

## **Implementation Of Good Governance Principles To Increase Library Service Capacity In Sungai Kerjan Kelurahan Office In 2020**

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### **Abstract**

This study describes bureaucratic transparency, participation, and the rule of law, as well as the impediments to the application of Good Governance principles at the Sungai Kerjan Village Office. The findings indicated that the application of Good Governance principles at the Sungai Kerjan Village Office was good, but it should be improved again because there are several indicators that make service delivery less than optimal. According to the findings of the study, the indicators of the factors that impede the application of good governance principles to increase the capacity of public services in the process of managing a Business Certificate (SKU) at the Sungai Kerjan Village Office, Bungo Dani District, are as follows: 1) Internal variables (factors from within). Lack of understanding of the apparatus on Good Governance principles The Kelurahan's implementation of Good Governance is still ineffective due to a lack of understanding of the principles of good governance. 2) External variables (factors come from outside) a lack of community involvement Participation is a sign of democracy when people are included in the development and implementation of a plan. as well as accept responsibility in accordance with one's maturity and level of obligation Complaint or criticism services via question cards have not been operating effectively. With the budget, the implementation of using their own personal laptops has not been liquidated. The implication of this research is that it is hoped that there will be an increase in the quality of the Human Resources (HR) workforce in providing services and improving facilities and infrastructure, allowing for better and more optimal service implementation at the Sungai Kerjan Village Office.

**Keywords:** Sungai Kerjan Village Head Office, Application of Good Governance Principles, library service.

## INTRODUCTION

Development is a business or a series of positive growth and change efforts. While the goal of development is to achieve a just, prosperous, and prosperous society on both a material and spiritual level. In order for the development to be implemented in accordance with the objectives that have been set, it must be supported by good management and organization, because management contains elements of well-organized planning. There is no basis for carrying out development activities in the context of achieving goals without a plan.

All government officials, both at the central and regional levels, and even at the village level, are involved in the management of multidimensional national development. The components or apparatus in question should be capable of performing their functions to the best of their abilities. Given the complexity of the aspects or fields to be developed at the lowest level of government, one of the first aspects to be developed is increasing the capacity of the kelurahan government apparatus in carrying out government administration tasks, as well as strengthening community and institutional participation, among other things. This is critical because the sub-district government and its apparatus are the primary organizers of government, development, and community activities, as well as the maintainers of peace and order in their territory. The role of the sub-district government is crucial in determining the success or failure of a government unit. As a result, the village apparatus must be truly capable and willing to collaborate in carrying out the tasks assigned to them. The existence of the sub-district apparatus, which is also assigned administrative tasks, occupies a very important position because, as the lowest government organ, it is certain of all the conditions and problems that exist in its territory, so input to the sub-district government regarding various information and information is required in making decisions. Regional and national policies to address global development needs In light of the foregoing, Suryaningrat (2010:108) contends that because the kelurahan serves as an information material and source of data, and information obtained from the kelurahan is

frequently used for regional plans, artificial data or informational data must be avoided because it can undermine the State's goals.

Development is essentially implemented by three factors: humans with various behaviors, funding factors that depend on the state's financial capacity, and natural factors that are difficult to predict. As a result, deviations in development may occur. In this case, supervision is required so that deviations can be detected early and larger losses avoided.

As a result, the kelurahan apparatus in carrying out their daily duties, particularly those relating to the presentation of required data and information, is increasingly expected to work hard and have optimal capabilities to facilitate the implementation of government duties.

According to the author's preliminary observations, the ability of the Sungai Kerjan Village apparatus in carrying out tasks, particularly in preparing materials and information needed for development planning purposes, is still minimal or has not been implemented optimally. This is evident in the execution of administrative tasks that are not carried out correctly and consistently in accordance with the provisions, including general administration, population administration, and financial administration. Sujar Rifa'i S, Sos, the Village Head of Sungai Kerjan, confirmed this, stating that development in the village has been carried out so far, but due to a lack of human resources and FUNDS for builders, the Covid-19 Virus Pandemic, which hampered the development process, and construction budget cuts allocated for Covid-19.

Sungai Kerjan Village, in particular, is a residential area that used to be a village or village consisting of a large forest area, and now more and more residential areas are being built, because the location of Sungai Kerjan Village is not far from the city center. education. The lack of information or good administrative records, as mentioned above, is due to the influence of various factors, including the village apparatus's sub-optimal capacity as an organizer. The most important aspect of sub-district government administration is how the sub-district government is able to improve the welfare of its people, provide services to the kelurahan

community, and increase the competitiveness of its kelurahan. This is only possible if the affairs under the kelurahan's authority are properly carried out. It is undeniable that there are numerous issues that directly or indirectly impede the implementation of these government affairs.

According to the author's observations and interviews with Ukin Kurniawati S, Social Secretary at the Sungai Kerjan Village office, so far the physical development in Sungai Kerjan Village has been carried out but the expected results have not been optimal, such as the construction of concrete footpaths in Lorong Bangsal RT 12 RW 04 and Lorong Papaya RT 01 RW 03, which should have been completed.

## METHOD

The form of this research is descriptive qualitative research, with the intention of emphasizing the nature of naturalism, namely the reality that appears and is based on real events that are the subject of study in research, based on the problems raised in the research that emphasizes the process and meaning. This case study research, as a descriptive research, results in a detailed and in-depth description of the condition portrait of what actually happened in accordance with what is in the field of study.

Because the researcher is only attempting to explain village government policies in the management of physical development, this study employs a qualitative descriptive research design. It is hoped that by collecting data directly in the field through interviews, documentation, and observation, this approach will capture the reality on the ground.

This study makes use of both primary and secondary data. Sugiyono divides data sources into two categories: primary data and secondary data. Purposive sampling was used to determine informants in this study. Purposive sampling is a data source sampling technique with specific considerations, such as that the person is thought to know the most about what we expect in research, or that he is the ruler, making it easier for researchers to explore the object of research. Five informants were chosen for this study.

## RESULT AND DISCUSSION

### **The use of good governance principles to improve the capacity of public services in the process of managing Business Certificates (SKU) at the Sungai Kerjan Village Office in the Bungo Dani District.**

The Big Indonesian Dictionary (KBBI) defines application as "the act of applying." Meanwhile, some experts argue that application is the act of putting a theory, method, or other things into practice in order to achieve specific goals and interests desired by a group or group that has been planned and arranged ahead of time. a technique or method that will be used

The term application can refer to the use of a method or method, a theory, or a system. To illustrate, consider the following sentence: before implementing the new system, socialization must be initiated so that people are not surprised. (From the Indonesian Dictionary.)

In order to implement good government, all components that carry out activities, both in the bureaucracy and in the community, must be involved. A good government implementation is one that is close to the community and provides services in accordance with the community's needs. Governance) is defined by the provision of high-quality public services.

"Good governance" is frequently used interchangeably with "good governance." Some interpret it as "good governance," while others interpret it as "good governance system." It is also explained that the term "governance" refers to the process of implementing state power in the implementation of public goods and services. While the term "good" has two meanings in the context of "good governance," the first is values that uphold the wishes/will of the people, and the second is values that can increase people's ability to achieve (national) goals of independence, development, sustainability, and social justice. Second, the government's functional aspects that are effective and efficient in carrying out their duties to achieve these goals. The best practice is referred to as "good governance." and responsible, as well as effective and efficient, by maintaining a synergistic constructive interaction between the domains of the State, the private sector, and the community."

Corporate governance, international governance, national governance, and local governance are all examples of good governance. Because governance is the process of making and implementing decisions, governance analysis focuses on the formal and informal actors (actors) involved in making and implementing decisions, as well as the various related formal and informal structures.

According to Public Service Law Number 25 of 2009, Public Service is an activity or series of activities in the context of meeting service needs in accordance with statutory regulations for every citizen and resident of goods, services, or administrative services provided by public administration.

As a result, public services can be defined as all types of services, both in the form of public goods and public services, and any activity carried out by the government against a group or unit of beneficial humans that provides satisfaction even if the results are not physically related to a product.

The principle of good governance, good governance is a community requirement in the government's implementation of governance and development. A government that is more concerned with the interests of the people and adheres to democratic principles can be a driving force in the implementation of political governance. The process of implementing good governance begins with the formulation of public policies, the implementation of development, and the implementation of government bureaucracy so that it runs transparently, effectively, and efficiently. All actors in the Good Governance element believe that public service is an important driver. Governance is the implementation of a strong and responsible state government, as well as one that is efficient and effective, by keeping its functions in synergistic constructive interactions with the private sector and the community.

The principles of participation, applicable rules and regulations, transparency, and responsiveness are factors that encourage the implementation of Good Governance principles in public services. As a good

public servant, the State Civil Apparatus is required to have high integrity in its work in order to gain public trust. It can be seen that many people understand good governance, namely that good and clean government can run government in accordance with existing laws and provide good public services without elections.

By maintaining a synergistic constructive interaction between the domains of the state, the private sector, and the community, the State Administration Institute provides an understanding of good governance, namely the implementation of a solid and responsible state government that is also efficient and effective.

The application of good governance principles at the Sungai Kerjan Village Head Office cannot be separated from various services; the services provided by the government must, of course, be felt by the community; the services must not be complicated; the completion time must be on time; and the costs and requirements must be clear. - Employees in an agency must be friendly when serving the community in order for it to be done properly.

According to their level of development, the services provided by the Sungai Kerjan Urban Village Office have carried out integrated administrative services (PATEN), namely the implementation of public services in the Kelurahan from the application stage to the issuance of documents in one place. to the community.

It will be easier for the community to make business recommendations, application recommendations, and other recommendations. Integrated service (PATEN), where the community submits an application to the officer and waits for a while after it is signed, the community immediately takes it, unlike in the past, which required a long wait and was complicated. Due to a lack of facilities and infrastructure, performance at the Sungai Kerjan Village Head Office has declined, causing problems in an agency.

Essentially, government institutions have a goal, which is to provide excellent service to the community. Government institutions also

want to realize good governance. The conclusion is that the service at the Sungai Kerja office is quite good, despite the fact that there is no support for facilities, but can provide maximum service, is professional, has a strong motivation in providing services, gives opinions and voices opinions, and has a great sense of responsibility, so that changes are created in the evaluation. changes that will improve the overall performance of each employee

The process of implementing state power in the provision of public goods and services is known as good governance. One of the elements that must be met in order to realize good governance is the commitment of all members of the organizational unit/institution to realizing clean governance, prioritizing and considering the elements of effectiveness, efficiency, and economy in providing excellent service to the public. by providing no-cost services to residents or the community We serve the community with integrity and honesty.

The employees have provided good service to the community, and the community has benefited from the application, but the implementation or implementation has not been maximized because there is still a lack of inadequate infrastructure, which hinders and slows task implementation. Furthermore, the sub-district should repair the damaged facilities as soon as possible in order to improve the service process. However, the employees have made every effort to apply this principle in order to provide the best service to the community.

**Factors impeding the application of good governance principles to increase public service capacity in the process of managing Business Certificates at the Sungai Kerjan Village Office, Bungo Dani District**

Factors that impede the application of good governance principles (good and clean government) to increase the capacity of public services in the process of managing Business Certificates (SKU) at the Sungai Kerjan Village Office, Bungo Dani District, which include several internal and external factors, internal factors, a lack of understanding of the apparatus towards the principles of Good Governance, inadequate facilities, and a lack



of apparatus distribution The village head office continues to update the service system, improve the apparatus' understanding of Good Governance principles as the foundation of public services, and the community continues to increase its participation in building, repairing, and removing existing obstacles to service implementation.

1. Internal Factor.

**Lack of understanding of the apparatus on Good Governance principles.**

Good governance is an absolute requirement for the majority of the people in order to create a political system of government that is more in favor of the people's interests in accordance with universal democratic principles. This can also be a driving factor for the realization of political governance, which requires that various government processes, such as public policy formulation, development implementation, and government bureaucracy implementation, run transparently, effectively, and efficiently in order to improve people's welfare.

In general, society perceives bureaucracy as a convoluted, convoluted, time-consuming process, and it eventually complains that the bureaucracy is extremely unfair and inefficient. So far, arrogant mental attitudes and a lack of work ethic among bureaucrats have been a source of difficulty in improving the quality of public services.

2. External Factor.

**A lack of community involvement.** The word participation is derived from English, and it means "taking part" or "participation." Keith Davis defines participation as "a person's mental and emotional involvement in achieving goals and accepting responsibility for them." Participation is a symptom of democracy in which people are involved in planning and implementation as well as taking responsibility based on their level of maturity and obligation. Participation expands to include both the physical and mental fields, as well as the determination of wisdom.

The bureaucracy in the Sungai Kerja village agency has carried out the implementation of community participation in policy planning by providing a complaint or criticism service in the Madding in the making of a Business

Certificate (SKU). Participatory, particularly the role of community involvement in public services. Because participatory public services can encourage community participation in the delivery of public services by taking into account the community's aspirations, needs, and expectations.

**Budget has not yet been disbursed or has been delayed in meeting the needs of service facilities.** Today, the most prominent central issue in public administration is good governance. The achievement of state goals is always linked to state finances as a form of financing for state government administration carried out by state officials. To obtain state finances as a form of financing for state purposes, it must remain within the legal framework permitted by the 1945 Constitution of the Republic of Indonesia. In increasing the capacity of public services at the Sungai work village office, Bungo Dani sub-district, in making Business Decision Letters (SKU), external factors are constrained, one of which is in the form of a budget that has not been disbursed. Public services in the Making of Business Certificates (SKUs) which are implemented by the bureaucracy in the village head office have implemented the principles of good governance as an initiative as a public servant by upholding the wishes of the community, independence, functional aspects, which work optimally and efficiently

## CONCLUSION

A lack of understanding of the apparatus on Good Governance principles. The implementation of Good Governance in Kelurahan is still ineffective; a lack of understanding of the principle of good governance in improving the quality of public services is manifested as normal behavior; and employee discipline not to be late is a common thing in making Business Certificates (SKU)

Inadequate facilities for managing Business Certificates (SKU). Means include anything that can be used as a tool to accomplish a goal or goals. The use of a personal laptop represents a breakthrough for the Sungai Kerja village head office in that the implementation of a quality management system focused on customers can be effective if the challenges encountered are identified early.

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