

# Realizing Good Governance in the Implementation of Responsive and Accountable Regional Autonomy through Public Services in Buleleng Regency

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**Abstract.** The purpose of this study is to investigate the area of public service as it relates to regional autonomy, specifically enhancing public service as a means of enhancing service. descriptive legal research that is empirical and employs a social methodology. There are two types of data sources: primary and secondary. methods for gathering data that include literature reviews, interviews, recordkeeping, and observation. This study uses qualitative descriptive analysis techniques. According to the study's findings, public organizations and local governments must adopt an entrepreneurial mindset in bureaucracy. This means shifting the paradigm of public service to be more focused on the needs and satisfaction of the community as clients rather than bureaucrats. The community, including corporate actors who are stakeholders in the quality of the local government's services, will evaluate and support its success.

**Keywords:** local government; public service; regional autonomy.

## 1 Introduction

Since the public services that have been provided thus far are still characterized by factors like complex, delayed, costly, and exhausting uncertainty, the public has consistently demanded high-quality public services from bureaucrats, despite the fact that these needs have not been fulfilled [1]. The public is still positioned as the party that "serves" rather than the one being served, which is why this occurs under these conditions. When it comes to public services in Indonesia, the primary challenge at the moment is raising the standard of the services itself [2]

The goals of the Buleleng Regency Government are to enhance the standard of public services, increase the effectiveness of regional government agencies, attend to local community requirements, and optimize the allocation of development resources in accordance with community interests. The Buleleng Regional Government is currently implementing administrative and bureaucratic reforms that can be achieved in three ways: first, by strengthening government regulations and policies; second, by implementing e-government and

e-governance; and third, by implementing intergovernmental cooperation known as "collaborative governance," which aims to reorganize central and regional relations and strengthen regional government by reorganizing regions with other regions in territorial ties. Second, through a transparent, effective, efficient, and responsive work structure backed by strong accountability, changes promote public involvement and trust in local governments. Recommendations, synergy between governments is needed based on national interests and community interests, to formulate flexible, adaptive, creative regulations and policies that can encourage increased regional capacity in managing regional potential, and be able to compete in the current era and in the future [3]

Various regulations are also directed to improve the government system which has been considered rigid and unresponsive, where the government bureaucracy must be creative and innovative in managing the interests of the state "bureaucracy and creativity [4] Furthermore, the government must be able to apply general concepts that are taken into account in a nation's administration, such as democracy, legality, objectivity, science, concreteness, power distribution, and efficiency [5]

This study is supported by research results showing that government administration reform needs to be carried out because fundamental changes are needed to develop a more effective government system [6]. Decentralization gives regions more authority, which enables them to contribute more to regional development and to effectively represent local communities' interests in negotiating with the state, ensuring "that local communities have a strong bargaining position with the state" [7].

In addition to making the authority and relationships between governments more clear, the way government affairs are organized at different levels is also more concentrated on initiatives to enhance the performance of both the national and local governments [8]. The government is free to set rules based on its own ideas about how public services should be run, but it must then answer to the people.

Research designed by the research team as a form of downstreaming from the results of previous research by the research proposal team. [9] the role of commitment, competence, and spirituality in village fund management. This study aims to examine how dedication, skill, and spirituality contribute to the effectiveness of village fund administration. Because it upholds the law of karma phala through the principle of Moksartham Jagadhita Ya Caiti Dharma, the study's findings demonstrate that the spiritual dimension can improve the accountability and transparency of village funding. [10] looks at the draft policy for mapping regional potential and strengthening regions, as well as the strategy for reestablishing regional strengthening through mapping the benefits of regional potential in the new normal period. The results of the study show that the national economic recovery strategy after the recession still requires more time. The draft policy for strengthening regions and mapping heterogeneous regional potential is a policy approach to responding to community-based economic needs that reflect economic democracy by involving customary devices as a form of further policy realization. To make it simpler for researchers, the general public, academics, and practitioners to obtain the most recent information, virtual media must be used to maximize access to information transparency. [11] was motivated by the two earlier studies to write a book that looks at regional government

law from the standpoint of possible management studies. According to research conducted by the proposing team on the implementation of Bali Provincial Regulation Number 5 of 2008 concerning Tour Guides in Badung Regency [12] public services must be given consideration at the administrative level of the regional government, particularly when it comes to tour guide operations that have an impact on Bali Island's reputation as a domestic and international travel destination. Furthermore, research on improving excellent service was carried out by the team by taking a study of Mal Administration in the Implementation of State Administration. The effectiveness of state administration officials' responsibilities and functions is the point of reference, as they are cautioned against abusing their position of authority or power in ways that could endanger the public interest [13]. The Application of the MFN (Most Favored Nation Treatment) and NT (National Treatment) GATT Principles in the Implementation of Tourism Activities in Bali Province is a study that also offers a catalyst for expanding the role of public services to the community [14]. The team intends to investigate the outstanding service provided by the Buleleng Regency Regional Government apparatus in 2024 in order to achieve responsive and accountable services, based on their research experience from the 2019–2023 era.

## **2 Method**

This research employs a qualitative technique that combines an institutional-legal and normative-empirical-legal approach. This is done to determine whether there may be a discrepancy between expectations and reality (issues, gaps, or disparities). Preliminary research, problem identification, policy design, and policy efficiency measurement are the phases of this study.

Data collection in this study was carried out using official document collection techniques sourced from primary data and reliable secondary data. A descriptive interpretative method using a hermeneutic-phenomenological approach mode was employed as the data analysis strategy in this study [15]. Considerations for the Buleleng Regency Government's site selection include the fact that the author can gather comprehensive, correct, and sufficient data by doing research there, enabling them to produce objective research findings pertaining to the study object. The characteristics of descriptive research. The goal of empirical legal research is to understand the law in its most authentic form [16]. This is done to examine existing phenomena and data in detail to then interpret objects based on the data obtained so as to produce a conclusion to then carry out triangulation techniques if possible in this study to check the validity of the data (verification) empirically. The data analysis technique in this study uses a qualitative descriptive technique, namely systematically and factually describing the facts of improving the quality of public services in realizing the implementation of responsive and accountable regional autonomy in Buleleng Regency.

## **3 Results and Discussion**

## **Implementation of Good Governance Principles in the Implementation of Regional Autonomy through Responsive and Accountable Public Services in Buleleng Regency**

Knowing the guiding principles of good governance is essential to comprehending it. A standard for evaluating a government's performance will be established based on these ideas. If a government has addressed all aspect of the good governance principles, it can be judged as either good or terrible. Given the significance of this, the following is a detailed explanation of each of the good governance principles: 1. Community Involvement 2. Respecting the Law's Primacy 3. Openness 4. Considering the Business World 5. Focusing on Consensus 6. Parity 7. Efficiency and Effectiveness 8. Responsibility 9. The Vision for Strategy A government must adhere to these fundamental principles in order to fulfill its obligations and foster positive connections with the populace. Public service as the main driver is also considered important by all actors from the elements of good governance. Enhancing the performance of public services is of importance to the corporate community, civil society members, and public officials. First, stakeholders—that is, the government, the populace, and the private sector—think it is critical to improve the performance of public services. Second, the three components of governance that interact most closely are found in the field of public services. Third, public services make it easier and more tangible to transfer the values that have been the defining characteristics of good governance practices.

One of the most important main tasks of the government is to provide public services to the community. In order to address the needs or interests of the community, public services are rendered by the government, private parties acting on behalf of the government, or private parties to the community, either for free or for a fee. In Buleleng Regency, public services are a strategic starting point for the creation and application of good governance for three reasons: 1. Up until now, the state, represented by the government, has interacted with non-governmental organizations through public services. High levels of public support for the bureaucracy's work will result from successful public services. 2. It is easy to describe several facets of clean and excellent governance in the context of public services. 3. The interests of the government, society, and market processes are all served by public services.

When implementing government services and licenses, there are a number of principles to take into account, including: 1. Compassion for clients. Workers from licensing service providers that handle licensing affairs need to be able to relate to the community that uses the service. 2. Procedure limitations. To ensure that the one-stop shop idea is actually implemented, procedures need to be planned as thoroughly as feasible. 3. Procedures for services are clear. The community that uses the service must be informed of the service procedures, which should be as straightforward as feasible. 4. Reducing the need for services. Service management requirements must be limited to as little as possible and as much as is really needed. 5. Clarity of authority. A work chart and division of responsibility must be established in order to clearly define the authority of the staff members who provide the service to the community. 6. Transparency of costs. It is imperative that service charges be as low and open as feasible. 7. The duration and timing of the service are certain. In order to give the community a clear picture and prevent anxiety, the service schedule and duration must also be set in stone. 8. Forms are

minimized. In order to create a composite form—one that can be utilized for multiple purposes—forms must be created efficiently. 9. Making the most of the permit's validity time. To avoid the public having to take care of permits too often, the validity period of the permit must be set as long as possible. 10. A work chart and division of responsibility must be established in order to clearly define the authority of the staff members who provide the service to the community. 6. Transparency of costs. It is imperative that service charges be as low and open as feasible. 7. The duration and timing of the service are certain. In order to give the community a clear picture and prevent anxiety, the service schedule and duration must also be set in stone. 8. Forms are minimized. In order to create a composite form—one that can be utilized for multiple purposes—forms must be created efficiently. 9. Making the most of the permit's validity time. clarity regarding suppliers' and consumers' rights and responsibilities. Clear articulation of the rights and responsibilities of suppliers and consumers is necessary, as are clauses addressing penalties and damages. 11. How well complaints are handled. As much as possible, good service should steer clear of complaints. However, in the event that a complaint is made, a system must be put in place to guarantee that it is addressed efficiently and that the issue is fixed right away. Using the Principles of Good Governance in Public Services The process of implementing government, development, and public services in accordance with the good governance paradigm is not limited to local governments operating under the rule of law or only for their own gain. Good governance is a government that is close to the community and in providing services must be in accordance with the needs of the community. The essence of good governance is characterized by the implementation of good public services, this is in line with the essence of decentralization and regional autonomy policies which aim to provide flexibility to regions in regulating and managing local communities, as well as improving public services. Furthermore, the quality of public services and performance management would both be enhanced by the dedication to develop and execute strategies and policies. In addition to eliminating discrimination in service delivery, good public services would help to reduce or narrow the prevalence of corruption, collusion, nepotism (KKN), and extortion, which are now pervasive in all branches of public services.

### **Problems and Alternative Solutions for Public Service Delivery in the Implementation of Regional Autonomy in Buleleng Regency**

Improving the quality of the service itself is essentially the main issue facing public services. A number of factors, including institutions, human resource support, and implementation style (management), are crucial to providing high-quality services. Based on the pattern of implementation, public services continue to offer a number of benefits, such as: 1. Inability to respond. From front-line service officers to those in charge of the agency, this issue affects practically every level of service elements. Responses to various complaints, aspirations, and hopes of the community are often slow or even ignored at all. 2. Insufficient information power. A lot of information that has to be shared with the community is either sluggish to arrive or never gets there. 3. Inaccessibility. People who use services find it challenging because different service delivery units are located distant from the community. 4. Insufficient coordination. There is a lack of coordination among the several associated service units. As a result, policies

from one service agency and other related service agencies frequently overlap or contradict one another. 5. The government. In Buleleng Regency, services—particularly licensing services—are typically provided through a multi-level process, which makes service completion time lengthy. 6. Less willing to listen to complaints/suggestions/aspirations from the community. In general, service officers are less willing to listen to complaints/suggestions/aspirations from the community. As a result, services are carried out as they are, without any improvements from time to time. 7. Inefficient. The different standards are frequently unrelated to the services rendered, particularly when it comes to licensing services. 8. Professionalism, competence, empathy, and ethics are the primary human resource shortcomings. The primary flaws in institutions are their organizational structures, which are not expressly made to serve the community, are cluttered with hierarchies that complicate services, and lack coordination [17].

The demands of the community in the reform era for quality public services will be increasingly strong. As a result, the Buleleng Regency Government's legitimacy is mostly based on its capacity to resolve the numerous issues mentioned above and deliver community-satisfying public services within its means. Among the solutions to these issues are the following: a. Establishing service standards. In the context of public services, service standards are quite significant. The commitment of service providers to deliver services of a particular caliber, which is established by combining community expectations with service providers' capabilities, is known as a service standard. Determination of service standards is carried out through the process of identifying types of services, identifying customers, identifying customer expectations, preparing service visions and missions, analyzing processes and procedures, facilities and infrastructure, service time and costs. In addition to providing information on the service standards that need to be established, this process will also provide information on organizations that may assist in putting management procedures into place that result in services that meet the established criteria. b. Standard Operating Procedures (SOPs) preparation. An SOP is required to guarantee that the service process can operate reliably. The presence of SOPs allows the internal processing process in the service unit to operate consistently by following explicit references.

One of the fundamental services in the operation of government is public service. When evaluating the effectiveness of the federal and local governments, public service is a crucial metric. When public service is focused on the needs of the community, it is considered that government is being implemented well. Since the community evaluates the performance of the services directly, good and quality service has an impact on public satisfaction. The public satisfaction index serves as a yardstick for evaluating how well government initiatives are implemented. The way that government is implemented and the services that are offered are correlated and interconnected. Every public institution is certainly in touch with aspects of public service or is directly related to the community, as the main part of government implementation, in addition to the private sector.

## 4 Conclusion

The implementation of good governance in Buleleng Regency essentially necessitates the participation of all stakeholders, both in the community and bureaucratic environments, which are close to the community and where service delivery must be in line with community needs. While the adoption of high-quality public services indicates improved government management performance, it also demonstrates a shift in perspective that leads to better behavioral and mental adjustments in public service-oriented government officials. Good public administration must be implemented in order to maintain regularity in Buleleng Regency's regional government system from a variety of perspectives. In order to ensure that every regional government responds to government policies with a high degree of compliance, the implementation of public administration encourages state administrators to carry out socialization, implementation, supervision, and evaluation of government policies related to public services.

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