

# Analysis of the Implementation of Good Governance Principles in Public Services in Pantai Lango Village, Penajam District, Penajam Paser Utara Regency

Andi Nour Alamsah<sup>1</sup>, Abdul Samad<sup>1</sup>, Nurmadhani Fitri Suyuthi<sup>1</sup>

<sup>1</sup>Master of Management Program, Fajar University, Indonesia

**Abstract.** *This study aims to analyze the extent to which the principles of good governance are implemented at Kelurahan Pantai Lango in the context of public service. Additionally, it seeks to assess how the application of these principles impacts public services in Kelurahan Pantai Lango. The research employs a qualitative approach. Data were collected through in-depth interviews with various informants, including local officials and community members, to gather qualitative insights into the practices and impacts of good governance in Kelurahan Pantai Lango. The collected data were then analyzed using interactive model analysis techniques. The findings reveal that Kelurahan Pantai Lango has successfully implemented the principles of good governance in public service. These principles participation, transparency, justice, accountability, and efficiency have been applied in various ways aimed at improving public service. The impact of applying these principles on public service in Kelurahan Pantai Lango is positive. Community members reported improvements in information access, participation in decision-making, and service speed.*

**Keywords:** *Good Governance, Principles, Pantai Lango Village*

Received: November 2, 2023

Received in Revised: November 21, 2023

Accepted: December, 26 2023

## INTRODUCTION

Good governance, often referred to as "Good Governance," is a cornerstone of effective public administration, especially in improving the quality of public services. This concept emphasizes principles such as transparency, accountability, participation, and orientation toward positive community outcomes. These principles are critical for ensuring that governance systems are responsive, efficient, and fair (Sihotang, 2023). In Indonesia, where governance structures span from national to local levels, the implementation of good governance is crucial, particularly at the village level, where public services directly impact citizens' daily lives (Putra et al., 2019; Wardiyanto et al., 2016). However, while the importance of these principles is widely acknowledged, their actual implementation, especially in rural and less-developed regions like Pantai Lango Village, Penajam District, Penajam Paser Utara Regency, remains inconsistent and faces significant obstacles (Riswati, 2021).

Pantai Lango Village is not just an ordinary village it holds strategic importance due to its proximity to Indonesia's future capital city, Nusantara. This geographical significance brings a heightened expectation for governance excellence as the village will increasingly become a gateway to national and regional development. Nevertheless, the governance system in Pantai Lango Village has not fully realized the potential benefits of good governance principles. Instead, residents have raised concerns over several governance failures, particularly in terms of

transparency, participation, and the delivery of public services, which are the bedrock of good governance (Dirwan, 2018; Majid, 2021).

One of the major governance challenges in Pantai Lango Village is transparency, a key principle of good governance that ensures government actions, decisions, and policies are open and accessible to the public. However, in practice, the village government has struggled to maintain transparency, particularly in crucial areas such as social assistance distribution (Amane, 2023). Community members have reported that social assistance is often misallocated, with aid being provided to individuals who are economically stable rather than to those who truly need it. Furthermore, the criteria for selecting aid recipients remain unclear, and there is limited communication from the government about how these decisions are made. This lack of transparency has fueled frustration and a sense of injustice among residents, undermining trust in local authorities (Prasetyo et al., 2024; Fatoni et al., 2024).

Another major issue is the limited participation of the community in governance processes (Szulecki & Overland, 2020). While good governance emphasizes active community involvement in decision-making, residents of Pantai Lango Village have felt marginalized, particularly in areas that directly affect their welfare, such as the distribution of social aid. The exclusion of key local figures, such as the Neighborhood Association heads, from the data collection process further exacerbates this issue. Without meaningful engagement from the community, public policies and programs are often disconnected from the actual needs of the people, leading to policies that fail to address local realities (Mulyawan, 2024; Diatmika & Rahayu, 2022). The absence of participatory mechanisms in decision-making leaves residents feeling powerless and excluded from governance processes that are meant to serve them (Zaimi, 2023; Ragolane & Malatji, 2024).

The delivery of public services in Pantai Lango Village also faces inefficiencies, further complicating the implementation of good governance. Residents have reported delays in the provision of basic services, coupled with a lack of accountability among village officials (Masiya et al., 2021). One notable issue is the discipline of village employees, particularly concerning office hours. Public complaints about government employees not adhering to standard working hours reflect a deeper lack of accountability. Without robust accountability mechanisms, there is little incentive for village officials to improve service delivery, which has led to widespread dissatisfaction among the community. This has culminated in public demands for a change in leadership, signaling a critical breakdown in the trust between the government and its constituents (Kissiedu et al., 2024).

These issues transparency, participation, and service delivery illustrate the broader governance failures that are affecting the daily lives of residents in Pantai Lango Village. While the principles of good governance are widely accepted in theory, their practical application remains a challenge, particularly in rural areas where resources and capacities are often limited. The situation in Pantai Lango Village mirrors findings from other regions in Indonesia, where the implementation of good governance principles has been suboptimal. For instance, research by Tarandung et al. (2022) found that the principles of good governance in Sario District, Manado City, were not effectively applied, particularly in enhancing the quality of public services. Similarly, Habibi et al. (2022) reported that the principles of transparency and effectiveness in public service delivery were still inadequately implemented in other local government units. Cahyadi & Soenarjanto (2018) observed that while governance in Sukolilo District, Surabaya, was rated as fairly good, significant gaps remained in the application of good governance principles, particularly in public service sectors like E-KTP issuance (Pangestu, 2022).

Given these challenges, it becomes increasingly evident that the implementation of good governance principles in Pantai Lango Village requires urgent attention. The lack of transparency, inadequate public participation, and inefficient service delivery have had tangible negative impacts on the quality of life for village residents. Therefore, this study seeks to delve deeper into these governance issues by examining the current state of public service delivery in Pantai Lango

Village through the lens of good governance principles. By focusing on the localized challenges of governance, this research aims to provide strategic recommendations that can help improve public services and restore public trust in local authorities (Saputra & Setiadi, 2024; Al Hazmi et al., 2024). In doing so, this study hopes to contribute to the broader discourse on governance in Indonesia by highlighting how good governance principles can be applied effectively, even in rural settings like Pantai Lango Village. The findings of this research will not only provide insights into the specific governance challenges faced by this village but will also offer practical solutions that can be adopted by other local governments across Indonesia. This research aims to bridge the gap between governance theory and practice, ensuring that public service delivery at the village level is not only efficient but also accountable, participatory, and transparent.

## **METHODS**

This study uses a qualitative approach. In the context of research on "Analysis of the principles of good governance in community services in Pantai Lango Village, Penajam District, Penajam Paser Utara Regency", the management of the role of researchers is very crucial. As the main instrument, researchers act as data collectors, analysts, and interpreters of the information collected. Therefore, researchers must have in-depth skills and knowledge about the principles of good governance and the context of Pantai Lango Village. In addition to researchers, supporting tools such as interview guidelines, or observation techniques are used to collect additional or supporting data. However, researchers remain the center of the research process. In the context of this study, researchers become full participants. Where researchers are directly involved in activities and interactions in Pantai Lango Village, deeply understanding its social, cultural, and administrative dynamics. The presence of researchers and their research objectives must be conveyed transparently. Such as revealing the identity and purpose of the research so that it can build trust, minimize distrust, and ensure that the data collected is accurate and relevant. The research was conducted at the Pantai Lango Village Office. Pantai Lango Village is one of the villages in Penajam District, Penajam Paser Utara Regency, East Kalimantan Province, Indonesia. The research data collected came from primary and secondary sources. Primary sources were obtained through in-depth interviews and direct observation. While secondary sources were obtained through documentation studies, both formal documents and other documents that support the research data.

## **RESULTS AND DISCUSSION**

### **Implementation principles *good governance* in Pantai Lango Subdistrict**

Based on results research, Pantai Lango Subdistrict has make an effort For apply principles *good governance*. Research results the outlined as following:

#### ***Participation***

Related with participation community, Lango Beach sub-district has carry out activities that encourage public For participate in the process of taking decisions / policies, as explained by the Secretary Ward following:

*"Village efforts For push participation active from society, as We know together that ward every year do Musrenbang, which is carried out every beginning year. This is used For compile Plan Work Regional Government (RKPD) which is mandate from Constitution system planning national , where development planning meeting as one of the aspect planning participatory bottom- up nature in the musrenbang forum the all stakeholders or stakeholders interest involved so that all suggestions are obtained truly netting needs, repairs For community (Interview results) with Secretary Lango Beach Village , 2024)."*

More carry on delivered that ward always open room For listen aspiration society, as explained by the Secretary The following Pantai Lango sub-districts:

*"In integrating feedback from the community, the village always opens up space to listen to community aspirations. Of course, it is worth being grateful that the residents of Pantai*

*Lango are very aware of their needs for infrastructure, human resources and health, so far it must be easy to conduct a community needs assessment. This is considered to be very helpful for the village in absorbing all aspirations from the community and making it a guideline in formulating policies that will be formulated by the village (Results of an interview with the Secretary of Pantai Lango Village, 2024)."*

From the results of the study above, it can be said that Pantai Lango Village has placed community participation as the main pillar in the decision-making process and policy formulation. At the beginning of each year, the village holds a Development Planning Deliberation (Musrenbang) which is the main forum to involve various stakeholders. This process is designed to ensure that the Regional Government Work Plan (RKPD) produced truly reflects the needs and aspirations of the community. Musrenbang, which is mandated by the National Planning System Law, underlines the importance of a bottom-up approach in development planning, which encourages active citizen participation.

Furthermore, Pantai Lango Urban Village always opens up space to listen to and integrate feedback from the community. The Secretary of Pantai Lango Urban Village explained that the residents of the urban village are very aware of their needs, both in terms of infrastructure, human resource development, and health. This awareness makes it easier for the urban village to collect aspirations that are truly relevant and important to the community. This mechanism not only improves the quality of planning and policies, but also strengthens the sense of ownership and community involvement in the development process in Pantai Lango Urban Village.

Active community participation in Musrenbang also brings other benefits, namely transparency and accountability. By involving various stakeholders in the planning process, the village can ensure that every decision and policy taken is based on the real needs of the community, not just assumptions or the interests of a handful of parties. This creates a more transparent working environment, where the community can see and understand how decisions are made and how community aspirations are accommodated in the planning and implementation of development programs. In addition to Musrenbang, Pantai Lango Village also implements various forums and communication channels to ensure that community aspirations can be heard. For example, regular meetings with community groups, satisfaction surveys, and public dialogues. All of this is expected to create effective two-way communication between the government and residents. In this way, the village can be more responsive to changes in needs and conditions in the field, as well as increase the effectiveness and efficiency of implementing development programs. Pantai Lango Village has shown that by prioritizing the principles of good governance, especially community participation, inclusive and sustainable development can be realized because the community feels heard and feels responsible for the programs that have been agreed upon together.

### ***Certainty law***

Related with certainty law, Pantai Lango Subdistrict has ensure that all policies and actions taken in accordance with applicable law. As explained by the secretary Pantai Lango sub-district as follows :

*"For ensure matter That all something must based on guidelines the law that has been there is, all try guided by in a way good. Every whatever policies that will taken confirmed do checking How mechanism in the regulations so as not to mall planning occurs or problem in taking policy. "already There is order and always coordinate to Local Government in matter This is the Legal and Organizational Administration Section" (Interview) with Secretary Lango Beach Village, 2024)."*

Secretary Pantai Lango sub-district also explained that Ward has compile clear procedures in creation and implementation policy, as delivered as following:

*"Related matter this (Certainty law) party ward has compile Standard Operational Procedure (SOP-AP). This is very important For clarity in the form of a job desk or the duties*

*and functions of each section (what and who does it) what) so that No happen ambiguity and overlap work so that Later will Sync For fulfil all need development in Pantai Lango Subdistrict (Interview) with Secretary Lango Beach Village, 2024)."*

From the results the research above, can known that Pantai Lango Subdistrict has committed For apply principles *good* governance, including aspects certainty law. Pantai Lango Village always strives to ensure that all policies and actions taken are in accordance with applicable regulations. The Secretary of Pantai Lango Village emphasized that every decision must be based on existing legal guidelines. The process of checking the regulatory mechanism is carried out carefully to avoid errors in planning or policy making. The Village also always coordinates with the Regional Government, especially the Legal and Organizational Administration Section, to ensure compliance with applicable regulations.

Furthermore, Pantai Lango Village has prepared a clear Standard Operating Procedure (SOP) in the creation and implementation of policies. This SOP is important to provide clarity regarding the duties and responsibilities of each section in the village. With the SOP, there is no ambiguity or overlapping of work, so that the implementation of tasks becomes more effective and efficient. This also helps in meeting the development needs in Pantai Lango Village in a synchronous and structured manner. In addition, Pantai Lango Village also strengthens legal certainty by always evaluating and updating SOPs periodically. This evaluation ensures that SOPs remain relevant and in accordance with regulatory developments and community needs. This process involves various related parties to obtain input and ensure that any changes made have gone through in-depth studies. Thus, the village can continue to improve the quality of service and compliance with the law.

Pantai Lango Village also prioritizes transparency in every decision-making process. Every policy taken is always informed to the public through various communication channels. This transparency not only increases public trust in the village government, but also encourages active participation of residents in the development process. By knowing the procedures and legal basis used, the public can understand and support the policies taken by the village. Thus, Pantai Lango Village has clearly implemented the principles of *good governance* through strong legal certainty. By ensuring that every policy and action is in accordance with applicable regulations, preparing clear SOPs, conducting periodic evaluations, and prioritizing transparency, this village has demonstrated a high commitment to improving the quality of service to the community. This effort not only provides legal certainty, but also increases public trust and participation.

### **Transparency**

Regarding transparency, Pantai Lango Urban Village has provided information to the public regarding the budget, policies and ongoing programs. As explained by the Head of Governance Section of Pantai Lango Urban Village below:

*"For transparency to the community, the sub-district uses social media, in this case, a WA group is created between Neighborhood Associations. So every urgent information or policy is entered or distributed through the WA group or other social media to hold a consolidation in order to align perceptions for government program activities, both those that are currently running and those that will run. The only obstacle is the level of public understanding, because usually when information is conveyed to the RT Head level, the RT head also has difficulty understanding the intent and purpose of the program being conveyed. In response to this problem, the sub-district also always goes directly to the community to provide strict assistance so that all information is conveyed to the community (Interview with the Head of the Governance Section of Pantai Lango Village, 2024)"*

However, the Head of Governance Section of Pantai Lango Village added that the Village does not yet have a mechanism to ensure openness of information to the public. As the following interview results:

*"In terms of mechanisms or SOPs, in this case there is no clear mechanism, only in its implementation because it is advantaged by the population density level, making it easier for the sub-district to carry out a direct approach to convey information to the community (Interview with the Head of the Governance Section of Pantai Lango Sub-district, 2024)."*

The results of the study show that Pantai Lango Village has made great efforts to implement the principles of good governance, especially in the aspect of transparency. One of the steps taken is to provide information on policies, programs, and budgets to the public. The Head of the Governance Section of Pantai Lango Village explained that the village uses social media, especially WhatsApp groups between Neighborhood Associations (RT), to disseminate urgent information. This social media is used to consolidate information so that the public understands government programs that are currently and will be running. However, the obstacle that is often faced is the level of public understanding of the information provided.

To overcome these understanding obstacles, Pantai Lango Urban Village does not only rely on social media, but also takes a direct approach to the community. The urban village goes directly to the field to provide assistance and explanations regarding the information conveyed. This approach is important so that the information not only reaches, but is also well understood by the community. This step shows the urban village's commitment to ensuring that every resident receives accurate and clear information, and is able to understand the intent and purpose of existing programs. However, the Head of Governance Section of Pantai Lango Village admitted that the village does not yet have a clear mechanism or Standard Operating Procedure (SOP) to ensure transparency of information. Currently, the implementation of transparency is more often carried out on an ad-hoc basis and relies on population density which facilitates the dissemination of information. The absence of a clear SOP is a challenge in itself in ensuring that transparency is carried out consistently and systematically at all levels.

Pantai Lango Urban Village's efforts in implementing transparency show that despite limitations in terms of formal mechanisms, the urban village is still trying hard to ensure that information reaches the community. Direct approaches and the use of social media are positive steps that help in the dissemination of information. However, to increase effectiveness and consistency, it is necessary to prepare clear and structured SOPs. With SOPs, the urban village can ensure that every step taken in terms of transparency is in accordance with established standards, thereby increasing public trust in the urban village government.

Overall, Pantai Lango Village has shown a commitment towards better implementation of transparency principles, although there are still challenges in terms of formal mechanisms. Direct approaches and the use of social media have helped in disseminating information to the community. To further improve transparency, the village needs to prepare and implement clear SOPs so that transparency can be carried out consistently and systematically. This will not only improve the quality of communication between the village government and the community, but also strengthen community trust in the government's efforts in implementing its programs.

### ***Not quite enough answer***

Related with not quite enough answer, Pantai Lango Subdistrict has carry it out with distribution not quite enough answer. As explained by the Head of the Governance Section The following Pantai Lango sub-districts:

*"For taking decision in the sub-district naturally through meeting in accordance with in matter decision What will taken, is it need involving public or Enough party ward only. For distribution not quite enough answer, so not quite enough answer That adapt based on task the main and functions carried out and usually if Already delivered from level leader For we will implement it immediately follow up so that the policy you want to implement delivered by the leader That Can realized in the field (Interview) with Head of Governance Section Lango Beach Village, 2024)."*

Pantai Lango Subdistrict has also own system evaluation performance For ensure everyone is responsible answer on his duties. As explained by the Head of the Governance Section The following Pantai Lango sub-districts:

*“Evaluation performance special for ASN based on the system that already exists there is, evaluation done through e- application performance is typical done reporting every month. Activities anything that is done that is related with duties and functions always take documentation and will made report Then uploaded to e- application performance already is orderly, structured system For reported in accordance Target Work Employees (SKP). While for non ASN staff or Daily Loose Power (THL) is used evaluation based on presence via finger/ digital attendance, this is what is used reference or the most important ingredient in see level discipline of Casual Daily Workers (THL) in Lango Beach sub-district. Besides that in implementation administration always accompanied head sexy so that so far This Still considered walk with good (Interview with Head of Governance Section Lango Beach Village, 2024).”*

Research result give information that Pantai Lango Subdistrict has make an effort in apply principles of good governance, such as in the aspect not quite enough answer. Division not quite enough answer in the village This done based on task the main and function (tupoksi) of each employee. Head of the Governance Section explain that every taking decision done through meeting, with consideration whether decision the need participation public or Enough completed by the party sub-district. After decision taken, responsible answer implementation policy quick distributed to the employees in accordance with duties and functions of the apparatus in the sub-district, and ensure policy the can realized with effective in the field. Pantai Lango Village's efforts in implementing the principle of responsibility demonstrate a strong commitment to ensuring that every policy and program can be implemented properly. A clear division of tasks and a structured performance evaluation system allow each employee to work optimally and be responsible for the tasks assigned. In addition, this approach also creates a transparent and accountable work environment, where each individual can understand their role and responsibility in supporting the village's vision and mission.

Overall, Pantai Lango Village has shown significant progress in implementing the principles of *good governance*, especially in terms of responsibility. With a clear division of tasks, a structured performance evaluation system, and effective mentoring, the village can ensure that every policy and program designed can be implemented well and provide real benefits to the community. This effort not only increases the effectiveness and efficiency of work, but also strengthens public trust in the village government.

### ***Deal oriented***

Related to being agreement-oriented, Pantai Lango Village has implemented it by involving the community in decision-making and the existence of a public consultation mechanism. The Head of the Governance Section of Pantai Lango Village explained that:

*“When there is a decision or in the case of urgent decision-making and it requires direct involvement from the community, the village will invite a coordination meeting. So far, the village has always involved the village forum (RT Forum, LPM, Karang Taruna, Traditional Institutions, Religious Leaders and Youth Leaders) in the village. During the coordination meeting, the village also asks for suggestions and input (public consultation) to be used as material in decision-making so that the community feels that they are also responsible for the decisions taken and this is a mechanism of the Public Consultation itself (Interview with the Head of the Governance Section of Pantai Lango Village, 2024).”*

Although it has involved the community, sometimes the programs implemented are somewhat forced so that they do not match the needs of the community. As conveyed by the Head of the Governance Section of Pantai Lango Village:

*"Here the constraints of the program are related to budget issues, everywhere all government policies are constrained by the budget. In this case, when the program to be implemented, even though it is in accordance with the implementation of the community, it is somewhat difficult. Regarding policy issues, there are too many policies, both from the district and sub-district levels, which are directly directed to the sub-district for implementation and this is sometimes somewhat forced so that it does not match the needs of the community (Interview with the Head of the Governance Section of Pantai Lango Village, 2024)."*

The results of the study above provide evidence that Pantai Lango Village has made maximum efforts to implement the principles of *good governance*, especially in the aspect of being consensus-oriented. To achieve this, the village involves the community in decision-making and holds a public consultation mechanism. The Head of the Governance Section of Pantai Lango Village explained that in every decision-making that is urgent and requires community involvement, the village will invite and hold a coordination meeting. Village forums such as the RT Forum, LPM, Karang Taruna, Traditional Institutions, Religious Leaders, and Youth Leaders are involved in the meeting. This public consultation allows the community to provide suggestions and input that are used as considerations in decision-making, so that the community feels responsible for the decisions taken.

Overall, the efforts of Pantai Lango Urban Village in implementing the principles of *good governance* in the aspect of agreement orientation have shown positive results although there are still challenges to be faced. By involving the community in decision-making and holding public consultations, the urban village seeks to ensure that the policies taken are in line with the needs of the community. However, to achieve more optimal results, better coordination with higher levels of government and more transparent budget management are needed.

### **Justice**

Related with justice, Pantai Lango Subdistrict has make an effort For ensure that services and policies provided nature fair and equitable throughout the sub-district area. As delivered by the Head of the Community Empowerment and Social Welfare Section of Pantai Lango Village as follows:

*"To be fair and equitable, we consider it to be fair and equitable enough, because in every policy taken by the sub-district, the community forum is always involved, in this case the RT head, LPM head, Community Leaders and Religious Leaders and others. It's just that specifically for the PMKESSOS dissection regarding the problem of receiving assistance, there are still obstacles due to the limited quota of assistance which is the main problem. So it has not been able to fully reach the right target residents, there are still those who should have been replaced or are no longer eligible to receive assistance but have not been replaced due to system problems. This is what sometimes becomes a problem in the community so that the community considers the policies implemented by the sub-district to be unfair and equitable (Interview with the Head of the Community Empowerment and Social Welfare Section of Pantai Lango Sub-district, 2024)."*

If there is an action that is considered unfair by the community, then Pantai Lango Village will resolve it by re-verifying the data. As conveyed by the Head of Community Empowerment and Social Welfare Section of Pantai Lango Village:

*"Special efforts made by the sub-district so that everyone gets equality, the sub-district must adjust the data from the RT and what the sub-district agrees to be reviewed and evaluated so that it is true that residents who are entitled or need to receive assistance (Interview with the Head of the Community Empowerment and Social Welfare Section of Pantai Lango Sub-district, 2024)."*

From the research results, it can be obtained information that Pantai Lango Village has demonstrated commitment in implementing the principles of *good governance*, especially in the

aspect of justice. Pantai Lango Village has made efforts to ensure that the services and policies provided are fair and equitable throughout its territory. The Head of the Community Empowerment and Social Welfare Section emphasized that every policy involves community forums, including RT heads, LPM heads, community leaders, and religious leaders. Through this mechanism, the village strives to ensure that every decision taken reflects the needs and aspirations of all levels of society, so that the services provided can be fair and equitable.

However, in practice, the implementation of this principle of justice still faces obstacles, especially related to the distribution of social assistance. The Head of the Community Empowerment and Social Welfare Section said that the main problem lies in the limited quota of assistance, so that not all residents in need can be served properly. In addition, the existing system is not yet fully effective in replacing recipients of assistance who are no longer eligible, which causes dissatisfaction in the community. This condition often triggers the assumption that the policies taken by the sub-district are not fair and equitable.

### ***Effective and efficient***

Related to effectiveness and efficiency, Pantai Lango Urban Village has a measure in assessing the effectiveness and efficiency of services provided to the community. In the context of social assistance, for example, a program is considered effective if assistance can be distributed according to those who really need it.

Head of Community Empowerment and Social Welfare Section of Pantai Lango Urban Village added that the urban village has concrete steps to increase effectiveness and efficiency. As in the following interview:

*"Steps taken to improve effectiveness and efficiency, by holding meetings, reviews to ensure feasibility and following up by collecting data and getting approval from the Village Head that it has indeed been approved by the village forum and making a letter to the relevant Agency (Interview with the Head of the Community Empowerment and Social Welfare Section of Pantai Lango Village, 2024)."*

From the results of the study above, it can be said that Pantai Lango Village has committed to implementing the principles of good governance in terms of effectiveness and efficiency. In the context of social assistance, effectiveness is measured by the extent to which assistance can be distributed to people who really need it. The Head of the Community Empowerment and Social Welfare Section stated that effectiveness is achieved if assistance is right on target. While efficiency is measured by how much energy and time is used in the process of distributing assistance. For example, announcing assistance through social media to speed up the process of data collection and distribution of assistance. This shows that the village has set time standards to ensure effective and efficient services.

### ***Accountability***

Related with accountability, Pantai Lango Subdistrict has make an effort ensure that every policy can accountable.

Head of Land and Natural Resources Management Section of Pantai Lango Village added that the Village has a mechanism to evaluate and correct errors or failures. As in the following interview:

*"The mechanism is there, one of which is through a coordination meeting. Sometimes after there is turmoil, coordination is carried out with the leadership to get answers or actions from a problem. So that it is also obtained what steps must be taken to correct mistakes or failures and sometimes the government must put aside egos with decisions or policies taken previously to be canceled if they are indeed not appropriate and adjust to the conditions of the community (Interview with the Head of the Land and Natural Resource Management Section of Pantai Lango Village, 2024)."*

Based on the interview above, it can be said that Pantai Lango Village has attempted to implement the principles of *good governance* by emphasizing the aspect of accountability. In this

case, accountability means ensuring that every policy and action can be accounted for to the community. The Head of the Land and Natural Resource Management Section explained that the implementation of accountability in the village is indeed complicated because the village functions as an extension of the government at the upper level. The policies implemented must be in accordance with existing regulations, but must also pay attention to local characteristics and unique community needs. Therefore, it is important to always communicate intensively with the community to ensure that the policies taken are truly effective and acceptable to the community.

### **Strategic vision**

Related with vision Strategically located, Pantai Lango Subdistrict has vision and plan strategic For term long , even though still following the strategic plan of the government at a higher level, in this case the district and sub-district governments.

The vision and strategic plan are the main foundation for the Village in determining policies and programs. As explained by the Head of Land and Natural Resource Management Section of Pantai Lango Village below:

*"Regarding the extent to which policies and actions are in accordance with the vision, so we are basically in accordance with the regulations from the sub-district level. The sub-district ensures to follow what is in the sub-district, at least the sub-district vision is followed. If later there are additions from the sub-district, it means it becomes internal to the sub-district (Interview with the Head of the Land and Natural Resource Management Section of Pantai Lango Sub-district, 2024)."*

From the results of the study above, it can be said that Pantai Lango Village is trying to apply the principles of *good governance* with a focus on strategic vision. Although currently the village is still following the vision and strategic plan of the government at a higher level, such as the district and sub-district, Pantai Lango Village has also begun to prepare a more specific long-term vision and strategic plan for the Pantai Lango Village area. According to the Head of the Land and Natural Resource Management Section, Pantai Lango Village has a vision to become a gateway to the National Capital City, which includes sustainable development plans such as land acquisition for the construction of a village office. This shows the village's commitment to planning a better future for its people.

### **Impact Implementation Principle *Good Governance* To Service Community In Lango Beach Village**

Implementation principles *good governance* in Pantai Lango Subdistrict brings real impact to service society. Impact the can seen from various aspect services in the sub-district, such as transparency, participation, accountability, fairness, and effectiveness. The following is description about impact implementation *good governance* based on interview with public as the informant:

#### **Aspect Transparency**

The implementation of transparency using social media such as WhatsApp has helped the community get information quickly and on time. This makes the community more involved and aware of developments in the Pantai Lango sub-district. This was conveyed by the informant who stated that:

*"Since the sub-district has used WhatsApp groups to announce information, I feel more knowledgeable about existing programs. In the past, I often felt left out of information because there were no clear announcements. Now, all important information can be obtained directly through the WA group." (Results of interviews with the Pantai Lango Sub-district Community, 2024)."*

From the interview results above, it can be obtained information that the implementation of transparency using social media such as WhatsApp in Pantai Lango Village has had a significant impact in increasing access to information for the community. With the WhatsApp group as the

main information channel, the community can now easily receive announcements regarding programs and policies implemented in the village. As conveyed by one of the informants, social media has become an effective tool to ensure that every member of the community receives important information directly and on time. This reduces the risk of missing information which previously often occurred when announcements were only made manually or through less efficient media.

The use of WhatsApp groups also facilitates two-way communication between the village government and the community. The community not only receives information but also has the opportunity to provide feedback or ask questions directly about things that are not yet understood. This increases interaction between the village government and residents, creating a more open and responsive dialogue. Information conveyed through social media includes not only new programs, but also policy changes, activity schedules, social assistance and other urgent information, all of which can be accessed by the community in real time.

### ***Aspect Participation***

Aspect participation public in context government at the level ward involving or involvement active inhabitant in the process of planning, implementing, and evaluating government programs. Participation This important For ensure that policies taken by the parties ward reflect needs and aspirations public local. Through mechanism like deliberation plan development (Musrenbang) or citizen forums, community can give input, convey complaints, and contribute in taking decision. Participation This No only increase transparency and accountability, but also strengthen the sense of ownership and responsibility answer inhabitant to results development in their region, so create more government inclusive and responsive. As conveyed by the community informant following:

"The Musrenbang was held every beginning very good year Because all proposal from inhabitant Can delivered directly. This makes us feel involved in taking decision. Although No all proposal Can accepted, at least we feel heard." *(Results of interviews with the Pantai Lango Village Community, 2024).*"

Community participation in the planning process through the Development Planning Deliberation (Musrenbang) plays an important role in providing opportunities for residents to contribute to policy decision-making. By involving the community directly, there is a feeling that they have a voice and can influence the policies taken. This not only increases the sense of ownership, but also the responsibility of the community for the decisions made. This participation creates a stronger bond between the government and the community, where the community feels more appreciated and recognized for its role in development.

### ***Aspect Accountability***

Aspect accountability in context government at the level ward related with obligation apparatus ward For in a way transparent report and be accountable every decisions, policies, and usage budget to public local. Accountability ensure that the process of taking decision in the sub-district done with integrity and openness, so that interest inhabitant represented with good. With existence accountability, apparatus ward expected can avoid abuse authority and ensure that all actions taken in accordance with regulations and requirements society. This also encourages trust and participation active from inhabitant in the process of governance at the level sub-district, so that created more government responsive and responsible answer. As conveyed by the community informant following:

"I have submit complaint related help social that is not evenly as well as No appropriate target. The village responded quickly and held a meeting to discuss it. I saw that there were real actions to evaluate and correct mistakes." *(Results of interviews with the Pantai Lango Village Community, 2024).*"

From the interview above, it can be obtained information that community participation in the Development Planning Deliberation (Musrenbang) in Pantai Lango Village has a significant positive impact on running the government and the policy and program planning process. By holding Musrenbang at the beginning of each year, residents are given the opportunity to convey community proposals and aspirations directly to the village. This process ensures that the voice of the community is heard and considered. Information from the community, as conveyed by the informant, confirms that this forum provides space for the community to be actively involved in monitoring and determining decisions that are relevant to local needs.

Community involvement in the village forum not only increases the sense of ownership of the policies taken but also builds trust between the village and residents. The community feels heard and involved in the decision-making process, the community becomes more supportive and committed to the implementation of the agreed policies. This is reflected in the community's willingness to participate more actively in monitoring the implementation of the program and feeling satisfied with the results that have been achieved. Although not all proposals can be accepted, this process still provides a sense of inclusivity and recognition of community contributions.

### ***Aspect Justice***

Efforts to review and update recipient data help show commitment ward to principle justice. This is important to ensure that social assistance is given to people who really need it. As conveyed by the following informant:

"There are still obstacles in the distribution of social assistance, but I see that there are efforts from the sub-district to improve recipient data. They periodically review recipient data so that assistance is right on target." (*Results of interviews with the Pantai Lango Sub-district Community, 2024*).

From the interview above, it can be obtained information that the efforts of Pantai Lango Village in reviewing and updating data on social assistance recipients reflect a commitment to the principles of justice and transparency. By conducting regular data reviews, the village tries to ensure that social assistance actually reaches the people in need. This is an important step to avoid injustice in the distribution of assistance and ensure that limited resources are used effectively. This commitment shows that the village not only follows administrative procedures but also tries to fulfill the principles of social justice in public services.

### ***Aspect Effectiveness and Efficiency***

Steps concrete For increase effectiveness and efficiency, such as use of social media For announcements and data collection, have been make service more fast and precise target. This shows that ward capable save time and resources Power in the service process. As conveyed by the community informant following:

"In terms of social assistance, the sub-district is quick to follow up on aid announcements. After being announced on social media, data is immediately collected and processed quickly. I see an increase in the speed of service." (*Results of interviews with the Pantai Lango Sub-district Community, 2024*).

From the interview results above, it can be seen that the concrete steps taken by Pantai Lango Village to improve the effectiveness and efficiency of services, such as the use of social media for announcements and data collection, have had a significant positive impact. The use of social media, such as WhatsApp, to announce social assistance allows information to reach the community quickly and on time. This makes it easier for residents to get information about available assistance and ensures that the community can immediately take the necessary actions, such as registration or data verification. The use of this technology saves time and resources that might previously have been wasted in traditional communication processes.

Information from the community confirms that the sub-district has succeeded in increasing the speed of service through these steps. By announcing social assistance online, the sub-district can quickly collect recipient data and process it without any delay. This contributes to increasing the effectiveness of aid distribution, as the data collection process is carried out more efficiently. The community feels a significant difference in the speed of service, indicating that these steps have succeeded in reducing bureaucracy and increasing the responsiveness of the sub-district to residents' needs. In terms of effectiveness and efficiency, Pantai Lango Urban Village uses concrete steps such as social assistance announcements through social media and electronic data collection. The urban village then verifies and validates data to the community to ensure that everything is in accordance with expectations. The theory of *good governance* emphasizes the importance of efficiency in the use of resources to provide optimal public services. The application of this information technology allows saving time and resources, increasing the speed of service, and improving data accuracy.

## CONCLUSION

Research This conclude that Pantai Lango sub-district has implement principles good governance in context service society. Principles mentioned, including participation, transparency, fairness, accountability, and efficiency, have applied with various improvement - oriented approach service public. Through implementation Musrenbang, use of social media For transparency information, and review of recipient data help social, Pantai Lango Subdistrict shows his commitment to principles said. Although There is a number of constraint like limitations budget and quota assistance that influences implementation principle justice, sub-district try overcome challenge This through effective internal mechanisms and coordination. Impact from implementation principles good governance to service The people in Lango Beach Village are positive. The community feels improvement in access information, participation in taking decisions, and speed service. Steps like announcement help through social media and reviews Refresh recipient data help social increase effectiveness and efficiency services, as well as strengthen trust public to government sub-district. With integrate principles This in practice every day, Lango Beach Village can afford it give more service responsive and fair, even though Keep going face challenges that require adjustment sustainable.

## REFERENCES

- Al Hazmi, R. A., A'yun, Q., Firdaus, I. N., Wardaningrum, L., Permana, A., Setiawan, A. G. D., ... & Rahmaningrum, W. R. A. (2024). Analisis faktor keberhasilan pengelola dana desa di Desa Cirumpak. *Journal of Law, Administration, and Social Science*, 4(6), 1183-1194. <https://doi.org/10.54957/jolas.v4i6.1076>
- Amane, A. P. O. (2023). Bab 4 Tata Cara Penyelenggaraan Pemerintahan Desa. *Hukum Pemerintahan Pemerintahan Desa*, 55.
- Cahyadi, A., & Soenarjanto, B. (2019). Penerapan Good Governance dalam Pelayanan Elektronik Kartu Tanda Penduduk di Kecamatan Sukolilo Surabaya. *JPAP: Jurnal Penelitian Administrasi Publik*, 5(1), 1165-1172.
- Diatmika, I. P. G., & Rahayu, S. (2022). *Model Pemberdayaan Ekonomi Masyarakat Lokal dan Peran Pemerintah*. Ahlimedia Book.
- Dirwan, A. (2018). Analisis Tata Kelola (Manajemen) Pemerintahan Dari Perspektif Good Governance. *Jurnal Ilmiah Hukum Dirgantara*, 4(1).
- Fatoni, A., Yuliarpan, P., & Wiradirja, I. R. (2024). Criminal Crimes in Elections in Indonesia. *Formosa Journal of Sustainable Research*, 3(5), 981-990. <https://doi.org/10.55927/fjsr.v3i5.9141>
- Habibi, M. M., Iza, I. N., & Sukriono, D. (2022). Penerapan Prinsip Good Governance Dalam Pelayanan Publik Di Desa Tempursari Kecamatan Tempursari Kabupaten Lumajang. *Jurnal Civic Hukum*, 7(1). <https://doi.org/10.22219/jch.v7i1.21371>

- Kissiedu, E. E., Nyarko, I. K., & Mawuta, M. A. (2024). Examining the Triggers, Signals, and Implications of Corporate Implosion: Lessons and Intervention Strategies for Private Universities in Africa. *Journal of Education, Society and Behavioural Science*, 37(5), 31-48. <https://doi.org/10.9734/jesbs/2024/v37i51321>
- Majid, J. (2021). Transparency; Preserving Wisdom Of Budget Allocation dalam Manifestasi Budaya Tudang Sipulung. *Accounting Profession Journal (APAJI)*, 3(2), 36-52. <https://doi.org/10.35593/apaji.v3i2.30>
- Masiya, T., Davids, Y. D., & Mangai, M. S. (2021). Factors affecting the performance of South African municipal officials: Stakeholders' perspectives. *Commonwealth Journal of Local Governance*, (25), 97-115. <https://doi.org/10.5130/cjlg.vi25.7701>
- Mulyawan, W. (2024). Evaluasi etika kebijakan pengentasan kemiskinan di kabupaten bima: menjaga dignitas dan kesejahteraan masyarakat. *Public Service and Governance Journal*, 5(2), 85-100.
- Pangestu, A. (2022). Quality Analysis of E-KTP Services at the Department of Population and Civil Registration of Semarang Regency. *Economic Education Analysis Journal*, 11(3), 316-330. <https://doi.org/10.15294/eeaj.v11i3.61667>
- Prasetyo, H., Waluyo, B., Subakdi, S., & Roring, E. B. (2024). Fenomena Main Hakim Sendiri dan Dampaknya terhadap Keamanan yang Berujung Pidana:(Sosialisasi Pengabdian Masyarakat di Kelurahan Pangkalan Jati). *Kolaborasi: Jurnal Hasil Kegiatan Kolaborasi Pengabdian Masyarakat*, 2(3), 104-115. <https://doi.org/10.62383/kolaborasi.v2i3.241>
- Putra, P. P., Masruroh, Y. R., Cahyawan, R., & Jailani, A. K. (2019). Penyelenggaraan Tata Pemerintahan yang Baik di Lingkungan Pemerintah Kecamatan di Kota Samarinda. *Jurnal Paradigma*, 7(1), 35-44. <http://dx.doi.org/10.30872/jp.v7i1.1884>
- Ragolane, M., & Malatji, T. (2024). Enhancing Public Participation through Ward Councillors and Committees in the Greater Tzaneen Municipality. *IAHRW International Journal of Social Sciences Review*, 12(3), 348-355. <https://doi.org/10.5281/zenodo.#>
- Riswati, R. (2021). Implementasi Tata Kelola Pemerintahan Daerah Berbasis Digitalisasi Teknologi di Indonesia. *Jurnal Media Birokrasi*, 1-15. <https://doi.org/10.33701/jmb.v3i2.2474>
- Saputra, M. R., & Setiadi, W. (2024). Analisis Potensi Implementasi Sistem Politik Tanpa Partai di Indonesia dan Dampaknya terhadap Demokrasi dan Tata Kelola Pemerintahan. *Eksekusi: Jurnal Ilmu Hukum dan Administrasi Negara*, 2(4), 204-222. <https://doi.org/10.55606/eksekusi.v2i4.1531>
- Sihotang, J. S. (2023). Good Governance dalam Pelayanan Publik. *Trending: Jurnal Manajemen dan Ekonomi*, 1(2), 188-201.
- Szulecki, K., & Overland, I. (2020). Energy democracy as a process, an outcome and a goal: A conceptual review. *Energy Research & Social Science*, 69, 101768. <https://doi.org/10.1016/j.erss.2020.101768>
- TARANDUNG, S. N., RORONG, A., & TULUSAN, F. (2022). Penerapan Prinsip-Prinsip Good Governance Dalam Meningkatkan Kualitas Pelayanan Publik Di Kantor Kecamatan Sario Kota Manado. *Jurnal Administrasi Publik*, 8(4), 254-263.
- Wardiyanto, B., Aminah, S., & Martanto, U. (2016). *Percikan pemikiran tata kelola dan pembangunan desa*. Airlangga University Press.
- Zaimi, A. (2023). *Participation Of Citizens In Decision-Making Process: Albanian Case* (Doctoral dissertation, A. Zaimi).