

The Effectiveness of Public Services in Realizing Good Governance

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Abstract

Public service is one of the strategic issues in Indonesia because it involves basic needs that must be obtained by society and in its implementation there is interaction between public service providers and the society. Public service can be the benchmark for the success of the performance of the governments, and good governance can be implemented. This research aims to observe and provide solutions in the implementation of public service on Investment and Integrated One Stop Service of (IIOSS) Bali Province to realize good governance. Qualitative descriptive research methods with inductive approaches are used. The data was obtained through interviews, the data was then processed using triangulation methods such as data reduction, data presentation then drawn conclusions. Based on the research results, The quantity and quality of output of IIOSS Bali Province met the 2022 Indonesian Public Service Standards, IIOSS Bali Province Using the online system saves time, simplifies the service process and provides more transparency of information flow to public service recipient, IIOSS Bali Province able to adapt well in response to internal and external changes, by developing a website-based digital service called PRESTISE (Electronically Integrated Licensing), IIOSS Bali Province providing training to the employees the use of technology also Community Satisfaction Survey with service recipients selected as respondents showing score of 93,680 (A-level Quality Service). In conclusion, the effectiveness of Public Services at the Bali Provincial Investment and One-Stop Services Office in realizing good governance has been going well and in line with good governance principles.

Keywords: Effectiveness, Good Governance, Public Service

1. Introduction

Public service is defined as one of the strategic issues in Indonesia because it involves basic needs that must be obtained by the community [1]. Public service can be explained as a process of providing services carried out by public service providers to the community without ever discriminating against certain groups, both from ethnicity, religion or race [2]. Indonesia Law Number 25 of 2009 regarding Public Services, explains that public services are activities in the context of fulfilling service needs in accordance with laws and regulations for each citizen and population related to goods, services and administrative services provided by public service providers.

At present, public services carried out by the government in general are often imaged as services that are less responsive, do not listen to suggestions/aspirations of the community and lack information regarding service procedures [3] [4]. explained, the emergence of



demands from the public so that the government can provide excellent service and the increasingly diverse needs of today's society, the government must be able to provide the best possible public services to the community [5].

Indonesian people in general also have hopes that good governance can be realized [6]. The concept of good governance itself arises because of dissatisfaction from the public with the performance of government as the organizer of public affairs, one of which is with the delivery of public services [7]. Services provided to the community can be used as indicators of the successful performance of government authorities. Therefore, the importance of good governance or good governance is getting more serious attention from the government in order to build a better quality of public services. The state apparatus as a service provider to the community is expected to work as effectively as possible [8]. Effective, that is, the state apparatus fulfills its duties according to the strategic plan [9].

The public's hope for the Government is that the government is able to provide public services and carry out government functions optimally so that later good governance can be realized through bureaucratic reform in accordance with the Presidential Regulation of the Republic of Indonesia Number 81 of 2010 regarding the Grand Design of Bureaucratic Reform 2010 – 2025. In its development, improvement efforts from the government are needed to improve the quality of its services, causing in its implementation comprehensive changes that must be made consistently to public service problems so as to increase public trust in the government (Haliah & Nirwana, 2019). The government is obliged to pay attention to the public services provided to its people, because currently the Indonesian people are increasingly critical of the quality of services and demand effective services, especially in the era of technological advances, where the flow of information is very easy to access [10]. In the Governor of Bali Regulation Number 71 of 2022 concerning Position, Organizational Structure, Duties and Functions and Work Procedures of Regional Apparatuses within the Bali Provincial Government, it is explained that the Bali Province Investment and Integrated One Stop Service (IIOSS) acts as a public service provider to the community, especially within the scope of investment and one-stop integrated services. IIOSS Bali Province related to providing direct services to the community will be faced with challenges that continue to develop in accordance with the expectations of the community from the government.

Public reviews of the IIOSS Bali Province service can be seen from Google Reviews as shown in Figure 1.



Figure 1. Google Review of the Bali Province Investment and Integrated One Stop Service

Figure 1. Google Review shows a rating of 4.2 out 5 with 31 reviews, meaning the Bali Province Investment and Integrated One Stop Service has been providing good service to the community. But some users left bad reviews such as by user K.S that dated three years ago. KS's review implied that IIOSS Bali Province Employees were very arrogant, gave a lot of excuses and did not provide solutions when problems occurred. Another bad review left by user RS, dated a year ago. RS's review implied that IIOSS Bali Province Employees customer service was so poor. Based on these phenomena, it is mandatory to conduct further research in IIOSS Bali Province regarding their effectiveness of services and how IIOSS Bali Province implies good governance principles on their public service.

2. Research Method

The research location is located at the Investment and One Stop Service Office of the Province of Bali which is located at Jalan Raya Puputan, Renon, East Denpasar, Bali, Indonesia. The reason for choosing this location is because the Bali Province One Stop Investment and Integrated Service Service provides direct services to the community in the field of investment and one-stop integrated services which are under the authority of the Bali Provincial Government. In this study, the research method used is a qualitative descriptive method with an inductive approach to describe the effectiveness of public services at the Bali Provincial Investment and One-Stop Integrated Services Service in realizing good governance.

The primary data source in this study was obtained through interviews with several respondents, such as 1) Head of the Bali Provincial Investment and One-Stop Services Office, 2) Secretary of the Bali Province Investment and One-Stop Services Office, 3) Head of Management and Library Section at the Organizational Bureau of the Regional Secretariat of the Province of Bali, 4) Intermediate Expert Licensing Arranger at the Bali Province Investment and One Stop Integrated Service Office, 5) Junior Expert Licensing Arranger at the Bali Province One Stop Investment and Integrated Services Service, 6) Junior Expert Policy Analyst at the Bali Province Regional Secretariat Organizational Bureau and Service Recipients at the Investment and Investment Service Office One Stop Service for the Province of Bali.

The secondary data sources in this study are documents related to the implementation of public services at the Bali Provincial Investment and One-Stop Services Office. Data collection techniques used are Observation, Interviews, and Documentation. Data validity checking techniques in this study were carried out by extending observations, increasing persistence, and member checks. The data analysis technique used in this study is triangulation analysis, such as data reduction, data display, and conclusion drawing.

2.1 Literature Review

Effectiveness indicators consist of 5 indicators namely: production, efficiency, satisfaction, adaptation and development [11]. According to Law No. 25 of 2009, public services are activities or a series of activities in the framework of fulfilling service needs in accordance with laws and regulations for every citizen and resident for goods, services, and/or administrative services provided by public service providers. Indicators of success regarding the implementation of good governance can be taken from the principles of good governance. UNDP (United Nations Development Programme) states that there are 4 indicators used in measuring Good Governance, which are as follows: rule of law, transparency, efficiency, accountability [12].

Previous research by Rizky Fitriyansyah et al [13] carried out aims to find out, make a collection of information and then process it to get a description regarding the effectiveness of IIOSS Aceh Province. The research results concluded that the service was not effective where there were many obstacles. Research by Anjani concluded that the process of organizing one-stop integrated services did not meet the effectiveness criteria at IIOSS Manokwari Regency, reflected in the frequent obstacles encountered in its implementation [14]. Research by Widiarti et al. in IIOSS Surakarta City has been implemented by fulfilling the elements of effectiveness which include indicators of service efficiency, service procedures, employee responsiveness, coordination between leaders and subordinates as well as supporting facilities [15].

3. Findings

3.1 Implementation of Public Services at the Bali Provincial Investment and One-Stop Services Office

The Bali Provincial Investment and One-Stop Integrated Service Office has a Core Business, such as assisting the Governor in carrying out Government affairs in the Investment Sector and One-Stop Integrated Services which are the authority of the Regions, as well as carrying out deconcentration tasks given by the Indonesia Central Government. One-Stop

Integrated Services implemented by the Investment Service and One-Stop Integrated Services for the Province of Bali, such as Business Licensing Services, Licensing Services and Non-Licensing Services. In practice, the implementation of Business Licensing Services is carried out through the OSS (Online Single Submission) System. For Licensing Services and Non-Licensing Services outside of the OSS which are the authority of the Governor of Bali, it is carried out through a website-based digital service developed by the Bali Provincial Investment and One-Stop Integrated Service Office called PRESTISE (Electronically Integrated Licensing) which can be accessed through the website: <https://eperizinan.baliprov.go.id/>. In practice, if service recipients experience difficulties in obtaining permits online, they can attend directly to the Bali Provincial Investment and One-Stop Services Office because there are already employees accompanying service recipients offline or face-to-face to make it easier for service recipients to arrange permits. with facilities including waiting chairs, air conditioning, drinking water, reading materials, battery chargers for communication devices/charger booths, queuing machines equipped with monitors, Wifi.

The One-Stop Investment and Integrated Services Service already has Service Standards and Service Notices based on the Head of the Bali Province One-Stop Investment and Integrated Services Service Number 807 of 2022 concerning Service Standards at the Bali Province One-Stop Investment and Integrated Services Service which has 127 Types of Services in accordance with the Regulation of the Minister of Administrative Reform and Bureaucratic Reform Number 15 of 2014 concerning Service Standard Guidelines.

In preparing and changing the Service Standards, a Public Consultation Forum has been carried out which involved elements of the community, namely community service users, experts/practitioners/academics, relevant agencies, civil society organizations and the mass media according to the Regulation of the Minister of Empowerment State Apparatus and Bureaucratic Reform Number 16 of 2017 concerning Guidelines for Organizing Public Consultation Forums within the Public Service Provider Unit Environment. As well as as stipulated in the Regulation of the Minister of Administrative Reform and Bureaucratic Reform Number 14 of 2017 concerning Guidelines for Compiling a Community Satisfaction Survey for Public Service Provider Units, the Investment Service and One Stop Integrated Services of the Province of Bali have carried out a Community Satisfaction Survey with service recipients selected as respondents. Community Satisfaction Index in 2022 scored at 93,680 (A-level Quality Service). Beside the excellent result at Community Satisfaction Index, Bali Province Investment and One-Stop Service Office also recorded some obstacles at implementing the public service such as the ability of employees to use current technology must be further improved

3.2 The Effectiveness of Public Services at the Bali Provincial Investment and One-Stop Services Office in Realizing Good Governance

Measurement of effectiveness, consists of production, efficiency, satisfaction, adaptation and development. Meanwhile UNDP (United Nation Development Programme) states that there are 4 main principles of good governance namely accountability, transparency, openness, and the rule of law, which are shown at Table 1.

Table 1. Measurement of effectiveness and Implementation of Good Governance Principles

Production	Efficiency	Satisfaction	Adaptation	Development
The quantity and quality of output met the 2022 Indonesian Public Service Standards	Using the online system saves time, simplifies the service process and provides more transparency of information flow to public service recipient	Community Satisfaction Survey with service recipients selected as respondents scored at 93,680 (A-level Quality Service).	Able to adapt well in response to internal and external changes, by developing a website-based digital service called PRESTISE (Electronically Integrated Licensing)	Providing training to the employees the use of technology
Rule of Law	Transparency	Accountability	Openness	Accountability
Principles of Good Governance				

Based on table 1 related to production, which reflects organizational capabilities, IIOSS Bali Province has produced output in quantity and quality that has been running well, evidenced by IIOSS Bali Province being able to provide good services both online and offline, online for business licensing services at OSS and licensing services and non-licensing services through PRESTISE also offline also accept the public/service recipients who do not understand the requirements for obtaining permits. In relation to realizing good governance, IIOSS Bali Province shows a bureaucratic reform, with the implementation of online public services, of course, this has been able to provide cheap, fast, transparent, and accountable public services according to the goals to be achieved. IIOSS Bali has been carried out based on the promulgated rules. In addition, to produce the output needed by the environment, in terms of preparation and changes to the 2022 Service Standards, it has gone through a Public Consultation Forum involving elements of the community, this proves IIOSS Bali Province's commitment and transparency regarding policy making and always pays attention to suggestions, criticism from various parties to continuously carry out improvements related to efforts to provide the best service for all people in accordance with the vision that has been set.

Based on table 1 related to efficiency, it has been going well, because it uses an online system, for those who take care of licensing in advance will take precedence in completing it, because using an online system, of course, the community or business actors will be facilitated in terms of time because the licensing process can be accessed from anywhere and unlimited time, if there is internet access and saves costs so the users do not have to attend IIOSS Bali Province and the online system, completes permits in a timely manner and is able to satisfy the community. In relation to realizing good governance with an online system, information, and communication can be exchanged very quickly and easily from anywhere and at any time, this shows the real efforts made by IIOSS Bali Province to improve its public services and to be able improve services to the community in order to create a dynamic bureaucracy as well. With the implementation of online services, it will certainly save time, effort, and costs for service recipients in arranging permits, as a form of effectiveness and efficiency of government administration which is carried out with the aim of producing services that are tailored to the needs of the wider public along with the utilization of available resources.

Based on table 1 relating to satisfaction, the criteria for satisfaction from employees/service implementers have been well implemented and satisfaction from the community as recipients of services at the agency can be supported by the results of the implementation of the Community Satisfaction Survey in 2022 of 93,680. This figure fulfills State Apparatus Utilization and Bureaucratic Reform Number 14 of 2017 concerning Guidelines for Compiling Public Satisfaction Surveys for Public Service Delivery Units included in A-level of Service Quality or "Very Good". Its relation to realizing good governance by paying attention to

the satisfaction of the community as service recipients is a form of evaluation of the Service, which can measure the level of public satisfaction. so that if a good Community Satisfaction Index has been obtained, it can show that the service has met the expectations of the community, and can encourage an increase in the quality of its services in creating good governance.

Based on table 1 related to adaptation, IIOSS Bali Province feels the need for changes in its environment, including in its organization. IIOSS Bali Province is also adapting to respond to changes well, as seen from the innovation of the Office which can provide online services developing a website-based digital service called PRESTISE which has been developed since 2020 to carry out Licensing and Non-Licensing Services outside of OSS which is under the authority of the Governor of Bali, to be able to provide services online and make it easier for service recipients. Its relation to realizing good governance, namely currently in the era of globalization where to make developments in the mechanism of local government management with effectiveness, efficiency, transparency, accountability, and free from fraud, IIOSS Bali takes advantage of technological developments in the digital era by developing a website-based digital service, namely PRESTISE so that it can make improvements to its public services quickly offer certainty and low costs for the realization of good governance.

Based on table 1, development at IIOSS Bali Province has been carried out in a good category, it can be seen that IIOSS has facilitated education as well as training for its employees which of course has the goal of increasing the quality of its public services to service recipients. About realizing good governance in the current era of globalization where the flow of technological developments takes place quickly so that human resources are needed who can quickly develop their abilities to respond to changing times, IIOSS Bali Province is improving regarding employee capacity building by providing education and training to its employees according to with applicable regulations, by always providing training transparently and responsibly, where employees who are provided with education and training are employees with appropriate duties and functions and are carried out fairly about laws and regulations

Based on the research results, the effectiveness of Public Services at the Bali Provincial Investment and One-Stop Services Office in realizing good governance has been going well and in line with good governance principles. Rule of law means that a framework or rules that are owned must be obeyed and fair so that in public service to the community every public servant is required to comply with applicable guidelines or regulations, this is implemented by effectiveness at following mandatory quantity and quality of output that are regulated at 2022 Indonesian Public Service Standards by providing. Transparency is a principle where there is openness so as to enable the free flow of information for citizens. The existence of transparency is a space for the public to criticize policies or regulations made by the government. Transparency provided by using the online system saves time, simplifies the service process and provides more information flow to public service recipients. Accountability is a form of government commitment to the community or the public. IIOSS Bali Province accountability is reflected at an almost perfect score at the Community Satisfaction Survey, scoring 93,680 (A-level Quality Service). The employees of IIOSS Bali Province also show commitment on improving their quality of service with completing in-job training provided by IIOSS Bali Province. Openness is accepting changes from all directions and adapting. IIOSS Bali Province is able to adapt well in response to internal and external changes, by developing a website-based digital service called PRESTISE (Electronically Integrated Licensing). PRETISE web also gives more access to service recipients regarding the public service provided by IIOSS Bali Province.

4. Conclusion

The implementation of IIOSS Bali Province public services is already in the good category, according to the mandatory and recommended provisions in providing services to the public. In the reality of implementing public services to achieve good governance, there are obstacles such as the ability of employees to use ICT to be further improved. The implementation of IIOSS Bali Province public services can be said to have been effective in realizing good governance, this is reflected in its implementation which can meet all criteria for

effectiveness in realizing good governance. IIOSS Bali Province should develop the ability of employees to respond to changes in services that are currently taking place online such as conducting training so that they can continue to increase the knowledge and abilities of employees, especially in the field of technology. IIOSS Bali Province to be able to continue to innovate in providing quality services to service recipients.

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