions can help to solve the problems of surrounding communities; the communities can become regular volunteers for institutions; there is active community membership in non-governmental organization; and community participates in fundraising. The implication of participation indicators, in this case, is that all citizens have the right to be involved in decision making, both directly and indirectly, through legitimate representative institutions to represent their interests. Overall participation is built on freedom of association and expressing opinions and capacity to participate constructively (Harrison & Sayogo, 2014b). Whereas, community participates in fundraising is the most dominant statement item reflecting indicator participation. This can be proven by the high level of activeness of the village community in fund raising for village activities both for the benefit of the village and social activities in Sidoarjo.

The accountability indicator with a value outer weight of 0,102 is significant with CR= 22,699. The items are how the judicial process is independent; Institutions cannot be bribed; Reliable institution; and the institution works independently. Public officials, in carrying out their duties in government public services, synergize with the

subordinates officials. The accountability of public officials can be seen from the planning, organizing, implementing, monitoring and controlling (Johnston, 2016). Public services in village government must be reliable because they are the spearhead of overall government services. Efforts by the central government are to provide training that supports the improvement of service quality and welfare in the state civil apparatus especially in village services.

Related to the results of previous studies, a critical analysis on the impact of good governance on sustainable development by accessing the "one size fits all" approach and many significant problems have occurred in the implementation of the sector of reform public that lead to the ineffectiveness of development assistance and limited financial expenditure resources without achieving sustainable development goals. (Stojanović, Ateljević, & Stević, 2016). Furthermore, the previous research states that good governance is the key to success for any country because it can contribute positively towards the economy improvement. After a thorough analysis, hypotheses formulated about Political and Sound Instability and Accountability were accepted according to the discussion in the literature review section. The results explained that the correlation between Rule of Law and Control of Corruption is rejected. Moreover, the results related to the Rule of Law have no coherence with the general perception that the Rule of Law and Economic Growth are positively related. (Sohaib Zubair & Khan, 2014).

The previous studies concluded several indications that (long-term) electronic government performance is in harmful situation. The decline performance of these organizations may have negative effects important to the accountability. However, a case study in Netherlands, highlights the positive effects of the use of information and communication technology for parliamentary and legal accountability. The increase of transparency is an unintentional effect from the efforts to increase support and management of business processes (Meijer, 2018). Some comparative national studies that discuss the fiscal domain, we explore the relationship between socio-cultural, political, economic, and important conditions and concepts for open government, defined as (a) budget transparency (b) participation in the budget process, and (c) responsibility information. We find that democracy, human resources, and disclosure of budget documents are consistently related to transparency, accountability, and the involvement of the Supreme Audit Authority with the public. Furthermore, the E-participation and commitment to the Open Government Partnership are each related to certain transparency and accountability measures. Gross domestic product is negatively related to certain transparency and accountability measures. Only democracy is related to public participation in budget discussions with executives, and that is a minimal effect (Harrison & Sayogo, 2014b). The results show that all indicators have a positive influence on good governance, whereas in previous studies, only partial indicators were measured that influenced good governance.

CONCLUSION

This study aims to measure how the influence of indicators in forming good governance in village government office. The results of the data analysis show that the rule of law indicators and responsiveness are dominant in forming good governance. Meanwhile, good commitment and transparency are the less dominant indicator in forming good governance. The rule of law means implementing good governance to fair and indiscriminate law enforcement. The responsiveness is as a logical consequence of openness. Every component involved in the process of good governance development must have responsiveness to shareholders' wishes or complaints. The efforts to increase the responsiveness aim at the public sector, which has been closed and power-oriented.

This research contributes to the concept of public services by examining the factors that influence the implications of good governance of the village government office. The results of this study can help to provide analysis as the recommendations for improving village government office and the basis for central government decision-making in improving public services.

Limitation of this study is only on the implications of good governance in the village government office. As a complement to this research, further research can be carried out on the central government and the national private sector. In addition, future researchers can add

several indicators related to the implications of good governance, such as citizen’s trust and unethical action.

Table 2.2. Items of Indicator

Indicator	Statement
GG1	Transparency
GG11	The decisions of the institution are clarified by the government
GG12	The administration provides precise information about procedures
GG13	The administration is easily accessible
GG2	Responsiveness
GG21	The language in the administrative process is easy for the user to understand
GG22	Users listen to the problems
GG23	There are appropriate procedures to contact the administration if there are complaints
GG24	Matters are handled on time

GG25	The government shows involvement in an issue important
GG26	The mistakes of public officials are corrected without delay
GG27	Problems are prioritized according to needs
GG28	Users' aspirations are the priority of the institution
GG3	Rule of Law
GG31	Everything is related to legal equality for all people
GG32	The application of laws is followed by public policies
GG33	The application of laws is made under the demands of the community
GG34	The implementation of the law under the evaluation
GG35	Lawmakers representing citizens
GG36	The administration is directly responsible for citizens through several processes

GG37	The administration is responsible for several independent organizations
GG38	The organizational hierarchy has included several accountability mechanisms
GG4	Simplicity of Administration
GG41	The administration is simple.
GG42	The instructions on administrative procedures are available.
GG43	The application forms are easy to understand.
GG44	The application forms are easily accessible.
GG45	The existing applications require documents.
GG46	The application forms are available on websites.
GG47	The periods of advertising the administration process are correct.
GG5	Good Commitment

GG51	The institution's commitment to reduce inequality in the internal environment.
GG52	The institution's commitment to protecting the environment
GG53	The institution's commitment to providing good services to the community
GG6	Vision and Mission
GG61	The vision-mission is under the spirit of the institution's struggle
GG62	The institution's vision and mission can describe a good institution in capturing people's hearts
GG63	The institution's vision can describe institutional goals
GG64	The institution's vision and mission is easy to understand
GG65	The institution's vision and mission has the power of persuasion to express hopes, aspirations, sentiments, and the problems of organizational stakeholders

GG66	The institution's vision and mission can express the uniqueness of the organization
GG7	Participation
GG71	The institutions can help solve the problems of surrounding communities
GG72	Communities can become regular volunteers for institutions
GG73	There is active community membership in non-governmental organization
GG74	Community participates in fundraising.
GG8	Accountability
GG81	The judicial process is independent
GG82	It cannot bribe the institution
GG83	It can rely on the institution
GG84	The institution works independently

CHAPTER III

CITIZEN TRUST

The current decline in the image of public institutions can cause degradation of public trust. Public trust in public institutions where the public body itself is a community has the right to that community, because public institutions make public bodies solely to meet and serve the needs of the community both directly and indirectly (Bertot, Estevez, & Janowski, 2016). How to build relationships and trust in the community is very important for public institutions. With the existence of a good relationship between the community and the agency, the community will be more confident so that the service process at the agency is one of the right choices (Kim, 2014). So that other alternatives to using services outside public institutions are smaller. Therefore, public trust is a critical study to learn so that the community can increase its trust in the agency and how these agencies increase public trust in their organization (Danish, Ramzan, & Ahmad, 2013). Service performance is another important problem which is the duty of public guardians, namely civil servants try to improve their performance to do good service and based on what the community expect and desire good service (Taylor, 2014). Improving public services is a long-term policy to realize a true bureaucratic concept in which the public wants as long as the main right holder of the public service itself (Graham, Avery, & Park,

2015). Public service law to strengthen, monitor and provide direction in implementing public services as stated in Undang-Undang No. 25 of 2009 that implementing public services must be appropriate to serve the community and under feasibility for the community with good governance as procedural. Implementing public services can be good if it has fulfilled all public service processes.

Implicitly, it is that bureaucratic trust is primarily a function of government performance. The bureaucratic reform policies to increase trust citizenship developed in one country are equally suitable for other countries (Grimmelikhuisen & Knies, 2017). The many definitions for trust can describe “relationships that can be between two or more individuals, between individuals and organizations (such as companies or social service departments), or between several organizations” (MA & WANG, 2014). It relates research in public administration to citizen attitudes about the public sector. Public trust relate to the judgment made by citizens about officials comprising public institutions (Ramesh, 2017). Here, it is a calculative assessment of the competence of public officials to carry out designated assignments and affective assessment of ethical and caring behavior, as “having the interests of service users, basically” (Griffin & Halpin, 2018). The trust of institutions requires employees who have a public, are competent, credible, and willing to act in the greater public interest. “Public trust concerns” the extent to which citizens have confidence in public institutions to operate in the best interests of society and their constituents (Ferry

et al., 2018). Regarding bureaucratic performance specifically, a lack of trust relates to limited administrative authority delegation, excessive oversight, and excessive dependence on formal rules and procedures (Katoch et al., 2017). In addition, the low level of public trust undermines morale, retention and recruitment of civil servants. Apart from evidence, policymakers concern with the status of trust in the public bureaucracy (Mourtada & Salem, 2015). It often offers the poor performance of bureaucracy as a cause of declining public attention.

Public service government as an agency that plays an important role in terms of service and public welfare. The main problem for public government services is the lack of perceptions of citizen trust. It needs the need for generic steps to increase citizen trust (Agyemang & Ofei, 2013). This study measures citizen trust in public services of the government, especially in the village. This measurement uses several indicators including Quality of service, Information and Knowledge, Partisans, and Promise of Politicians. The design of this study is a survey, and it collects the data through a cross section using questionnaires.

METHOD

Public service government as an agency that plays an important role in terms of service and public welfare. The main problem for public government services is the lack of perceptions of citizen trust. It needs the need for generic steps to increase citizen trust. This study measures

citizen trust in public services of the government, especially in the village. This measurement uses several indicators including Quality of service, Information and Knowledge, Partisans, and Promise of Politicians. The design of this study is a survey, and it collects the data through a cross section using questionnaires. The unit of analysis are rural communities that use public services in village government. The method of data analysis used Structural Equation Modeling.

The stages in this study include: 1) literature study; 2) problem formulation and research objectives; 3) data collection; 4) testing research instruments; 5) data processing; 6) interpretation of results; 7) recommendations. At the initial stage described in the introduction to the study of literature and research purposes. The purpose of this study is measuring the level of unethical actions according to the conceptual framework uses two dimensions including Corruption and Nepotism (Figure 1). The method of data collection in this study is carried out by taking samples from the population using questionnaires and direct interviews with villagers in East Java, Indonesia. This location is the second largest region in Indonesia. This research is conducted within a three month period that is from January to March 2019.

The population in this study is all villagers in the Sidoarjo District who use and have been involved in public services in the village administration, aged between 17-65 years, the minimum education was high school or equivalent. The sample size in this study is there are as

many as 185 to 200 questionnaires distributed and drawn from all villagers who used public service in local government of East Java. Sampling and interviews are conducted directly by visiting all respondents directly in each village. Based on these criteria, the population in this study used a sampling method with 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 for research purposes. The Measurement of data in this study uses a Likert scale to measure attitudes, opinions, and perceptions of the respondents to the object (Nazir, 2009).

At the data processing stage, researchers used SEM (Structural Equation Modelling) analysis. The results of data analysis are done by interpreting the assessment of dimensions that forming citizen trust. The recommendations in this study are the results of the discussion and interpretation of data analysis processed by SEM.

RESULT AND DISCUSSION

The instrument testing in this study is aimed at measuring formative indicators from Citizen Trust, then the measurement model evaluation is done by looking at the outer weight significance, the outer weight significance value with T-statistics > 1.96 and obtained through a resampling (bootstrapping) procedure. This causes the construct validity and reliability is not required.

The results of the analysis of the path coefficients can be explained that the Citizen Trust measurement uses 4 indicators, namely: Quality of Service, Information and Knowledge, Partisans, and Promise of Politicians. The Quality of Service indicator has an outer weight which is the most dominant form of Citizen Trust with a value of 0.401 significant with CR = 34.46. Quality of service explains the government is responsive in terms of policy making, and promotes their ideology, political parties continue the previous program when in power, public services are provided on time, behavior of friendly public service providers, public service providers can always solve problems, and quality of public services is good. Awareness of the need for good and satisfying public services has grown from the government before the reform era, but has not been followed by implementing public service providers as expected (Houston, Aitalieva, Morelock, & Shults, 2016). The village government is one party that has the duties and responsibilities in providing public services. Good or bad services provided to the community will depend on the quality and quantity, effectiveness and efficiency (MA & WANG, 2014). The community as the party being served will receive the service in various perceptions and the categories whose continuum is very unsatisfactory / very ineffective / efficient, to the best its services are categorized as excellent public services. The indicator of Information and Knowledge with outer weight value of 0.157 significant with CR = 21.01. This indicator is explaining how information about services can

Figure 1. Research Framework.

Increase citizen satisfaction with this institution and information about services increases self-confidence in good government public service performance. This indicator is a less dominant factor in shaping Citizen Trust behaviour, because it has the smallest value outer weight compared to other indicators.

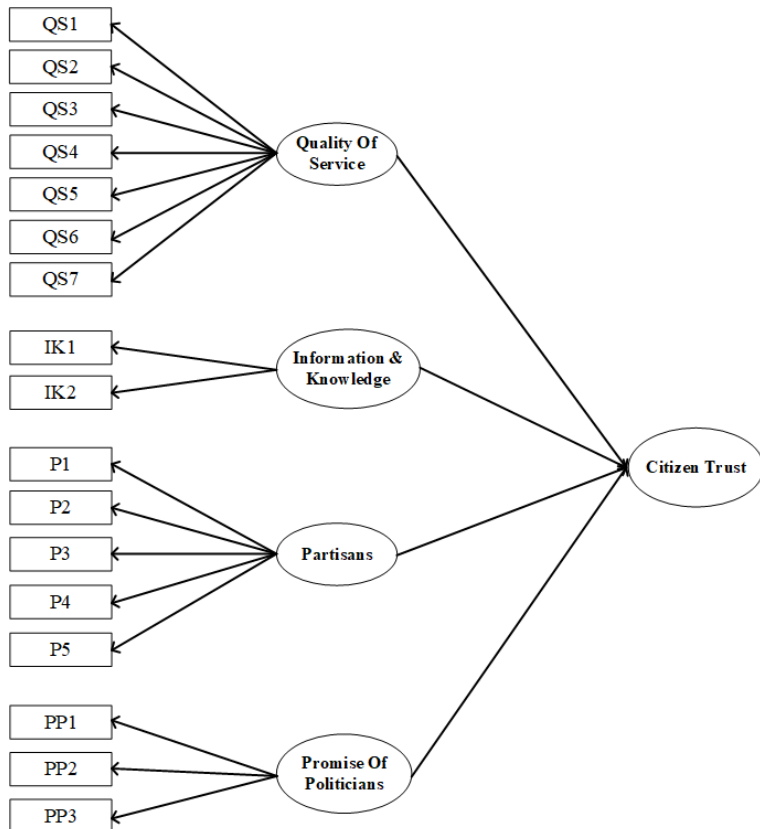


Figure 3.2. Research Framework

Indicator of Partisans with a value of 0.324 is significant with $CR = 14.70$. This indicator is explaining how partisan affiliation in government increases citizen trust, satisfaction with service quality, trust in government policies, and non partisans share the same beliefs with partisan individuals, increased trust in non-partisans through good performance. This indicator is also the dominant factor to form Citizen Trust because it has the second largest value outer weight after the Quality Service indicator. The importance of community participation in the formulation of public policies in the regions Public policy is the result of the collaboration of various actors, both government, society, experts, and social institutions.

The Promise of Politicians with value outer weight is 0.232 significant with $CR = 16.74$. This indicator is explaining that honest public service provider, fair public service providers, promises made by politicians are fulfilled, and local politicians are more reliable than the national level. Trust in politics is inseparable from the political actors themselves. Here the existence of a political elite is one of the focus. Political elite is a small group of people who have a big influence in making and implementing political decisions. The political elite in this case has a source of power that includes political power, and the existence of this political elite is little, when compared to the population in a country (Hessami, 2014).

CHAPTER IV

UNETHICAL ACTIONS

Unethical actions currently found in many government institutions are no exception to the public service sector. If we hear the term public service, maybe what you think about is a collection of uniformed officers who work on important services such as KTP, CI, birth certificate, passport; educational services such as teachers; health services such as doctors or police officers who take care of public security. The entire service is carried out by the state apparatus as mandated by Law No. 5/2014 on State Civil Apparatus article 11 that the state apparatus is in charge of: carrying out public policies in accordance with the provisions of legislation; Providing professional and quality public services; Strengthening the unity and unity of the Unitary State of the Republic of Indonesia. In the science of its own state administration, the state civil apparatus or the ranks of the bureaucracy have a function to formulate, implement and evaluate public policy (Belle & Cantarelli, 2017). Public service work as mentioned above is a practical implementation of public policy.

We as citizens certainly want a public service that has good quality. This is not an excessive demand because it is our right as citizens and balancing our obligations such as paying taxes, complying with legal rules and procedures and maintaining environmental stability (Lourenço, 2016).

Question: Are you satisfied enough with the public services provided? This study aims to measure unethical actions in the public service sector in rural areas. Generally known as village services that provide all forms of government services, especially in the case of important letters needed by villagers

Unethical actions in the sense are all actions that are not considered ethical and moral (Kouchaki & Gino, 2016). In this study, what is meant by unethical actions in this case includes corruption and nepotism.

Corruption

Corruption Measures are very broad concepts that have a significant impact on the country's economy because economic growth is hampered by the involvement of employees and government officials in corruption (Purcell, 2016). Corruption reduces investments made by the government both domestically and abroad. Corruption acts are dishonest behavior that violates the truth. Corruption is as the actions of public officials, who abuse their authority, position, or power, resulting in violating some state legal norms (Transparency International, 2016). Acts of corruption are usually carried out in secret and for personal gain to gain wealth or status or because of family, friends, ethnicity or religious groups. One form of corruption is a fundamental bribery and an unethical way that directly impacts it (Liu, Luo, & Tian, 2016).

The impact of corruption is so great that it can reduce the quality of people's welfare, the high loss of the

state due to corruption will have an impact on the state's obligation to provide welfare rights (Yan & Oum, 2014). So the people or the people will become victims. For this reason, community participation in the prevention of acts of corruption is very much needed and has a very important role as a form of social control, high social control will be able to narrow the space for corruption and widen the space for anti-corruption (De Cremer & Vandekerckhove, 2017).

Nepotism

Nepotism is an action that refers to giving improper assistance to someone who has closeness to government officials, such as family members, members of political parties, tribal members or members of the same religious group (Baumeister & Alghamdi, 2015). Although nepotism is not recommended in the public sector, there are some researchers who see its positive aspects especially in the business context (Chowdhury & Fernando, 2014). The new nepotism rules when authorities employ each other by providing ways to create relationships and support among many families in a network (Chowdhury & Fernando, 2014). Besides that, nepotism is preferred in small-scale family business companies and has few networks.

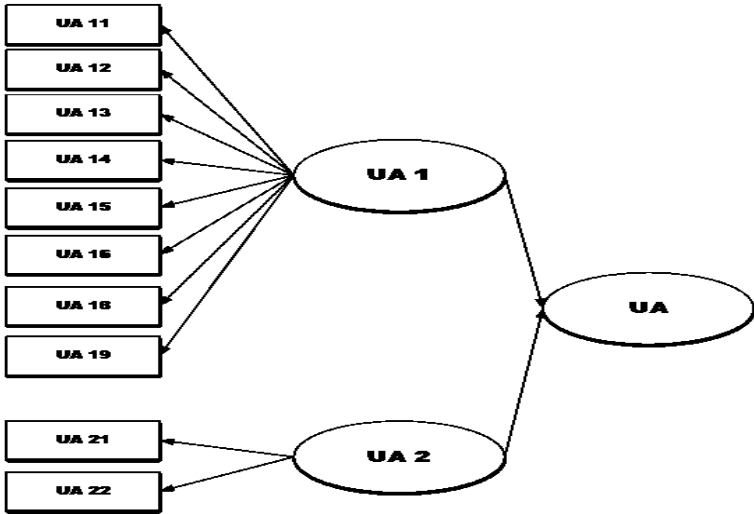


Figure. 4.1. Research Framework

The practice of corruption is rampant, and so is nepotism, which is the practice of giving access and privileges to families, friends and individuals. Discussion about nepotism is still rare. Research has only developed after 2010, where there are several studies that show the impact of nepotism on performing family and corporate companies. The results show that nepotism produces unbalanced decisions, unfair treatment and damages the company's performance in the long run (Kouchaki & Desai, 2015). Recent research also shows that nepotism causes loss of motivation, self-confidence, alienation, getting rid of highly skilled employees, and limiting competition and innovation. The consequences of the impact of nepotism undermine the foundation of the organization which will ultimately impact overall economic development (Stellar &

Willer, 2018). Nepotism causes a lot of impact on organizational performance, but a lack of interest among researchers in this study can have a greater impact than imagined (Birtch & Chiang, 2014). Nepotism has a bad impact on the economy and suggests that most people in Indonesia view nepotism as something normal.

METHOD AND MATERIALS

The stages in this study include: 1) literature study; 2) problem formulation and research objectives; 3) data collection; 4) testing research instruments; 5) data processing; 6) interpretation of results; 7) recommendations. At the initial stage described in the introduction to the study of literature and research purposes. The purpose of this study is measuring the level of unethical actions according to the conceptual framework uses two dimensions including Corruption and Nepotism (Figure 1). The method of data collection in this study is carried out by taking samples from the population using questionnaires and direct interviews with villagers in East Java, Indonesia. This location is the second largest region in Indonesia. This research is conducted within a three month period that is from January to March 2019. The population in this study is all villagers in the Sidoarjo District who use and have been involved in public services in the village administration, aged between 17-65 years, the minimum education was high school or equivalent. The sample size in this study is there are as many as 185 to 200 questionnaires distributed and drawn from all villagers who used public service in local government of East Java.

Sampling and interviews are conducted directly by visiting all respondents directly in each village. Based on these criteria, the population in this study used a sampling method with 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 for research purposes. The Measurement of data in this study uses a Likert scale to measure attitudes, opinions, and perceptions of the respondents to the object.

Testing the instrument of this study includes validation and reliability testing carried out with the aim to test whether the instrument used in this study meets the requirements of a good measuring instrument or in accordance with the standards of research methods. The instrument is said to be good if it meets three main requirements, namely: (1) valid; (2) reliable; and (3) practical [10]. At the data processing stage, researchers used SEM (Structural Equation Modelling) analysis. The results of data analysis are done by interpreting the assessment of dimensions that influence the Unethical Actions. The recommendations in this study are the results of the discussion and interpretation of data analysis processed by SEM.

RESULT AND DISCUSSION

The instrument testing in this study is aimed at measuring formative indicators from Unethical Actions, then the measurement model evaluation is done by looking at the outer weight significance, the outer weight significance value with T-statistics > 1.96 and obtained through a resampling (bootstrapping) procedure. This causes the construct validity and reliability is not required.

The results of the analysis of the path coefficients can be explained that the Unethical Actions measurement uses 2 indicators, namely: Corruption and Nepotism. The Corruption indicator has an outer weight which is the most dominant form of Unethical Actions with a value of 0.816 significant with CR = 37.369 (table 4.1.). Corruption explains Corruption reduces our satisfaction with service quality; reduces the results of accountability; reduces the importance of regulations; reduces the responsiveness of the government; can cause a lack of information about government actions; can cause low trust in the government; Local governments are more corrupt than the central government; Corruption causes low trust in the government to solve problems. As a disease, corruption endangers not only state finances, that the practice of corruption in Indonesia has arrived at the most dangerous in the nation's life and state. So that there is an imbalance in the share of income received by various groups of society, it refers which to as relative inequality or absolute poverty (McLeod & Harun, 2014). Such conditions are the ones that are most disadvantaged are the people at the

grassroots level, who should get welfare guarantees under guarantees in the constitution (Liu et al., 2016). However, in law enforcement there is an important side, namely community participation, it then refers which to as social control. Corruption uses power basically because of the weakness of social control, or the social environment that shapes it, especially in an environment with lost power and responsibility (Gong, 2015). So corruption encompasses standard behavioral deviations, which are violating or contrary to the law to enrich themselves, therefore because it needs social control. Social control is a normative aspect of social life or can refer to as a definition and deviant behavior and its consequences, such as prohibitions, demands, punishment and compensation, according to deviant behavior depends on social control (Goddard, Assad, Issa, Malagila, & Mkasiwa, 2016). This means that social control determines how behavior is a deviant behavior. The more dependent the behavior is on social control, the more severe the value of the perpetrator's deviation. This deviant action is incorrect because it can accept the community feels. The attitude of society's rejection of deviant behavior can be qualified as a crime, where the crime is a disgraceful thing to the community (Baron, Zhao, & Miao, 2015). An act is a crime when the action violates a strong and defined joint consciousness.

The indicator of Nepotism with outer weight value of 0.235 significant with CR = 14.286 (table 4.1.). This indicator is explaining how Nepotism reduces our

satisfaction with service quality and Nepotism shows a low level of transparency. This indicator is a less dominant factor in shaping Unethical Actions behaviour, because it has the smallest value outer weight compared to other indicators. The practice of privileging certain people, based on personal preferences, blood ties and family relations is still strong today (Gino, 2015). Regional leaders exercise their power by privileging their close family within the government. When regional leaders with families and officials in the administration are no longer in power, their influence and political heritage will remain strong (Kalshoven, van Dijk, & Boon, 2016). This shows that the practice of nepotism exists at every level of government in Indonesia. Nepotism affects how one determines socio-economic classes based on skin color, appearance and appearance preferences. The practice of nepotism usually starts very early when parents differentiate their children based on who their parents like most (Kouchaki & Gino, 2016). This behavior then unconsciously enters the subconscious of the child, thus shaping their behavior. The same thing also happens in government bureaucracies when many people choose officials based on personal subjective judgment rather than on quality and qualifications assuming as long as the chosen person is sufficiently qualified then practice lawful nepotism (Baron et al., 2015). The justification of nepotism can affect how a country understands the practice. Therefore, people need to know the impact of nepotism behavior. The government should also make regulations that can prevent the practice

of nepotism from taking place in the government bureaucracy (Yan & Oum, 2014).

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APPENDIX

Outer Loading of Indicators

	(O)	(M)	(STDEV)	T-Statistics	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
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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STRENGTHENING INTENTION TO USE **E-SAMSAT SERVICES**

FOR MOTOR VEHICLE TAXPAYERS IN SIDOARJO



Rita Ambarwati; Mudji Astuti; Rohman Dijaya



Rita Ambarwati

**MEASUREMENT
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FOR
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ADVANTAGE
OF
PRODUCT**

DATE DUE SLIP		
MEMBER	CHECK OUT	CHECK IN