



The Good Governance Principles Implementation in Public Sector Services at Dinas Pendidikan Kota Bandung

T.A. Aziz, Idrus Affandi, Muhammad Halimi*

Universitas Pendidikan Indonesia, Indonesia
Correspondence: E-mail: thoriqaziz@student.upi.edu

| ABSTRACT | ARTICLE INFO |
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| <p>The implementation of good governance principles is an important aspect of public sector services in government institutions. The policy of implementing the good governance principle in public service has been found in implementing one-roof service policies methods integrated into by Dinas Pendidikan Kota Bandung. This research approach is qualitative with case study methods. Data collection techniques use interviews, observation, and documentary studies. The participants of this research are the head and staff of Bagian Umum dan Kepegawaian, and the public service community of teachers and school staff. The results of this research are (1) a one-stop-shop public sector service was a way of improving the quality of good governance public services; (2) the principle of good governance as applied are accountable, accountable, effective and efficient; (3) communities using public services feel a service barrier from aspects of service effectiveness and efficiency, and employees respond while performing public service; (4) efforts made by the Dinas Pendidikan Kota Bandung will be the socialization of a massive public service procedure and assessments of one-roof service policies by reviewing the good governance indicators used in public sector service in Dinas Pendidikan Kota Bandung.</p> <p>© 2020 Jurnal Civicus</p> | <p>Article History: <i>Submitted/Received 23 Aug 2020</i> <i>First Revised 24 Oct 2020</i> <i>Accepted 06 Dec 2020</i> <i>First Available online 15 Dec 2020</i> <i>Publication Date 15 Dec 2020</i></p> <p>Keyword: <i>Field of Education,</i> <i>Good governance ,</i> <i>Public sector service</i> <i>Quality Service.</i></p> |

1. INTRODUCTION

Public sector service activities are one of the important things carried out by government institutions in their position as public institutions that have direct structural relationships to the community ([Muliawaty & Hendryawan, 2020](#)). The management of service activities is carried out by applying the principles of good governance which is the basic benchmark in conducting quality public sector services because this principle regulates the standard limits used in conducting public services in an institution. Law Number 23 of 2004 is one of the legal bases regarding the implementation of good governance in all government institutions of the Republic of Indonesia in carrying out public service activities.

The field of public sector service activities is divided into several aspects, namely health, military, education and other fields that concern the interests of the community at large and are implemented as a whole ([Haling et al., 2018](#)). Services in education policy either nomenclature or high executive are carried out by the Ministry of Education and Culture for the working period of 2019 with managing structural institutions under it from the central to regional levels ([Mangunsong, 2017](#)).

The focus of the mechanism of service activities carried out in Bandung City with the public sector in other regions is actually almost the same. In accordance with the main principles of good governance ([Elahi, 2009](#)) which states that in the implementation of the mechanism of public sector service activities in an institution applies the principles of good governance to prevent inequality and more authority that is often found such as corruption, collusion and nepotism (KKN) in the practice of state administration which is the main activity of government institutions as their position in sector institutions Public. In the implementation of these services, of course, they are carried out in accordance with the institution in charge of the service sector juridically.

The Bandung City Education Office has the main duties and functions of implementing education-based public services referring to the principles of good governance ([Wibawa, 2019](#)). In the implementation of service activities in the education sector, service institutions that regulate structurally are carried out by educational institutions that are appropriate for the achievement and accuracy of institutions in the field of public service affairs.

Public sector services carried out by the Bandung City Education Office certainly have the aim of increasing the community's need for fulfilled educational services. In the implementation of these services, explained that the principle of good governance must be used as a benchmark in the service mechanism and the right legal basis so that services avoid all irregularities that will be found both internally and externally so that this is the focus of this study to find out what service methods are used by the Bandung City Education Office in carrying out activities Public sector services with good governance indicators are used as aspects used as juridical reviews of public sector service implementation mechanisms in institutions.

2. METHODS

This research uses qualitative research methods with the case study method as one of the approaches. Mechanism of qualitative research is to describe the results of research in the form of word publications and the results will describe how the process of implementing public sector service activities found at the Bandung City Education Office as a public institution. Interview, Observation and Documentation Study are the three methods used in accordance with the guidelines of to find data on the implementation of public services carried out by the Bandung City Education Office regarding the field of education empirically

and directly. Stated in the data processing process carried out using the triangulation method and data validation directly and theoretically related to science to obtain the compatibility of research results between the objectives and results obtained from research on the application of good governance principles through service programs in public sector activities at the Bandung City Education Office.

After conducting pre and research activities, the research results were processed into discussions containing research on the implementation of good governance principles carried out by the Bandung City Education Office in conducting public sector services in the field of education to the community.

3. RESULTS AND DISCUSSION

3.1. Result

The results of an interview with the Bandung City Education Office stated that the institution has a program to carry out public sector services known as integrated one-stop based public services. Integrated one-stop service is one type of service that unites the authority of institutions into one fully integrated institution.

Stated in the elaboration of Regional Regulation Number 10 of 2016 juridically regarding the mechanism of public services, it is explained that the position of the Bandung City Education Office is objectively a public sector institution that provides services to meet the needs of the community in the field of education. One of the service mechanisms carried out in the field of education is carried out through two rooms, namely policy services and administrative services.

Integrated one-stop service is one of the service activities designed in the working meeting mechanism of the Bandung City Education Office every five years since 2017 for both fields, namely the policy field and the administrative sector.

The secretariat takes care of public sector services in the field of education, especially regarding administration, carried out by two institutions, namely the general and information fields and the general and personnel sections. The general and civil service department takes care of the secretariat of public services for the community directly. This program is known as an integrated one-stop service mechanism. The integration carried out by the general and personnel departments synergizes internally, namely with other fields in the institution and externally, namely school teachers in the city of Bandung and the school administration department, namely the PPID (Information and Data Center) section.

Public sector activities carried out in the field of General and Personnel include the management of teacher personnel decrees, basic data for primary and secondary educators (DAPODIKDASMEN), Promotion Allowances, applications for internal and external leave permits, applications for personnel pensions and other personnel public administration matters.

Planning, implementation and evaluation of activities are the three main stages carried out by the Bandung City Education Office in designing the mechanism of public sector service activities. Planning refers to the vision and mission contained in the institution's profile, namely "the realization of optimal good governance-based public services" .

When going to carry out service activities, the process of integrating public sector services is one-stop from several institutions into one whole institution only. The administration is a channel party that is placed as a front and central position in the service mechanism so that when the education community will carry out public sector service fulfillment activities, it will not experience a difficult and too systematic bureaucratic flow due to the existence of an appropriate, fast, effective and efficient bureaucratic institution mechanism to realize public

sector service activities that run optimally and in accordance with the institution each of them is good for taking care of the administration or follow-up activities for the implementation of education policies for the community in the city of Bandung.

3.2. Discussion

The Bandung City Education Office as one of the public sector institutions develops and implements service activities in accordance with the applicable mechanisms and types of services. Service development is known as integrated one-stop service by developing a one-stop-public service mechanism, namely integration with other service institutions as a whole ([Muliawaty & Hendryawan, 2020](#)).

Public sector services are carried out periodically following the applicable legal mechanism, namely referring to Bandung City Regional Regulation Number 10 of 2016 concerning the explanation of the position of the mechanism of public institutions of the Bandung City Education Office and the Bandung Mayor Regulation under it. The implementation of public sector services includes the fields of personnel and service administration. As stated by the head of the service sub-division of the Bandung City Education Office who stated that there is the use of good governance principles in service activities. This is stated in the publication of the mechanism of public service activities with service implications regulated in the Publication of Public Service Profile of the Bandung City Education Office for the 2017 working year (every five years).

In terms of the vision-mission of the Bandung City Education Office publication, there is an explanation that each one-stop public service mechanism is implemented in an integrated, accountable, effective and efficient manner. This is related to the vision of the Bandung City Education Office, namely "Realizing public services based on maximum good governance ", good governance-based public services must carry a number of public service issues such as stakeholder involvement public services, agenda services, and sustainable accountability behaviors.

In terms of the implementation of the principle of good governance after discussing the implementation of public service activities, it will certainly be one of the values of a major aspect of the progress of an official institution ([Saputra, 2017](#)). So to realize it, a way to develop the one-stop based public service model is carried out. Stated that it was adjusted by referring to the vision and mission and work meetings. The one-stop based public service mechanism that the implementation of activities must be based on a legal basis, results-oriented and processes that can provide benefits and benefits for both parties ([Yusriadi & Misnawati, 2017](#)) in this case the community and government institutions themselves are in accordance with the nature of service institutions in public services, namely as good servants in fulfilling community affairs at large.

It is necessary to develop a government model that must have concern for the community, this is developed with a government model that involves citizens in active participation known as the civic governance model ([Mathews, 2020](#)) which currently the nomenclature of the term is still unfamiliar in Indonesia. The implementation of the civic governance model does not involve citizens directly in taking full interests as according to Budimansyah and Sapriya ([Mulyawan, 2012](#)) stated that related to the implementation of civic governance is indicated to improve the quality of public services based on the growth of spirit and patriotism values carried out.

Full community participation is one of the inputs in community involvement at the Bandung City Education Office. The lack of accountable information transparency also has an impact on people who are lazy to take care of and actively participate in the development of public

service advice at the Bandung City Education Office, in this case the existence of transparency is not just the internal interest of good governance but the development of civic governance with the development of the following model:

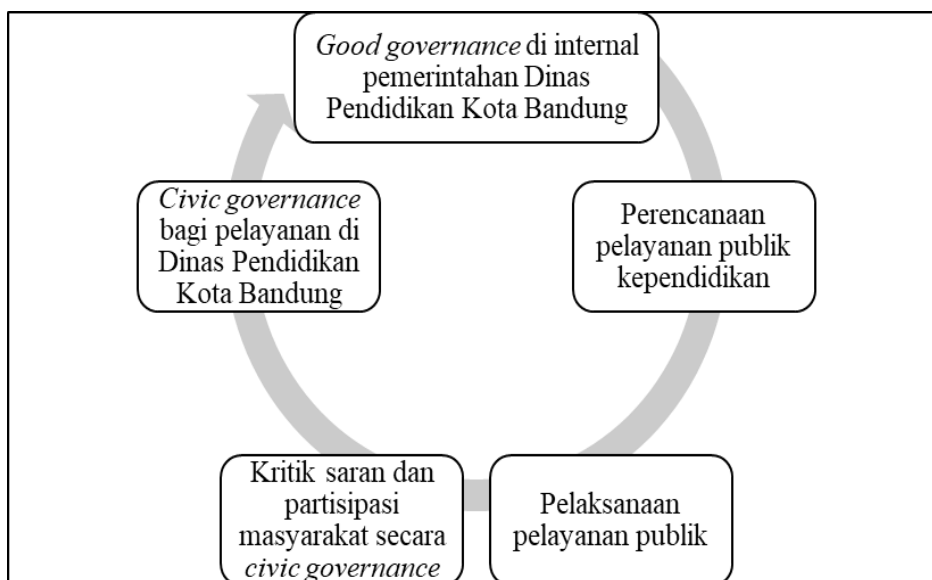


Figure 1. Development of *Civic Governance Model* at Bandung City Education Office

Source: reduced from [Mulyawan Rahman, 2012](#)

The implementation of civic governance in conducting public services at the Bandung City Education Office certainly does not only have to involve one party but must also involve many parties directly in multiple-ways such as exposure ([Afkarina, 2018](#)) and refers to the nature of communication of regional institutions by and transparently. In the sense of participation carried out, of course, active participation will be one of the added values carried out. Civic governance is the development of a model that can be done to develop public service activities not limited to internal evaluation but involves externally.

The implementation of services internally is not only through the socialization stage but also requires awareness from the Bandung City Education Office through evaluation activities of existing service policies. The existing services are still felt constrained, especially from their evaluation due to the lack of active participation of the community externally and socialization from internal parties. This will be an effort that is carried out continuously and develops for the development of public services in the Education Office based on good governance to be even better in the future.

4. CONCLUSION

The implementation of the principles of good governance is carried out in accordance with the provisions of the work mechanism contained in the vision-mission of the Bandung City Education Office, the results have not been implemented optimally and the facts found in the field of service implementation still have shortcomings. Public sector services are a one-stop mechanism in one institution when carrying out a service, it will be distributed to institutions authorized to serve, in this case for the field of Information and Personnel carried out by the General and Personnel Section of the Bandung City Education Office by implementing a vision of services that are accountable, transparent, responsible, and effective and efficient.

People who use public sector services who need services in the field of education, namely teachers and school business staff, feel that they still lack good service from bureaucracy that

is made difficult, especially in terms of effectiveness and efficiency of services and employee capabilities in maintaining the attitude and ethics of the bureaucracy of public sector service institutions.

The civic governance approach can be used as one of the solutions carried out so that the development of the quality of one-stop-based public services at the Bandung City Education Office will be even better in the future. The development of civic governance is carried out by involving active community participation in providing input, suggestions or participating in the development of public sector services at the Bandung City Education Office with concrete steps not just listening unilaterally and one-way criticism programs as previously done. So that one-stop-service that is less optimally implemented can be overcome and the development of a one-stop-service model based on community participation can be carried out instead of just conducting internal evaluations.

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