Good Governance Principles in the Sumedang Regency Investment and One-Stop Integrated Services Service

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ABSTRACT

The main problem in this research is that the Model for Implementing Good Governance Principles in the Sumedang Regency Investment and One-Stop Integrated Services Service is not yet running optimally. The research method used in this research is descriptive analysis with the type of research being qualitative. The results of the research show that there are factors that cause the one-stop integrated service to be not optimal at the Sumedang Regency Investment and One-Stop Integrated Services Service. These factors are the quality of human resources, employee work discipline and budget limitations. There is a model for implementing the principles of Good Governance in the Sumedang Regency Investment and One-Stop Integrated Services Service by applying the principles of professionalism, accountability, transparency, excellent service, democracy and participation, efficiency and effectiveness and supremacy of the law. In its application, there are various weaknesses in the model for implementing Good Governance Principles, such as the principles of professionalism and accountability. Novelty in research is a complement to the various weaknesses mentioned above, namely leadership style, participativeness, two-way communication and integrity.

Keywords: Good Governance Principles, human resources, work discipline, budget

1 Introduction

The principles of good governance are once again hotly discussed in various discourses at the national and regional levels, and have even become a relevant trending topic promoted in the ASEAN countries (Nurbatonis et al, 2015). This means, the application of good governance principles in a government organization as a patron in the government system, encouragement and public desire for the implementation of good governance which continues to strengthen along with the dynamics of the needs of modern society (Hidayat, 2022). In state life where the government is deemed unable to provide good service in carrying out state agendas and public trust is decreasing in the government in power, then through the application of the principles of good governance there is hope for a future government with better public services (Hasan, 2022).

Good governance is one of the government's efforts to improve the pattern of public service delivery in the context of realizing bureaucratic reform, remembering that the vision of bureaucratic reform itself is the realization of good governance (Fernanda, 2006). So we need to realize that this is feasible and very important to be developed in public services in Indonesia. Public service from the government is the key (Jafar, 2019). The quality of services provided by the government as a service provider is required to provide the best service as an embodiment of good governance. This is what is mandated in Law Number 23 of 2014 concerning Regional Government which is a refinement of Law Number 32 of 2014 with put the same pressure on decentralization and regional autonomy (Siti Maryam, 2017).

Efforts to ensure good public services are realized by the enactment of Law Number 25 of 2009 concerning Public Services, and Law Number 14 of 2008 concerning Openness of Public Information. The enactment of these two laws is a new hope for encouraging the creation of good governance in public services (Nurbatonis et al, 2015). Public services are social capital for the government in the current era. The more the degradation rate in various sectors soars, the more it becomes a strong reason to emphasize that the principles of good governance are an absolute choice that must be realized and pursued through various strategies in national and state life, as well as solutions to various social, economic, educational, and social problems. politics and so on (Warijati, 2018). Therefore, the implementation of good governance principles is the basis for preparing and implementing absolute regulations in the current era of globalization (Tomuka, 2013).

The successful implementation of good governance both at the central and regional levels of course cannot be separated from the support of policies to strengthen investment that are able to revive the central and regional economic sectors (Soeprapto, 2006). Whether we admit it or not, investment and investment policies are the initial
capital in development in the country's economic sector. National development can be carried out well if national stability is in a normal condition. The better national stability, the smoother national development can be carried out by the government (Widiansyah, 2017). This means that good development should be based on the development trilogy, namely: equitable development to create justice for the entire community, increasing better economic growth, and being based on healthy and developing national stability (Suryono, 2010).

The development of investment and investment in Sumedang Regency, as per the policy of the regional government (Pemda) of Sumedang Regency, through Regent’s Regulation Number 1 of 2018 concerning the General Plan for Investment in Sumedang Regency for 2018-2025, the domain of which is under the One Stop Investment and Integrated Services Service (DPMPTSP). The One Stop Integrated Services referred to are licensing services, Public Service Malls (MPP) and capital investment. The idea of bureaucratic reform launched by the Sumedang Regency DPMPTSP is a top priority to improve the quality of service to the community by providing convenience.

2 Method

The research method used by this researcher is descriptive analysis with the type of research being qualitative. Research using descriptive methods aims to describe complex social realities by applying concepts that have been developed in public administration. Meanwhile, the basic consideration in conducting research is using a qualitative approach because it is more naturalistic, which is used to examine the conditions of objects experienced and by using interview guides and observations. So qualitative-descriptive research is research carried out to describe in detail the application of principles. Good Governance in Public Service Organizations at the Sumedang Regency Investment and One Stop Integrated Services Service.

Data collection techniques in this research used three methods, namely; participant observation, in-depth interviews and documentation studies are in line with the social studies tradition. In this context, Creswell (2014) stated that there are three main points in how data is collected in social studies, namely, (1) observer participation; (2) interview; and (3) review documents. The collected data is then analyzed. Miles et al (2014) explain that data analysis is the process of systematically searching for and organizing interview notes, field notes, and other components collected to provide understanding. Data analysis in research was carried out through three stages, namely data reduction, data presentation and drawing conclusions.

3 Results And Discussion

Factors that cause one-stop integrated services to be less than optimal at the Sumedang Regency Investment and One-Stop Integrated Services Service

Public services are an important factor for public institutions, including government organizations. Therefore, public services provided by government officials (government officials) must always side with the public interest (Haning, 2018). Achieving public benefit is essentially related to the quality of services provided so that the people served can respond positively to the results of services provided by government officials. However, in reality, the issue of public services in the government environment has long been the focus of public attention because there are many cases where public services are considered not in favor of the interests of the community (Satibi, 2023). This shows that the quality of services provided by the government has not brought positive results for the community. The service is complicated, inefficient, slow, unfriendly, the solution is unclear, and the service costs are clear evidence that the quality of ASN services is still low, not up to standard (Achyar, 2017).

The results of the analysis of the factors that cause the one-stop integrated service to be not optimal at the Sumedang Regency Investment and One-Stop Integrated Services Service are seen from three factors, namely;

Quality of human resources

Through the quality of human resources, it also helps create cultural efficiency in the organization, especially in the Sumedang Regency Investment and One-Stop Integrated Services Service (DPMPTSP). This leads to greater organizational effectiveness. With the support of facilities and infrastructure as well as a collaborative team with the relevant OPD, human resources are utilized well and goals and targets are achieved in a better way. Human resources are very important for every organization so they need to be managed, regulated and utilized so that they can function productively to achieve organizational goals. Likewise, the human resources owned by an organization need to be managed professionally to create a balance between employee needs and organizational demands and capabilities (Suharto, 2012). The importance of humans as a resource in organizations is increasingly
recognized, thus increasingly encouraging the development of knowledge about how to utilize human resources to achieve optimal conditions (As’ari, 2018).

The results of the analysis show that the prerequisites needed to realize quality human resources with a level of public service accountability are still weak or not yet optimally owned by the regional government of Sumedang Regency. These weaknesses can certainly have an impact on not realizing optimal public service accountability both in the aspects of financial accountability, accountability for benefits or effectiveness and procedural accountability. Meanwhile, the measurement of the value of public service accountability is still not optimally realized in public services, such as the service process and service completion are still slow, not on time, services are less transparent both in terms of costs and procedures, there are still differences in treatment in service delivery, and service orientation is different, not much in favor of the interests of the community receiving/users of services.

**Employee work discipline**

The Sumedang Regency Investment and One-Stop Integrated Services Service (DPMPTSP) is a part that supports the duties of the regional head regarding the implementation of capital aspects and structured licensing services which is led by the head of the service who is responsible to the Regent of Sumedang through the secretary. In carrying out their responsibilities, employees of the Sumedang Regency Investment and One-Stop Integrated Services Service (DPMPTSP) have regulations that must be obeyed by their employees and the infrastructure that has been provided to maximize the performance of their employees.

One of the things that must be done with full discipline is to provide excellent service to the community. Excellent service is an action or effort carried out by a particular company or organization to provide maximum service with the aim that customers or the public can get satisfaction with the services provided (Rangkuti, 2017). Likewise, the optimal one-stop integrated service at the Sumedang Regency Investment and One-Stop Integrated Service Service, seen from the service always being integrated, the service always being directed, the service always programmed, the service according to standards, the service easy, fast, precise, and at affordable costs, has been went pretty well. The results of the analysis illustrate that the level of discipline of the Sumedang Regency DPMPTSP apparatus in serving the community well is the responsibility of all government agencies. Every employee in a government agency must serve the community and learn how to improve their skills to serve. In service skills, this includes mastery of knowledge of the services provided, because it shows the public that employees in government agencies are professionals in the field of Public Service Management.

**Budget Limitations**

Budget is one component in implementing a program or activity. Before carrying out activities, there must be careful planning to achieve the objectives of the activity. With the help of a budget in management, we can determine the level of effectiveness and efficiency to compare the budget with actual results, so that we can achieve how much the budget is used in achieving performance assessments with the aim of making a profit in technical implementation (Wonda, 2016). Budget and Realization provide an overview of budgeting and funding over the past year. Regional financial management must be carried out transparently and accountably in accordance with regional financial management regulations. Budgets play an important role as a means of stabilization, allocating public resources, organizational planning, as well as monitoring and evaluating performance (Enre, 2020).

In this research, a performance-based budgeting system is a form of budget preparation that emphasizes work results. Where this system is used to directly link input (input) with output (output) and the results are determined with an emphasis on the effectiveness and efficiency of the budget that has been carried out. Budget prepared by the Sumedang Regency Investment and One-Stop Integrated Services Service. Based on performance planning consisting of a Budget Realization Report (LRA) on the activity program to be carried out by determining the indicators to be achieved. The performance-based budget is focused on the Sumedang Regency Investment and One-Stop Integrated Services Service. This is done to analyze whether the performance-based income and expenditure budget has been carried out efficiently and effectively.

**Development of a model for implementing the principles of good governance in the Sumedang Regency Investment and One-Stop Integrated Services Service**

In developing a model for implementing the principles of good governance in the Sumedang Regency Investment and One-Stop Integrated Services Service, seen from the principles of Professionalism, Accountability,
Transparency, Excellent Service, Democracy and Participation, Efficiency and Effectiveness, and Supremacy of the law, it can be explained below:

**Principles of Professionalism**

Development of a model for implementing the principles of good governance, which is in the Sumedang Regency Investment and One-Stop Integrated Services Service, from indicators of employee work ability, division of tasks and placement of employees, employee expertise and educational background, employee development through training with a strategic vision in public services. Based on the results of the analysis at the Sumedang Regency Investment and One-Stop Integrated Services Service, the role of employee performance in providing licensing services is still ineffective, there are still several parts that are not in accordance with procedures which often help in speeding up licensing services by collaborating with office employees, so it needs to continue to be improved.

The results of the analysis concluded that the cause of the lack of optimal one-stop integrated services at the Sumedang Regency Investment and One-Stop Integrated Services Service is that the regional government has not fully supported the realization of good governance, so the bureaucracy needs to be improved. So, there must be a bureaucratic reform that is truly strongly supported by all the apparatus, by placing bureaucratic institutions that need to be organized, as a strong and professional supporting structure. Working professionally means that a person really understands the ins and outs of his duties in depth, in line with the demands of the community to be provided or served.

**Principle of Accountability**

Developing a model for implementing the principles of good governance in the Sumedang Regency Investment and One-Stop Integrated Services Service, from indicators in accordance with established policies, employees are always consistent in their duties, and employees are consistent in their responsibilities. Therefore, the principle of accountability is a principle in public services which includes certainty and timeliness of services to the public and paying attention to whether the services provided are in accordance with applicable service SOPs.

Based on the results of the analysis, it can be concluded that the application of good governance principles related to accountability has been implemented by the Sumedang Regency Investment and One Stop Integrated Services Service, and is going quite well. The prerequisites needed to realize public service accountability are still weak or not yet optimally owned by the regional government of Sumedang Regency. These weaknesses can certainly have an impact on not realizing optimal public service accountability both in the aspects of financial accountability, accountability for benefits or effectiveness and procedural accountability. Meanwhile, the measurement of the value of public service accountability is still not optimally realized in public services, such as the service process and service completion are still slow, not on time, services are less transparent both in terms of costs and procedures, there are still differences in treatment in service delivery, and service orientation is different, not much in favor of the interests of the community receiving/users of services

**Principle of Transparency**

The development of a model for implementing the principles of good governance in the Sumedang Regency Investment and One-Stop Integrated Services Service, from indicators that information can be accessed throughout society, information can be understood, and information can be monitored, is a public service openness or transparency that must be immediately created in order to create the success of Autda (regional autonomy) and winning the current battle. Moreover, transparency is a principle for realizing good governance.

The results of the analysis can be concluded that one form of transparency carried out by the regional government, in this case the Sumedang Regency DPMP1SP, is by creating an information system, both a service information system, an accounting information system and financial reporting that is easily accessible and transparent for the public who read it.

**Principles of Excellent Service**

Developing a model for implementing the principles of good governance in the Sumedang Regency Investment and One-Stop Integrated Services Service, from the indicators that services are always integrated, services are always directed, services are always programmed, services meet standards, services are easy, fast, precise and affordable. As regulated in legislation, the government is obliged to provide services to its citizens. Therefore, excellent service is an attitude of service shown by real attention and action, with the aim of providing comfort and
a sense of security to the wider community, which is a commitment from the government as a form of good governance.

The results of the analysis of the development of a model for implementing the principles of good governance in the Sumedang Regency DPMBPSTSP, it can be concluded that the excellent service currently provided is quite good, but still needs to be improved again and evaluated from all excellent service activities which are considered less than satisfactory to the community, so that the goals will be achieved by The government in this case refers to Good Governance as being fulfilled properly.

**Principles of Democracy and Participation**

Developing a model for implementing the principles of good governance in the Sumedang Regency Investment and One-Stop Integrated Services Service, from indicators, Upholding the values of the wishes and desires of the community, Freedom of speech, and Participating constructively. In a country based on democracy, participation is one of the principles of good governance in the administration of regional government, meaning that all citizens have a voice in decision making, either directly or through legitimate representative institutions that represent their interests. Participation by men and women is the key to good governance. Participation must be informative and organized. This requires freedom of association and expression on the one hand and a strong and organized civil society.

The results of the analysis of the development of a model for implementing the principles of good governance in the Sumedang Regency Investment and One-Stop Integrated Services Service, from the indicators, Upholding the values of the wishes and desires of the community, Freedom of speech, and Participating constructively, it can be concluded that in the process of preparing the budget plan agenda related to public participation, the parties involved in preparing the budget plan agenda are in accordance with the rules, even though there is a budget section and finally its approval by the Sumedang Regency DPRD. Even though in other views the community asks for there to be community involvement (participation) in the budget preparation process.

**Principles of Efficiency and Effectiveness**

Developing a model for implementing the principles of good governance in the Sumedang Regency Investment and One-Stop Integrated Services Service, from indicators, all service performance is running well, and service performance is as expected. One strategic choice for implementing good governance in Indonesia is through the provision of public services. There are several considerations why public services are strategic for starting to implement good governance. Public services as the main driver are also considered important by all actors in the elements of good governance. Public officials, elements in civil society and the business world share an interest in improving the performance of public services.

The results of the analysis of the development of a model for implementing the principles of good governance in the Sumedang Regency Investment and One-Stop Integrated Services Service, from the indicators, all service performance is running well, and service performance is in line with expectations, it can be concluded that the principles of efficiency and effectiveness provide more acceleration of service to the community and that there is Inhibiting factors originating from human resources and website work systems need to be improved so that they are optimal.

**The principle of the supremacy of law**

Developing a model for implementing the principles of good governance in the Sumedang Regency Investment and One-Stop Integrated Services Service, from policy indicators that are implemented fairly and consistently, guaranteeing legal certainty. The supremacy of law is an effort to uphold and place the law in the highest position. By placing the law in its proper place, the law can protect all citizens without intervention by and from any party, including state officials.

The rule of law is the starting point when we talk about good and clean governance. The law must be upheld in accordance with its function and purpose, both for the lower and upper classes. The fact is that the law is blunt upwards and sharp downwards. Continuous conditions like this hinder good governance. So between the supremacy of law, judges and the government obeying existing laws, clean governance will automatically emerge. One of the characteristics of the supremacy of law is that there must be no intervention in any form once the legal process is started even at the lowest level and this is solely to ensure that a legal process runs independently and autonomously, including of course the law makers and enforcers must be independent and not can intervene. Intervention here is not only carried out through money or power, but is also carried out through mental pressure or
physical threats, and sometimes arises from within oneself through the desire to use one's position to benefit oneself or one's own group, one of which is image.

Based on the results of the analysis, it can be concluded that the indicators for the supremacy of law in the Sumedang Regency Investment and One-Stop Integrated Services Service are considered to be quite good but still need improvement so that they can maximize their public services without any inappropriate treatment in providing services. Where it is known that the Supremacy of Law is an effort to guarantee the creation of justice. Justice must be positioned neutrally, meaning that everyone has the same position and treatment without exception. The legal framework must be fair and applied indiscriminately, including laws relating to human rights such as those in the Sumedang Regency Investment and One-Stop Integrated Services Service.

Based on the results of the research and discussion as explained above, researchers can criticize the theory developed by Sondil et al. (2014) related to empirical conditions in the field that there are model principles for implementing the principles of good governance in the Investment and Integrated Services Service One Door Sumedeng Regency, namely by applying the principles of professionalism, accountability, transparency, excellent service, democracy and participation, efficiency and effectiveness and supremacy of the law. However, in its implementation these principles have not all been implemented effectively, such as the principles of professionalism and accountability, so that There are still problems faced regarding services to the community.

Based on the above, the researcher explains that the theory of Sondil et al. (2014) which is used as an analytical tool is still quite relevant and current, although there are still weaknesses at the empirical level in the field. However, to complement the weaknesses of this theory, researchers found novelty in this research, namely collaborative leadership style, two-way communication and integrity.

4 Conclusion

From the results of research at the Sumedang Regency Investment and One-Stop Integrated Services Service, it was found that the ineffectiveness of one-stop integrated services was caused by three main factors: the quality of human resources, employee work discipline, and budget limitations. The quality of human resources can be seen from the lack of skills and expertise, as well as personal potential that has not been fully optimized. Employee work discipline has not been fulfilled, as can be seen from the non-compliance with the implementation of tasks with existing policies. Delays in budget approval also affect service performance. To improve performance, a model of implementing good governance principles is implemented with a focus on professionalism, accountability, transparency, excellent service, democracy, participation, efficiency, effectiveness and the supremacy of the law. However, this model has weaknesses in implementing professionalism and accountability. As a solution, researchers suggest using a collaborative leadership style, two-way communication, and integrity in addition to correcting these deficiencies. Thus, it is hoped that the model for implementing Good Governance principles can run optimally, encourage bureaucratic reform, and improve overall public services.

References