

Effectiveness of the Application of Good Governance Principles in Vehicle Testing Services at the Gorontalo City Transportation Office

Nur'ain M. Kuku¹, Marwan Djafar², Sumiyati B³

Ichsan Gorontalo University

Article Info

Article history:

Accepted: 18 May 2026

Published: 23 May 2026

Keywords:

Effectiveness;

Good Governance;

Motor Vehicle Testing.

Abstract

This study aims to determine the effectiveness of the application of the principle of good governance in vehicle testing services at the Gorontalo City Transportation Agency and the factors that hinder the application of the principle of good governance in these services. This study uses a type of empirical legal research with a sociological juridical approach. The data sources used consisted of primary data obtained through observation and interviews with the Gorontalo City Transportation Office and the community using motor vehicle testing services, and secondary data obtained through literature studies of laws and regulations, books, and journals related to research. The data analysis technique is carried out qualitatively by describing the results of the research systematically. The results of the study show that the application of good governance principles in vehicle testing services at the Gorontalo City Transportation Office has been running quite well. This can be seen from the application of the principle of transparency through the disclosure of service information, the principle of accountability through the implementation of duties according to standard operating procedures, and the principle of responsiveness through officer services to the community. However, the effectiveness of services is still not optimal because there are still delays in services, vehicle queues, and service infrastructure facilities have not been maximized. The factors that hinder the application of the principle of good governance in vehicle testing services consist of human resource factors and infrastructure factors. The limited number of vehicle testing officers and the inadequacy of testing equipment are obstacles in the implementation of motor vehicle testing services at the Gorontalo City Transportation Office.

This is an open access article under the [Creative Commons Attribution-ShareAlike 4.0 International License](https://creativecommons.org/licenses/by-sa/4.0/)



Corresponding Author:

Nur'ain M. Kuku

Ichsan Gorontalo University

E-mail: nurainnuku30@gmail.com

1. INTRODUCTION

Good governance is one of the important concepts in the implementation of public services in Indonesia. This concept emphasizes the existence of governance that is transparent, accountable, effective, efficient, responsive, and oriented to the interests of the community. In the current era of bureaucratic reform, every government agency is required to be able to provide quality, fast, precise, and professional public services. Good public services are one of the indicators of the government's success in carrying out service functions to the community. Therefore, the application of the principle of good governance

is an important need in every public service implementation, including motor vehicle testing services at the Transportation Office.

Motor vehicle testing services or known as KIR tests are a form of public service in the field of land transportation that aims to ensure the safety of vehicles operating on the highway. Vehicle testing is carried out to ensure that the vehicle meets technical requirements and is roadworthy in accordance with the safety standards set by the government. Vehicles that do not meet technical standards can pose a risk of traffic accidents, road damage, and environmental pollution. Therefore, the government through the Transportation Department has the responsibility to carry out motor vehicle testing services effectively and professionally.

The implementation of motor vehicle testing in Indonesia is regulated in various regulations. One of them is Law Number 22 of 2009 concerning Road Traffic and Transportation which explains that every motor vehicle operated on the road must meet technical requirements and roadworthiness.² This provision was later strengthened in Government Regulation Number 55 of 2012 concerning Vehicles which regulates technical requirements and periodic testing of motor vehicles. In addition, the Regulation of the Minister of Transportation Number 19 of 2021 concerning Periodic Testing of Motor Vehicles also regulates the procedures for carrying out periodic vehicle testing to improve road transportation safety.

In the implementation of public services, the government is also obliged to be guided by Law Number 25 of 2009 concerning Public Services. The law emphasizes that every public service provider is obliged to provide quality, professional, transparent, and accountable services to the public. Good public services are not only oriented to service results, but must also pay attention to the satisfaction of the community as service users. Therefore, the Transportation Agency as an agency that provides motor vehicle testing services is required to be able to apply the principles of good governance in every service implementation to the community.

The concept of good governance basically places the government as a public servant who must carry out his duties professionally, transparently, and responsibly. According to Mardiasmo, good governance is a concept of approach oriented to the development of the public sector by good governance through transparency, accountability, community participation, effectiveness, and law enforcement. Thus, the application of the principle of good governance in public services is very necessary to create a clean, effective, and able government to provide optimal services to the community.

The application of the principle of good governance in motor vehicle testing services can be seen from several aspects, such as service transparency, accountability of apparatus, service effectiveness, efficiency of resource use, and responsiveness to community needs. Service transparency is realized through the disclosure of information regarding procedures, costs, and service times. Accountability is realized through the responsibility of the apparatus in carrying out duties in accordance with applicable regulations. Service effectiveness is related to the ability of the service to achieve the goals that have been set, while efficiency is related to the optimal use of resources to achieve maximum service results.

Motor vehicle testing services have an important role in supporting transportation safety and traffic order. Vehicles that are declared roadworthy through the testing process will provide safety guarantees for drivers, passengers, and other road users. On the other hand, vehicles that are not roadworthy can be one of the causes of traffic accidents. Therefore, the implementation of motor vehicle testing must be carried out objectively, professionally, and in accordance with applicable technical standards.

Gorontalo City as one of the regions that experiences an increase in the number of motorized vehicles every year certainly needs effective and quality vehicle testing services. The increasing number of public transportation vehicles and goods vehicles has caused the need for vehicle testing services to also increase. This condition requires the Gorontalo City Transportation Office to be able to provide fast, precise, and professional services to the community.

However, in practice, motor vehicle testing services at the Gorontalo City Transportation Agency still face various problems. One of the problems that is often found is that there are still vehicles that are not roadworthy but still operate on the highway. In addition, the limitation of testing facilities and infrastructure, limited human resources, and the lack of optimal technology-based service systems are also obstacles in the implementation of motor vehicle testing services. These problems can affect the effectiveness of services and reduce the level of public trust in the government.

Effectiveness is one of the important indicators in assessing the success of a public service. According to Soerjono Soekanto, effectiveness is the level to which a group can achieve predetermined goals. An activity is said to be effective if the planned goals can be achieved well according to the desired target. In the context of motor vehicle testing services, the effectiveness of the service can be seen from the timeliness of the service, the quality of the services provided, the level of community satisfaction, and the ability of the service to ensure that the tested vehicle truly meets roadworthiness standards.

The application of the principle of good governance in motor vehicle testing services is also part of the government's bureaucratic reform efforts. Bureaucratic reform aims to create a clean, transparent, and service-oriented government system. In this case, the Transportation Agency is required to improve the quality of service through improving the service system, improving the quality of human resources, and utilizing information technology in public services.

2. RESEARCH METHODS

The type of research used in this study is empirical legal research. Empirical legal research is research that examines how law works and is applied in people's lives. This research was carried out by looking directly at the implementation of good governance principles in motor vehicle testing services at the Gorontalo City Transportation Office. Empirical research is used because this research not only examines the applicable legal rules, but also examines the facts that occur in the field related to the effectiveness of motor vehicle testing services.

3. RESULTS OF RESEARCH AND DISCUSSION

a. The Effectiveness of the Implementation of Good Governance Principles in Vehicle Testing Services at the Gorontalo City Transportation Office

Public services are one of the main functions of the government in meeting the needs of the community. In the implementation of public services, the government is required to be able to provide quality, effective, transparent, and accountable services in accordance with the principles of good governance. One form of public service that is directly related to public safety is the motor vehicle testing service or KIR test carried out by the Gorontalo City Transportation Office.

The purpose of motor vehicle testing services is to ensure that vehicles operating on the road have met technical requirements and roadworthiness in accordance with the provisions of laws and regulations. Vehicle testing is very important because it relates to the safety of drivers, passengers, and other road users. Therefore, the effectiveness of vehicle testing services is one of the important factors in supporting traffic safety and road transportation.

Effectiveness is the level of success of an organization in achieving the goals that have been set. According to Soerjono Soekanto, effectiveness is the extent to which a group can achieve predetermined goals.¹ In the context of motor vehicle testing services, the effectiveness of services can be seen from the extent to which the service is able to provide results in accordance with the service objectives, namely the creation of roadworthy vehicles, fast and appropriate services, and public satisfaction with the services provided.

In this study, the effectiveness of the application of good governance principles in vehicle testing services at the Gorontalo City Transportation Agency was analyzed through several indicators, namely transparency, accountability, service effectiveness, and service responsiveness.

1. Transparency of Vehicle Testing Services

Transparency is one of the important principles in good governance. Transparency means that the government is open in providing information to the public about the public service process. In motor vehicle testing services, transparency can be seen from the disclosure of information regarding service procedures, administrative requirements, service costs, and service completion time.

Based on the results of research at the Gorontalo City Transportation Office, motor vehicle testing services have implemented the principle of transparency through the provision of information boards regarding service procedures and vehicle testing costs. The information is placed in the service room so that it can be seen directly by the service user community. In addition, the service officer also gave an explanation to the public about the stages of vehicle testing that must be passed.

However, in its implementation, there are still people who complain about the lack of clear information related to service procedures, especially for people who are testing vehicles for the first time. Some people also said that information about service times sometimes did not match the conditions in the field because there was a large queue of vehicles.

The results of an interview with one of the service users stated that: "Cost information is already in the office, but sometimes people are still confused about the flow of services because they have to ask the officer again."

Based on the results of the interview, it can be seen that the implementation of service transparency at the Gorontalo City Transportation Office is quite good, but it still needs to be improved, especially in providing understanding to the public about the flow of vehicle testing services.

In addition, transparency is also related to openness regarding service costs. Based on the results of observations, the cost of testing the vehicle has been adjusted to the applicable provisions and is publicly listed on the service information board. This shows the government's efforts to prevent illegal levy practices in motor vehicle testing services.

Thus, it can be concluded that the principle of transparency in vehicle testing services at the Gorontalo City Transportation Office has been implemented, but there are still several obstacles in the delivery of service information to the public.

2. Vehicle Testing Service Accountability

Accountability is the obligation of government officials to account for the implementation of duties and services to the community. In motor vehicle testing services, accountability can be seen from the ability of officers to carry out their

duties in accordance with standard operating procedures (SOPs) and applicable technical provisions.

Based on the results of the study, vehicle testing officers at the Gorontalo City Transportation Office have carried out their duties in accordance with motor vehicle testing procedures. Every vehicle that conducts the test must pass several stages of inspection, such as checking brakes, vehicle lights, exhaust emissions, tire conditions, and other technical equipment.

The implementation of the test is carried out by an examining officer who has authority and competence in the field of motor vehicle testing. In addition, the results of vehicle tests are also recorded in the service administration system as a form of accountability for the results of the services provided.

However, in its implementation, there are still several obstacles, such as the limited number of vehicle test personnel, causing the service process to be slower when the number of vehicles tested increases. In addition, the limitations of testing tools also affect service optimization.

The results of the interview with the vehicle testing officer stated that: "The number of testing officers is still limited so when there are many vehicles, the service becomes a little slow."

Based on the results of the interview, it can be seen that service accountability has been implemented well, but the effectiveness of its implementation is still influenced by limited human resources and infrastructure.

In addition, accountability is also related to the discipline of the apparatus in providing services to the community. Based on the results of observations, most of the service officers have carried out their duties well and provided services according to the predetermined working hours. This shows the responsibility of the apparatus in carrying out public services.

3. Effectiveness of Vehicle Testing Services

Service effectiveness is the organization's ability to achieve predetermined service goals. In motor vehicle testing services, the effectiveness of services can be seen from the timeliness of service, service quality, and service ability to ensure that the tested vehicle is truly roadworthy.

Based on the results of the research, vehicle testing services at the Gorontalo City Transportation Agency in general have been running quite well. The vehicle testing process is carried out according to the applicable inspection stages so that vehicles that are declared to have passed the test have met technical requirements and roadworthiness.

However, in its implementation, the effectiveness of the service still faces several obstacles, such as a large queue of vehicles, limited testing equipment, and technical problems in testing equipment. This condition causes the service time to be longer, thus affecting community satisfaction.

In addition, there are still vehicles that are not roadworthy but still operate on the highway. This shows that supervision of mandatory test vehicles still needs to be improved.

The results of interviews with the service community stated that: "The service is quite good, but sometimes you have to wait a long time because there are many vehicles tested."

Based on the results of the interview, it can be seen that the effectiveness of vehicle testing services at the Gorontalo City Transportation Office is quite good, but there are still obstacles in the timeliness of services.

b. Factors Inhibiting the Implementation of Good Governance Principles in Vehicle Testing Services at the Gorontalo City Transportation Office

In the implementation of public services, the application of good governance principles does not always run optimally. There are various factors that can hinder the effectiveness of public services, including motor vehicle testing services at the Gorontalo City Transportation Office.

Based on the results of the research, there are several factors that hinder the application of good governance principles in vehicle testing services at the Gorontalo City Transportation Office, namely human resource factors and infrastructure factors.

1. Human Resource Factors

Human resources are an important factor in the implementation of public services. The quality of service is greatly influenced by the ability, competence, and discipline of the apparatus in carrying out service duties to the community.

Based on the results of the study, one of the obstacles in vehicle testing services at the Gorontalo City Transportation Office is the limited number of motor vehicle testing officers. The limited number of officers causes the service to be less than optimal, especially when the number of vehicles conducting tests increases.

In addition, there are still obstacles related to improving the competence of apparatus in the operation of technology-based vehicle testing equipment. This condition causes the service process to sometimes experience delays.

The results of interviews with service officers stated that: "The number of officers is still small compared to the number of vehicles tested every day."

The limitation of human resources has an impact on the effectiveness of services and causes people to have to wait longer in the process of vehicle testing services.

2. Facilities and Infrastructure Factors

Facilities and infrastructure are supporting factors in the implementation of public services. Motor vehicle testing services require adequate testing tools so that the vehicle inspection process can be carried out optimally.

Based on the results of the research, the vehicle testing facility at the Gorontalo City Transportation Office still has several limitations. Some testing tools experienced technical problems that affected the smooth running of the service. In addition, the capacity of the service room and vehicle queue area are also still limited.

This condition causes the service process to be less effective, especially when the number of vehicles conducting testing increases. Interference with the test equipment also causes the vehicle inspection process to take longer.

The results of interviews with the service user community stated that: "Sometimes the service is late because the testing equipment is problematic."

Based on the results of the study, it can be seen that facilities and infrastructure factors are one of the main obstacles in the application of good governance principles in vehicle testing services at the Gorontalo City Transportation Office.

Thus, improving the quality of human resources and providing adequate infrastructure facilities is needed to increase the effectiveness of motor vehicle testing services at the Gorontalo City Transportation Office.

4. CONCLUSION

Based on the results of the study, it can be concluded that the application of the principle of good governance in vehicle testing services at the Gorontalo City Transportation Office has gone quite well through the application of the principles of transparency, accountability, effectiveness, and responsiveness in services to the community. This can be seen from the disclosure of service information, the implementation of vehicle testing according to procedures, and the efforts of officers in providing services to the community. However, the effectiveness of services is still not optimal because there are still delays in services, vehicle queues, and service facilities and infrastructure have not been maximized. In addition, the factors that hinder the implementation of the good governance principle consist of limited human resources, the lack of the number of vehicle testing officers, and the limitation of motor vehicle testing equipment and facilities that affect the smooth running of services. Therefore, it is necessary to improve the quality of human resources and provide adequate infrastructure facilities so that vehicle testing services at the Gorontalo City Transportation Office can run more effectively, efficiently, and be able to increase public satisfaction.

5. BIBLIOGRAPHY

- Hardiansyah. *Kualitas Pelayanan Publik*. Yogyakarta: Gava Media, 2018.
- Mardiasmo. *Otonomi dan Manajemen Keuangan Daerah*. Yogyakarta: Andi Offset, 2009.
- Moenir, H.A.S. *Manajemen Pelayanan Umum di Indonesia*. Jakarta: Bumi Aksara, 2010.
- Ndraha, Taliziduhu. *Good Governance*. Jakarta: Rineka Cipta, 2005.
- Sedarmayanti. *Good Governance (Kepemerintahan yang Baik) dan Good Corporate Governance*. Bandung: Mandar Maju, 2012.
- Soekanto, Soerjono. *Pengantar Penelitian Hukum*. Jakarta: UI Press, 2014.
- Soekanto, Soerjono. *Sosiologi Suatu Pengantar*. Jakarta: Raja Grafindo Persada, 2012.
- Sugiyono. *Metode Penelitian Kualitatif, Kuantitatif dan R&D*. Bandung: Alfabeta, 2019.
- Syafiie, Inu Kencana. *Ilmu Pemerintahan*. Jakarta: Bumi Aksara, 2013.
- Republik Indonesia. Undang-Undang Nomor 22 Tahun 2009 tentang Lalu Lintas dan Angkutan Jalan.
- Republik Indonesia. Undang-Undang Nomor 25 Tahun 2009 tentang Pelayanan Publik.
- Republik Indonesia. Peraturan Pemerintah Nomor 55 Tahun 2012 tentang Kendaraan.
- Republik Indonesia. Peraturan Menteri Perhubungan Nomor 19 Tahun 2021 tentang Pengujian Berkala Kendaraan Bermotor.