

## Application of Good Governance Principles at Sampir Village Office, Taliwang District, West Sumbawa Regency

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### Abstract

*The implementation of the principles of transparency, accountability, and community participation in the context of good governance at the Sampir Village Office, Taliwang District, is a crucial aspect to improve the quality of public services. Good governance is the main foundation in carrying out government duties oriented towards openness, responsibility, and active community involvement. Therefore, this study aims to explore the extent of application of these principles in village offices and identify factors that hinder their implementation. This research uses survey methods to achieve its goals. Data collection techniques involve structured interviews, observations, and observations, organized based on research variables. Information was obtained from selected respondents who had direct involvement in the Sampir Village Office, Taliwang District. In addition, the author also refers to various relevant literature sources to gain a deeper understanding of the research topic. The application of good governance principles, especially transparency, accountability, and community participation, can contribute positively to improving service quality at the Sampir Village Office, Taliwang District. However, several obstacles were also identified, including problems in the service team, management of staff task distribution, lack of coordination between staff, and uncertainty in service timing. This study concludes that the implementation of good governance principles is an effective step to improve the efficiency and effectiveness of public services at the village level. However, improvement and improvement efforts are still needed to overcome the obstacles faced, such as improved team management, clearer division of tasks, improved coordination among staff, and clarity of service time. The implementation of good governance principles is the key to achieving better governance in providing services to the community.*

**Keywords:** Application of Principles, Good Governance, Sampir Village

### Abstrak

Penerapan prinsip-prinsip transparansi, akuntabilitas, dan partisipasi masyarakat dalam konteks good governance di Kantor Kelurahan Sampir, Kecamatan Taliwang, merupakan aspek krusial untuk meningkatkan kualitas pelayanan publik. Good governance menjadi landasan utama dalam menjalankan tugas pemerintahan yang berorientasi pada keterbukaan, tanggung jawab, dan keterlibatan aktif masyarakat. Oleh karena itu, penelitian ini bertujuan untuk mengeksplorasi sejauh mana penerapan prinsip-prinsip tersebut di kantor kelurahan dan mengidentifikasi faktor-faktor yang menghambat implementasinya. Penelitian ini menggunakan metode survey untuk mencapai tujuannya. Teknik pengumpulan data melibatkan wawancara, observasi, dan pengamatan yang terstruktur, yang disusun berdasarkan variabel penelitian. Informasi diperoleh dari responden terpilih yang memiliki keterlibatan langsung di Kantor Kelurahan Sampir, Kecamatan Taliwang. Selain itu, penulis juga mengacu pada berbagai sumber literatur yang relevan untuk memperoleh pemahaman yang lebih mendalam terkait topik penelitian. Penerapan prinsip-prinsip good governance, khususnya transparansi, akuntabilitas, dan partisipasi masyarakat, dapat memberikan kontribusi positif terhadap peningkatan kualitas pelayanan di Kantor Kelurahan Sampir, Kecamatan Taliwang. Namun, beberapa kendala juga teridentifikasi, termasuk permasalahan dalam tim pelayanan, manajemen pembagian tugas staf, kurangnya koordinasi antar staf, dan ketidakjelasan dalam waktu pelayanan. Penelitian ini menyimpulkan bahwa penerapan prinsip-prinsip good governance merupakan langkah yang efektif untuk meningkatkan efisiensi dan efektivitas pelayanan publik di tingkat kelurahan. Namun, upaya perbaikan dan peningkatan masih diperlukan untuk mengatasi kendala-kendala yang dihadapi, seperti perbaikan manajemen tim, pembagian tugas yang lebih jelas, peningkatan koordinasi antar staf, dan kejelasan waktu pelayanan. Implementasi prinsip-prinsip good governance menjadi kunci untuk mencapai tata kelola yang lebih baik dalam memberikan pelayanan kepada masyarakat.

**Kata kunci:** Penerapan Prinsip-Prinsip, Good Governance, Kelurahan Sampir

### INTRODUCTION

Since the reform movement of 1998, Indonesia has undergone a significant shift in its public administration paradigm. The demand for better public services has become the main focus, encouraging the emergence of

the concepts of e-governance and good governance. This transformation emphasizes the importance of clean, transparent, and authoritative governance. The core principles of good governance, such as transparency, accountability, and civic participation, have

become the foundation for achieving democratic and efficient governance. In the context of regional autonomy, the challenges of information communication are also a concern, while organizations play an important role in modern society. This background reflects the complexity of the transformation of public administration in Indonesia.

However, in the implementation of this transformation, especially at the Sampir Village Office, Taliwang District, West Sumbawa Regency, there are several problems that need to be overcome. First, understanding of good governance principles such as transparency, accountability, and community participation among civil servants still needs to be improved, along with essential communication skills. Second, the limitations of information systems can be an obstacle in providing access to information to the public. Third, lack of collaboration with external parties such as the media, civil society organizations, and the private sector can also affect the effectiveness of public services. Unclear public complaint mechanisms, lack of periodic internal audits, and low dissemination of policies and programs are part of the complexity of problems at the local level.

Research in the Government of Sampir Village, Taliwang District, West Sumbawa Regency, aims to realize good governance in public services. Through this research, it is hoped that effective application of the principles of transparency, accountability, and community participation can be achieved. In addition, this study also aims to identify constraint factors that may hinder the achievement of good governance at the local level.

To resolve the identified issues, several troubleshooting steps can be taken. First, it is necessary to conduct awareness and training to civil servants to understand the principles of good governance and improve communication skills. Second, it is necessary to strengthen information systems through the development of e-government platforms to facilitate access to information for the public.

Furthermore, collaboration with external parties such as the media, civil society organizations, and the private sector needs to be improved. Clear public complaint mechanisms, periodic internal audits, and dissemination of policies and programs are also important parts of this solution. Finally, community empowerment through active participation in decision-making processes can increase transparency and accountability. With these steps, it is hoped that the Sampir Village Office can achieve better good governance and provide effective and responsive public services to the community.

## METHOD

The application of Good Governance principles at the Sampir Village Office, Taliwang District, West Sumbawa Regency can be done through several methods. Here are some methods that can be applied:

### 1. Training and Education:

- Conduct training and education for employees at the Sampir Village Office on the principles of Good Governance, including transparency, accountability, community participation, and law enforcement.
- Socialize to the surrounding community about their rights and obligations in the decision-making process and public services.

### 2. Human Resource Development:

- Develop the skills and knowledge of employees in the Village Office through regular training to improve their capacity to provide efficient and transparent services.
- Consider career development programs to improve employee motivation and performance.

### 3. Information System Strengthening:

- Implement information systems that can facilitate access to information for the public and increase transparency in financial management and administration.
- Ensure that the information system used at the Village Office complies with data security standards.

**4. Community Participation:**

- Hold regular meetings with local communities to listen to their feedback, complaints, and needs.
- Involve communities in the planning and decision-making process through deliberative forums or working groups.

**5. Audit and Evaluation:**

- Conduct regular internal audits to ensure compliance with the principles of Good Governance.
- Periodic performance evaluations to assess the effectiveness of programs that have been implemented and identify areas of improvement.

**6. Law Enforcement:**

- Ensure that there is a law enforcement mechanism against corrupt practices or ethical violations that may occur within the office.
- Respond firmly to detected violations.

**7. Partnership with External Parties:**

- Form partnerships with non-governmental organizations, non-governmental organizations, or the private sector to support the implementation of Good Governance principles.
- Involve external parties in the monitoring and evaluation process.
- The application of the above methods can help strengthen the principles of Good Governance at the Sampir Village Office and improve the quality of public services and community participation in the decision-making process.

**RESULTS AND DISCUSSION**

The results showed that the Sampir Village Office, Taliwang District, has adopted the principles of Good Governance, such as:

**a. Transparency:**

There is mistrust from the public regarding transparency in services at the Sampir Village Office. Although the village is trying to provide clarification, further efforts are needed to ensure that transparency is actually implemented.

The announcement of requirements and procedures is carried out transparently, as explained by the Subdistrict Secretary. However, further efforts are needed to address public mistrust and ensure adequate access to information.

**b. Accountability**

Financial accountability and the use of funds have been described as accountability principles. However, it is necessary to improve in measuring and reporting work results, as well as maintaining public trust in the implementation of the duties and functions of the agency.

Standards and indicators for the implementation of governance must be clearer and published. Reporting and follow-up mechanisms for violations need to be strengthened to increase government accountability.

**c. Participation**

Community participation in decision making, especially through *musrembang*, is recognized as part of the principles of good governance. However, it is necessary to improve in measuring the impact of participation on apparatus performance and improving the quality of service to the community.

The participation of Sampir Village Office staff is also recognized as a contributor to increasing the quantity and quality of work. Efforts are needed to maintain and increase the participation of all parties in order to improve public performance and satisfaction.

This study analyses the implementation of Good Governance principles at the Sampir Village Office, Taliwang District. The results show efforts in realizing transparency in public services. However, people still feel uncertainty, so concrete steps, such as the provision of more structured information, are needed to increase trust in transparency.

The principle of accountability, which includes financial accountability and use

of funds, has also been recognized. However, the evaluation shows the need for improvement in measuring and reporting work results. It aims to ensure that accountability is not only focused on financial aspects, but also includes the achievement of results and impacts of government activities. A more open and measurable reporting mechanism is also needed so that the public can monitor and evaluate government performance effectively.

The importance of community participation as a factor in increasing the quantity and quality of work is recognized in this study. However, keep in mind that participation is not just involving, but also ensuring that people's voices and views are truly accommodated in the decision-making process. Further efforts are needed to ensure inclusive participation, involve all elements of society, and have a real positive impact on public services. Overall, this study highlights the challenges that still need to be overcome in realizing Good Governance at the village level, with the hope that these improvements can improve the quality of public services.

The results of this study present a number of practical actions that can be implemented to improve the quality of public services at the Sampir Village Office, Taliwang District. These suggestions are designed with the aim of improving certain aspects identified in the study. First of all, it is recommended for the village office management to increase transparency in government administration. Efforts can be made by providing more structured and easily accessible information to the public, both online and through information boards at village offices. Thus, it is hoped that the public can better trust and understand the transparent public service process.

Accountability, it is recommended that the village office strengthen performance evaluation by focusing not only on financial aspects, but also on

achieving results and impacts of government activities. A more open and clear reporting mechanism needs to be implemented to provide a better understanding to the public of government accountability in carrying out its duties. This suggestion is intended so that government accountability is not only seen from the financial side, but also from the positive impact generated.

On the principle of participation, suggestions are given to the village to improve efforts to ensure more active and inclusive community participation in the decision-making process. The implementation of development planning deliberations (Musrenbang) can be improved to better involve all elements of society. In addition, there is a need to educate the public about the rights, obligations, and benefits of their participation in efforts to improve the quality of public services. Thus, it is hoped that community participation can make a greater contribution in the improvement and development of service programs at the village level.

## CONCLUSION

Based on the results of research at the Sampir Village Office, Taliwang District, West Sumbawa Regency, several key points can be concluded:

Adoption of Good Governance Principles:

Sampir Village Office has made efforts in adopting the principles of Good Governance, such as transparency, accountability, and community participation.

Transparency

Despite efforts to improve transparency, there is still mistrust from the public. Concrete steps are needed, such as the provision of more structured information, to increase public trust.

Accountability

The principle of accountability, especially in financial accountability and use of funds, has been recognized. However, the evaluation points to the need for improvement in the

measurement and reporting of deliverables to cover non-financial aspects.

#### Community Participation

Community participation is recognized as a factor in increasing the quantity and quality of work. However, further efforts need to be made to ensure inclusive participation and have a real positive impact on public services.

#### Troubleshooting Steps

To overcome the problems identified, it is recommended to raise awareness and training to civil servants, strengthen information systems through the development of e-government platforms, increase collaboration with external parties, and community empowerment through active participation.

#### Suggestions for Improvement

A number of practical suggestions were given, such as increasing transparency by providing structured information, strengthening performance evaluations with a focus on the impact of activities, and increasing efforts to ensure more active and inclusive community participation.

Through these steps, it is hoped that the Sampir Village Office can achieve better good governance and provide effective and responsive public services to the community. This conclusion forms the basis for further improvement and development at the village level, in accordance with the principles of Good Governance.

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