

Principles of Good Governance in Population Administration Services in The Village

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Abstract. The principle of good governance has become a paradigm of the existence of a good government related to the effectiveness of performance by public management and the eradication of KKN practices. Good governance will be realized from the effectiveness of clean government, but this also requires implementation by good government. Using the foundation on the principle of good governance creates stability in the performance of the government and the community. In theory there are 9 principles of good governance that must be applied in carrying out various public services including population administration services in the village, namely Openness (Transparency), Participation / Contribution, Accountability, Effectiveness and Efficiency, Strategic Vision (Strategic Vision), Justice (Equity), Legal Maintenance (Law Maintenance, Responsiveness, and Consensus Orientation).

Keywords: Good Governance, Public Administrations

1. Introduction

Indonesia as a legal state has a very large population density. The population in Indonesia also produces very complicated problems, therefore the government is obliged to regulate every element in society in law which aims to create public order and social welfare. The state and government have a responsibility to ensure the provision of a quick, convenient and inexpensive Population Administration. Guarantees of certainty in the provision of Population Administration must be regulated in the legal product of the Act. This may consist of one main law that regulates general provisions regarding Population Administration, namely Law Number 24 of 2013 Law on Amendments to Law Number 23 of 2006 concerning Population Administration[1]. The law regulates managerial technical matters in the provision of Population Administration. With the existence of the Act, it is expected to be able to maximize public services in the administration of the Population Administration system.

Public services are increasingly developing following the movement of the community and the demands of the community who want quality services from the bureaucracy[2]. In relation to the administration of government, the bureaucracy as the spearhead of implementing public services includes various development programs and government policies. But in reality, the bureaucracy which is intended to carry out the general tasks of government and development, is often interpreted differently by the community. However, in reality, public services by the government bureaucracy are sometimes always plagued with problems, such as inefficient service procedures, long periods of time causing people to be reluctant to take care of them and some people asking for unreasonable additional fees. This

causes public distrust of the bureaucracy so that people look for alternative ways to get services through certain methods, which usually involve outsiders and insiders[3,4].

Another thing is that the public has not received clear information regarding the administration of government because the government is still not completely transparent. The practice of good governance requires transparency in the overall governance process. With transparency from the government, public participation will also increase, because the public gets clear information directly from the government. The realization of quality administrative services is one of the characteristics of good governance as the goal of the utilization of the state apparatus. For this reason, the state apparatus is expected to be more efficient and effective in carrying out their duties and responsibilities in administering government, development, and protecting the community to realize the implementation of good governance, and provide excellent service to the community[5,6].

Population Administration services cover many layers of bureaucracy and include Population Administration services at the village level. The village is the smallest government structure in the country and is managed by the village head and his apparatus. The village itself serves various kinds of public administration services, including KTP and KK, Certificate of Disability, Cover Letter for Birth Certificate, Cover Letter for Death Certificate, Cover Letter for Divorce Certificate, Cover Letter for Marriage Certificate, Marriage Cover Letter, Cover for Moving Come/Domicile and others. This paper will further examine whether a bureaucratic service in the village is in accordance with good governance and whether administrative services in the population are appropriate and ideal.

2. Method

The type of research used in writing this law is normative-empirical research. This research uses normative-empirical legal research. Normative-empirical (applied) legal research is research that examines the implementation or implementation of positive legal provisions (laws) and written documents in action (factual) in each particular legal event that occurs in society. The study aims to ascertain whether the results of the application of the law to legal events in concreto are in accordance with the provisions of the legislation. Or in other words, whether the provisions of the legislation have been implemented properly, so that the interested parties achieve their goals or not.

Sources of data in this study obtained from secondary data sources. Secondary data sources, namely data obtained from library materials or literature that has to do with the object of research. The secondary legal materials used by the author as supporting data in this research are books, references, related legal journals, magazines, internet, and other sources related to the topics discussed. The technique of collecting legal materials in this research is by observation and literature study.

Data obtained by conducting library research (library research). This data collection is done by studying or researching literature (library research), namely by studying regulations, documents and books that have to do with the problem being studied and the doctrines or opinions of scholars.

3. Result & Discussion

3.1. Population Administration Services in the Village

According to Law Number 25 of 2009 concerning Public Services, public services are activities or series of activities in the context of fulfilling service needs in accordance with

laws and regulations for every citizen and resident of goods, services, and/or administrative services provided by public service providers. .

In Law Number 25 of 2009 concerning Public Services, it also discusses the obligation to serve every citizen and resident to fulfill their basic rights and needs within the framework of public services which is the mandate of the 1945 Constitution of the Republic of Indonesia. Furthermore, it is also stated that the state must Building public trust in public services carried out by public service providers is an activity that must be carried out in line with the expectations and demands of all citizens and residents regarding improving public services. Article 1 of Law Number 24 of 2013 concerning Population Administration states that population administration is a series of structuring and controlling activities in the issuance of population documents and data through population registration, civil registration, management of population administration information and the utilization of the results for public services and other sector development. . This is done in the context of orderly administration, so that the state has an obligation to provide recognition of personal status and legal status to its citizens, including residents in villages.

The definition of Administration according to Law Number 24 of 2013 concerning Population Administration is a series of structuring and controlling activities in the issuance of Population documents and Data through Population Registration, Civil Registration, Population Administration information management and the utilization of the results for public services and other sector development. Law Number 24 of 2013 also regulates the objectives of the Administration of Population and Civil Registration, namely to:

1. Provide identity validity and legal certainty on Resident documents for every Population Event and Important Event experienced by Residents;
2. Provide protection of the civil rights status of the population;
3. Provide population data and information nationally regarding Population Registration and Civil Registration at various levels in an accurate, complete, up-to-date, and easily accessible manner so that it becomes a reference for policy formulation and development in general;
4. Realizing an orderly and integrated National Population Administration;
5. Provide population data which becomes the basic reference for related sectors in the implementation of every government, development, and community activity.

Law Number 24 of 2013 has accommodated the local government of the Mayor/Regent, to carry out the administration of population administration affairs, including giving assignments to villages to carry out some population administration affairs, based on the principle of co-administration carried out by the Registration Officer.

3.2. The Importance of Applying Good Governance Principles in the Implementation of Population Administration in Villages

Good governance is the main prerequisite for realizing the aspirations of the people in achieving the goals and ideals of the nation and state. In this context, it is necessary to develop and implement an appropriate, clear and tangible accountability system so that the administration of government can take place efficiently, effectively and responsibly and free of KKN (corruption, collusion and nepotism). One of the strategic options for implementing good governance in Indonesia is through the provision of public services. There are several considerations why public services are strategic to start implementing good governance. The implementation of a clean and authoritative good government (clean and good governance) is the ideals and hopes of every nation. The concept of "government" refers to a management

organization based on the highest authority (state and government). The concept of "government" involves not only the government and the state but also the role of various sectors outside the government and the state, so the parties involved are also very broad.

The theory of good governance is a mirror that cannot easily be separated from the theory of governance, which historically was first adopted by international development institute activists, which means the implications of effective performance related to public management and corruption. The application of the principles of good governance is very important in the implementation of public services to improve the performance of the state apparatus. This is because the government designed the principles of good governance to increase the potential for changes in the bureaucracy in order to realize better public services, besides that the public still considers public services carried out by the bureaucracy to be slow, unprofessional, and expensive. The principles of good governance that must exist in every administrative service order including population administration in the village are:

1. Openness (Transparency); Transparency is an official process that requires channels or flexibility for the entire community to obtain information about the implementation of government, namely news about regulations, the formation process and the inputs achieved. According to Mardiasmo, transparency means the government's openness in presenting information related to public resource planning activities to parties who wish to obtain information. Openness is good governance that has characteristics, especially the spirit of an open era and as a result of the information revolution. Transparency covers all aspects of activities related to all public interests. The government should provide financial information and other information that will be useful for decision making by interested parties. In carrying out population administration services, every layer and village apparatus must always be open and transparent to the community and other interested parties.
2. Participation / Contribution; Participation is mental and emotional involvement in group situations that encourages them to contribute to group goals and share their shared responsibilities. All citizens have the responsibility to take over the mechanisms of state, government and society directly. The contributions of these citizens are made at the overall implementation stage from the stages of making regulations, implementing, considering and utilizing the results.
3. Accountability; Public lawsuit liability is the existence of clear task limitations and responsibilities. Accountability refers to developing a sense of public responsibility for decision makers in government, the private sector and civil society organizations as well as for owners. The definition of public accountability is as follows: "Accountability is the obligation of the trust holder to provide accountability, present, report and disclose all activities that are his responsibility to the trustee who has the right and authority to ask for such accountability.
4. Effectiveness and Efficiency; Systems and institutions produce according to what has been determined by using the best available resources. Strategic Vision (Strategic Vision) All leaders and the public must have aspects of good governance and strategic expansion the village leader, namely the Village Head, of course, must have good and strategic aspects and principles of expansion in managing village government so that he can also manage all forms of population administration services in the village.
5. Justice (Equity); All people have the same opportunity to get peace. The government management process must support equality and justice so as to be able to form the management of good governance in terms of providing opportunities and

opportunities, equal service and treatment. A pattern in management requires honesty and fairness, so that it will lead to trust, including gaining strong legitimacy by the community. Support will be obtained from people's participation to build elements of governance that are equal and fair in terms of positively correlated public services. All village communities must have equal opportunities in population administration services.

6. Legal Maintenance (Law Maintenance); Good Governance is implemented as a democratization of the life of the nation and state. One of the conditions for democratic life is the maintenance of a law that is just and implemented equally. Therefore, starting with the formation of good governance, it is to establish a healthy legal order, as well as human resources who carry out the order.
7. Responsiveness; Responsiveness as a reasonable risk from transparency, then every element that participates in the mechanism of establishing good governance must have reactive power at the will or objections of each stakeholder.
8. Orientation consensus: Good Governance is a bridge between different needs to achieve the best alternative for more equitable needs, in regulations.

3.3. Obstacles in the Implementation of Good Governance Principles in Orderly Services for Village Population Administration

The role of the village government as a service provider agency is very central, so it must also be balanced with the development of the competence of its service officers. Service users will also have their rights fulfilled for quality services with competent officers. It seems impossible that the obligation to assist the community in understanding their rights and responsibilities as service users can be carried out if the service officers themselves do not know the rules related to public services. In practice, there are still many rural areas that are not covered by population administration services. The lack of budget is still the reason for the difficulty of accessing administrative services in the village. Whereas Government Regulation Number 40 of 2019, provides a solution, so that the administration of population administration affairs in the District can run effectively and efficiently, a technical implementing unit (UPT) of the Population and Civil Registration Service, which is responsible for the Regency Population and Civil Registration Office, can be established. /Cities, by prioritizing remote geographical conditions, are difficult to reach by public transportation, and very limited access to public services.

There are still many people who are not aware of the importance of population administration, both from the Identity Card (KTP), Family Card (KK), and Child Birth Certificate. As a result of this unawareness, data regarding the population becomes less accurate and inappropriate. Then regarding the community's non-compliance with existing regulations, there are some people who still do not comply with the regulations in population administration in the village. Like the impatience of people who want the required files to be completed immediately, even though there is a process that must be passed to create these files. As a result of this, many people use shortcuts so that the completion of files can be completed more quickly, it is not uncommon for people to be less aware of the requirements for managing various village population administration files.

4. Conclusion

According to the author of the Panel of Judges in *ijtihad* to decide the case, it has fulfilled a sense of justice for the community, this is due to immoral acts in the form of adultery committed by Mr. The head of village (Head of Sumbarang Village) certainly cannot be justified and violates the norms that exist in the community, that there is no process in the criminal justice system that proves this, and there is also no proposal from the Village Consultative Body and no temporary suspension. for the Head of Sumabarang Village, it does not necessarily eliminate responsibility - and becomes a factor that can cancel the decision to dismiss. The need for harmonization of laws and regulations on legal products that regulate the dismissal of the Village Head as well as optimizing the role and function of the Functional Position of Invitation Designer in the Legal Division of Tegal Regency in the preparation of Regent Regulations and Tegal Regent Decrees, so that legal products are produced in accordance with the formulation and procedures as well as the basis for drafting laws and regulations.

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