

PUBLIC SERVICES BASED ON GOOD GOVERNANCE PRINCIPLES IN THE PACCINONGANG VILLAGE OFFICE, SOMBA OPU DISTRICT, GOWA REGENCY

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ABSTRAK

Penelitian ini bertujuan untuk menjelaskan penerapan Prinsip *Good Governance* dalam Pelayanan Publik di Kantor Kelurahan Paccinongang Kecamatan Somba Opu Kabupaten Gowa. Jenis penelitian ini adalah penelitian kualitatif. Desain penelitian ini adalah penelitian lapangan. Hasil penelitian menunjukkan bahwa penerapan Prinsip *Good Governance* Di Kantor Kelurahan Paccinongang yaitu: Partisipasi Masyarakat, Tegaknya Supremasi Hukum, Transparansi, Peduli Pada Stakholder/ Dunia Usaha, Berorientasi Pada Konsensus, Kesetaraan, Efektivitas Dan Efisien Akuntabilitas serta Visi Strategis. Terdapat fitur pelayanan Publik di Kantor Kelurahan Paccinongang Kecamatan Somba Opu Kabupaten Gowa yang sejalan dengan 9 prinsip oleh Masyarakat Transparansi Indonesia (MTI) sebagai aktualisasi dari prinsip-prinsip *Good Governance*.

Kata Kunci: : *Good Governance; Pelayanan Publik; Paccinongang*

ABSTRACT

This study aims to explain the implementation of the Principles of Good Governance in Public Services at the Paccinongang Village Office, Somba Opu District, Gowa Regency. This is a qualitative study. The research design is field research. The results of the study indicate that the implementation of the Principles of Good Governance at the Paccinongang Village Office includes: Community Participation, the Supremacy of Law, Transparency, Concern for Stakeholders/the Business World, Consensus Orientation, Equality, Effectiveness and Efficiency, Accountability, and Strategic Vision. There are public service features at the Paccinongang Village Office in Somba Opu District, Gowa Regency, that align with the 9 principles of the Indonesian Transparency Society (MTI) as an actualization of the principles of Good Governance.

Keywords: *Good Governance; Public Service; Paccinongang*

INTRODUCTION

Public service delivery by government bureaucracy is fraught with problems, such as lengthy procedures, uncertainty regarding time and cost, which make services difficult for the public to access reasonably. This leads to distrust of service

providers, in this case the bureaucracy, causing the public to seek alternative means of obtaining services through certain methods, namely by paying additional fees. In the provision of public services, in addition to the above issues, there is also the matter of the manner in which services are delivered to the public, which often undermines their dignity as citizens. The public is treated as clients in need of assistance from bureaucratic officials, thereby forcing them to comply with bureaucratic regulations and the whims of officials. This occurs because the culture that has developed within the bureaucracy is not one of service, but rather one of power.¹

The 1945 Constitution states that the purpose of the Indonesian government is to protect all Indonesian citizens and the entire Indonesian nation, to promote general welfare, to educate the nation, and to participate in maintaining world order. These objectives imply service to the community, service for welfare, service for education, and service for the maintenance of world order. Furthermore, Law No. 25 of 2009 on public service can serve as a foundation for improving public service by civil servants or the government. It must be acknowledged that the services provided by the government to the people continue to undergo renewal, both in terms of paradigm and service format, in line with increasing public demands and changes within the government itself. However, renewal from both perspectives has not been satisfactory, and the public is still positioned as a powerless and marginalized party within the framework of service delivery.²

Public service issues, for example, include complicated service procedures and uncertainty in terms of time and price, which make services difficult for the public to access at a reasonable cost. This leads to public distrust of service providers, causing the public to seek alternatives by paying additional fees.³

Public services in good governance must at least meet certain quality standards. The public always demands quality public services from bureaucrats, although these demands often fall short of expectations because, empirically speaking, public services have thus far been characterized as complicated, slow, expensive, and exhausting. This tendency occurs because the public is still positioned as the “servant” rather than the “served.”⁴

Public service is a fundamental aspect of the state apparatus as stipulated in Article 4 of the 1945 Constitution. This includes safeguarding the entire Indonesian nation and improving the welfare of its citizens, promoting intellectual development, and building a global order based on independence, eternal peace,

¹ Farida Hanum Nasution, “Penerapan Prinsip-Prinsip Good Governance Dalam Pelayanan Publik Di Kelurahan Tegal Rejo Kecamatan Medan Perjuangan,” *Publik Reform* 2, no. 2 (2017).

² Ratna Ani Lestari and Agus Santoso, “Pelayanan Publik Dalam Good Governance,” *Jurnal Ilmu Sosial Dan Ilmu Politik* 2, no. 1 (2022): 43–55.

³ Lestari and Santoso.

⁴ Lestari and Santoso.

and social justice. Public service standards are the minimum performance criteria that must be met by a government agency within the public sector organization, and are an integral part of determining public sector performance.⁵

Quality public services are one of the main indicators of a government's success in carrying out its duties to serve the community. High-quality public services not only support community satisfaction but also reflect the effectiveness and efficiency of government institutions in managing available resources. However, to achieve optimal service quality, various factors must be considered, one of which is the implementation of good governance principles. In the context of public services, good governance refers to the ways in which the government implements its policies and programs with transparency, accountability, public participation, and a strong rule of law.⁶

Inadequate procedures in the management of public services lead to maladministration in the provision of public services, creating a situation where there is bias towards individuals with financial means or proximity to service providers, thereby facilitating their access to services. Abuse of power, which includes the arbitrary use of power, intimidation, discrimination, unfairness, and impropriety, leads to unreasonable behavior, indifference, and disregard for the problems faced by others. Such behavior is inconsistent with the law. Law No. 25 of 2009 on Public Services can be considered one example of maladministration.⁷

The idea of good governance emerged due to dissatisfaction with the performance of the government, which had been regarded as the orchestrator of public affairs. Good governance methods can be implemented gradually, taking into account the capabilities of the government, civil society, and the market system. The implementation of good governance in Indonesia can be achieved by focusing strategically on the provision of public services. Public services become the standard for assessing the effectiveness of work implementation and evaluating government performance through the bureaucratic process. All parties involved in good governance believe that public services are an important driving force. Public authorities, members of civil society, and the business community share the same goal of improving the effectiveness of public services.⁸

⁵ Ni Putu Tirka Widanti, "Konsep Good Governance Dalam Perspektif Pelayanan Publik: Sebuah Tinjauan Literatur," *Jurnal Abdimas Peradaban* 3, no. 1 (2022): 74, <https://doi.org/10.54783/ap.v3i1.11>.

⁶ Noer Bunka Rahmawati and Muhammad Baharuddin Zubakhrum Tjenreng, "Peran Good Governance Dalam Meningkatkan Kualitas Pelayanan Publik: Perspektif Teoretis," *Jurnal PKM Manajemen Bisnis* 5, no. 1 (2025): 313–23.

⁷ Nurlita Purnama, Annisa Miskiyah, and Muhammad Khoirul Anwar, "Upaya Pencegahan Maladministrasi Oleh OMBUDSMAN Republik Indonesia Dalam Meningkatkan Kualitas Pelayanan Publik Di Indonesia," *Jurnal Relasi Publik* 1, no. 1 (2023): 18.

⁸ Engkus et al., "Mewujudkan Good Governance Melalui Pelayanan Publik," *Jurnal Dialektika: Jurnal Ilmu Sosial* 19, no. 1 (2021): 39–46, <https://doi.org/10.54783/dialektika.v19i1.62>.

Essentially, good governance is not merely an administrative theory, but also a foundation for creating a system of government that is responsive to the needs of the community. Governments that implement the principles of good governance are expected to manage public services in a more professional, transparent, and corruption-free manner. In a broader sense, good governance encompasses efforts to improve various aspects of the government system, from decision-making to policy implementation, with a focus on fulfilling public rights and improving the quality of life of the community..⁹

The quality of public services is often influenced by structural and cultural factors within government organizations. Therefore, the implementation of good governance is crucial for creating a more effective and efficient public service system. Good governance provides guidelines to ensure that government decisions are always based on the public interest, not the interests of individuals or specific groups. Through the principles of good governance, such as transparency, accountability, participation, and legal certainty, the quality of public services can be significantly improved.¹⁰

Good governance plays a vital role in improving the quality of public services. As a principle, good governance provides a clear framework for how governments should operate, manage resources, and deliver services fairly to the public. One of the main objectives of implementing this principle is to increase public trust in the government and enhance the legitimacy of government institutions in providing adequate public services.¹¹

When examining public service issues, it is crucial to improve the effectiveness of public services by prioritizing fairness, integrity, and responsiveness to community needs, regardless of social status. We will examine service delivery at the Pacciongang Subdistrict Office in Somba Opu Subdistrict, Gowa Regency.

The novelty of this study can be seen through a literature review, namely the results of previous relevant studies. Among the studies that highlight the regulation of hate speech mitigation, but with different research objects, Komang Kappa Tri Aryandono, et al. highlight the application of good governance principles in public services at the Buleleng Regency National Unity and Politics Agency.¹² Noer Bunka Rahmawati, et al. focus more on the role of good governance in improving the quality of public services: a theoretical perspective.¹³ Meanwhile, Hasriani focused

⁹ Rahmawati and Tjenreng, "Peran Good Governance Dalam Meningkatkan Kualitas Pelayanan Publik: Perspektif Teoretis."

¹⁰ Rahmawati and Tjenreng.

¹¹ Rahmawati and Tjenreng.

¹² Komang Kappa Tri Aryandono, Komang Krisna Heryanda, and Ni Luh Wayan Sayang Telagawathi, "ANALISIS PENERAPAN PRINSIP GOOD GOVERNANCE PADA PELAYANAN PUBLIK DI BADAN KESATUAN BANGSA DAN POLITIK KABUPATEN BULELENG," *JMBI UNSRAT (Jurnal Ilmiah Manajemen Bisnis Dan Inovasi Universitas Sam Ratulangi)*. 11, no. 1 (2024): 1–14.

¹³ Rahmawati and Tjenreng, "Peran Good Governance Dalam Meningkatkan Kualitas Pelayanan Publik: Perspektif Teoretis."

on reviewing the implementation of Good Governance in the administration of Parangloe Village, Tamalanrea District, Makassar City.¹⁴ On the other hand, Ratna Ani Lestari and S. Agus Santoso highlighted public services in Good Governance in Indonesia in general.¹⁵ Thus, the four form a complementary framework for the study of good governance-based public service regulation, from upstream (policy) to downstream (technical implementation).

The fundamental difference between the four previous studies and this study is that this study specifically focuses on public services based on the principles of good governance at the Paccinongang Village Office in Somba Opu District, Gowa Regency. Therefore, based on this new perspective, the results of this study can contribute to the realization of public services in Indonesia based on good governance.

RESEARCH METHOD

This study is a qualitative research. The research design is field research. The research focuses on highlighting the application of Good Governance Principles in Public Services at the Paccinongang Village Office, Somba Opu District, Gowa Regency.

RESEARCH RESULTS AND DISCUSSION

Application of Good Governance Principles in Public Services at the Paccinongang Village Office, Somba Opu District, Gowa Regency

The implementation of good governance practices can be carried out gradually in accordance with the capacity of the government, civil society, and market mechanisms. Efforts to link good governance with excellent public services are not new.¹⁶

To determine the implementation of good governance principles at the Paccinongang Village Office in Somba Opu District, Gowa Regency, researchers used nine principles developed by the Masyarakat Transparansi Indonesia (MTI)¹⁷, as follows:

1. Community Participation

This means that all members of society have a voice in decision-making, either directly or through legitimate representative institutions that represent their

¹⁴ H Hasriani, "Implementasi Good Governance Dalam Penyelenggaraan Pemerintahan Di Kelurahan Parangloe Kecamatan Tamalanrea Kota Makassar," *Jurnal Publisitas* 10, no. 2 (2024): 186–98.

¹⁵ Lestari and Santoso, "Pelayanan Publik Dalam Good Governance."

¹⁶ Dkk Muhammad Fitri Rahmadana, *Pelayanan Publik*, ed. Janner Simarmata, 2020th ed. (Medan: Yayasan Kita Menulis, 2021).

¹⁷ "Cari Tahu 9 Prinsip Pemerintah Yang Baik Menurut MTI," merdeka.com, accessed August 12, 2025, <https://www.merdeka.com/pendidikan/cari-tahu-9-prinsip-pemerintah-yang-baik-menurut-mti.html#>.

interests. Such full participation is based on freedom of assembly and expression, as well as the capacity to participate constructively.¹⁸

From an interview with Muh. Abdi Nugraha Head of the Paccinongang Village Office in Somba Opu District, Gowa Regency, he said:

“At the Paccinongang Village Office, complaint boxes or suggestion boxes have been provided, but most residents come directly to the village head to complain about the suboptimal service they receive from staff. However, everyone has their own shortcomings.”¹⁹

Furthermore, based on an interview with Muhammad Taufik, Secretary of the Paccinongang Village Office in Somba Opu District, Gowa Regency, the following information was obtained:

“In addition to the suggestion box provided, there is direct community participation in the form of invitations to coordination meetings, such as for posyandu (integrated health service posts), stunting prevention, and PKK (Family Welfare Movement) activities, which are held at the sub-district office. For example, in posyandu activities, there are cadres who come from the community.”²⁰

According to researchers studying community participation in the Paccinongang Village Office in Somba Opu District, Gowa Regency, it would be better if suggestions or complaints related to the village office were conveyed directly to staff or directly to the village head, especially since community participation involves the community directly. This would be effective because it would create an emotional connection with what is being felt directly.

2. Upholding the Rule of Law

That the legal framework must be fair and applied without discrimination, including laws relating to human rights.²¹

Based on an interview with Armang, a staff member at the Paccinongang Village Office in Somba Opu District, Gowa Regency, namely:

“A few days ago, some residents complained about why there were letters of introduction and so on, when there is no such thing in national law, but in local government law there are provisions on procedures for correspondence or document processing at the sub-district office.”²²

Furthermore, based on an interview with Muh. Abdi Nugraha, Head of the Paccinongang Village Office in Somba Opu District, Gowa Regency, the following information was obtained:

“Legal authority depends on the issues in Paccinongang Village, whether they are personal issues, administrative issues, certificate cases, or sales and purchases. The course of action taken is certainly mediation in the sense of

¹⁸ Masyarakat Transparansi Indonesia, *Good Governance Dan Penguatan Institusi Daerah* (Jakarta: MTI dan AusAID, 2000).

¹⁹ Abdi Nugraha (30), Lurah, *Wawancara*, 16 Mei 2024, Kantor Lurah Paccinongang

²⁰ Muhammad Taufik (47), Sekretaris Lurah, *Wawancara*, 14 Mei 2024, Kantor Lurah Paccinongang

²¹ Masyarakat Transparansi Indonesia, *Good Governance Dan Penguatan Institusi Daerah*.

²² Armang (29), Staf, *Wawancara*, 14 Mei 2024, Kantor Lurah Paccinongang

kinship. As for escalating the case to court, I think this rarely happens in Paccinongang Village.”²³

So, regarding the enforcement of the rule of law at the Paccinongang Village Office in Somba Opu District, Gowa Regency, according to researchers from the Village Office, it has been fair to residents and has paid attention to the issues that have arisen and helped to resolve them.

3. Transparency

This means that the principles of openness and freedom of public information must be upheld. The public and private parties who wish to obtain public information must be facilitated in accessing it.²⁴

From an interview with Abdi Nugraha, Head of the Paccinongang Village Office in Somba Opu District, Gowa Regency, the following information was obtained:

“Information transparency at the Paccinongang Village Office is available both online and offline. The online service is an application that we have collaborated with a university on, which can be accessed via WhatsApp, while the offline service requires residents to come directly to the office.”²⁵

Based on what the researcher observed at the Paccinongang Village Office in Somba Opu District, Gowa Regency, there were several information pamphlets posted at the entrance and there were also officers standing guard at the door to help direct residents. Therefore, according to the researcher, the principle of transparency at the Paccinongang Village Office in Somba Opu District, Gowa Regency, has been realized.

4. Caring for Stakeholders/Business World

This means that institutions and all government processes must strive to serve all interested parties.²⁶ From an interview with Abdi Nugraha, Head of the Paccinongang Village Office in Somba Opu District, Gowa Regency, the following information was obtained:

“If, for example, residents need to provide information about their businesses, whatever form those businesses take in Paccinongang Village, they must report it so that we can record it. This is to avoid a situation where a team from the regency comes and asks whether residents who are running businesses like this have permits or not, whether they have reported to the village office or not. We can take responsibility if residents report or provide a letter of business information here as primary evidence.”²⁷

Based on the interview results, it can be concluded that the Paccinongang Village Office in Somba Opu District, Gowa Regency, is concerned about residents who wish to start a business. As long as residents report their intentions and have a business license, the Paccinongang Village Office is ready to take responsibility.

5. Consensus-oriented

²³ Abdi Nugraha (30), Lurah, *Wawancara*, 16 Mei 2024, Kantor Lurah Paccinongang

²⁴ Masyarakat Transparansi Indonesia, *Good Governance Dan Penguatan Institusi Daerah*.

²⁵ Abdi Nugraha (30), Lurah, *Wawancara*, 16 Mei 2024, Kantor Lurah Paccinongang

²⁶ Masyarakat Transparansi Indonesia, *Good Governance Dan Penguatan Institusi Daerah*.

²⁷ Abdi Nugraha (30), Lurah, *Wawancara*, 16 Mei 2024, Kantor Lurah Paccinongang

This means that good governance bridges different interests to build a comprehensive consensus on what is best for community groups and, where possible, consensus on policies and procedures.²⁸

From an interview with Abdi Nugraha, Head of the Paccinongang Village Office in Somba Opu District, Gowa Regency, the following information was obtained:

"At the Paccinongang Village Office, we have formed a team whose purpose is to visit every resident's house to record the number of people in each house and ask them about their problems so that all of this information can be backed up."²⁹

Furthermore, based on an interview with Muhammad Taufik, the secretary of the Paccinongang Village Office in Somba Opu District, Gowa Regency, the following information was obtained:

"Here in the sub-district, there is an organization called LPM (Community Empowerment Agency) and PKK. In Paccinongang Sub-district, there is a special program called posyandu stanting, which is open to the public, meaning that not only residents of Paccinongang Sub-district can register."³⁰

So, according to the researchers, what is being done at the Paccinongang Village Office in relation to this consensus-oriented approach can serve as a bridge between the village administration and residents to convey and exchange ideas regarding the problems they are experiencing. Furthermore, the Paccinongang Village Office has a high level of concern for its residents, even those outside the Paccinongang Village.

6. Equality

Equality is a very important principle in the implementation of good governance, meaning that there should be no discrimination based on ethnicity, race, religion, class, gender, or economic status.³¹

From an interview with Muh. Abdi Nugraha, Head of the Paccinongang Village Office in Somba Opu District, Gowa Regency, it was revealed that:

"There is a procedure that must be followed. Currently, in Paccinongang Village, you must first obtain a referral letter from the RT/RW and proof of payment of PBB (land and building tax). If you do not have these documents, even if you are a family member of a staff member or even my own family, you will not be served. Everyone is treated equally."³²

According to researchers studying the principle of equality at the Paccinongang Village Office in Somba Opu District, Gowa Regency, service employees strive to ensure that the services they provide are perceived as fair by all residents without discrimination.

7. Effectiveness and Efficiency

²⁸ Masyarakat Transparansi Indonesia, *Good Governance Dan Penguatan Institusi Daerah*.

²⁹ Abdi Nugraha (30), Lurah, *Wawancara*, 16 Mei 2024, Kantor Lurah Paccinongang

³⁰ Muhammad Taufik (47), Sekretaris Lurah, *Wawancara*, 14 Mei 2024, Kantor Lurah Paccinongang

³¹ Masyarakat Transparansi Indonesia, *Good Governance Dan Penguatan Institusi Daerah*.

³² Abdi Nugraha (30), Lurah, *Wawancara*, 16 Mei 2024, Kantor Lurah Paccinongang

Effectiveness and efficiency are two key concepts in the implementation of good governance, whereby government processes and institutions produce results that meet the needs of citizens and make the best possible use of available resources.³³

From the results of an interview with Muh. Abdi Nugraha, Head of the Paccinongang Village Office in Somba Opu District, Gowa Regency, namely:

"The results of the services provided at the Paccinongang Village Office, praise be to God, the services I have provided to the residents have been well understood by many, who now realize that this is indeed how it should be. Residents have become aware that when they come with complete documents, the service process can be completed in as little as five minutes. However, this also depends on the nature of the issue. For example, land-related matters require more time because the Village Head and local officials must visit the site directly to identify the parties involved in the dispute."³⁴

So, based on the interview results, it can be concluded that in terms of effectiveness and efficiency, the Paccinongang Village Office has been trying to fulfill the wishes and expectations of the residents.

8. Accountability

That decision-makers in government, the private sector, and community organizations are accountable both to the public and to relevant institutions.³⁵ From the results of an interview with Muh. Abdi Nugraha, Head of the Paccinongang Village Office in Somba Opu District, Gowa Regency, namely:

"We at the Paccinongang Village Office always take responsibility for all the certificates we issue, which are of course registered in the registration book because they are separated. If there are any problems later on, we can take responsibility, except if it is through the administrator. We don't want people coming here just to pick up the printout and not registering it, because then there is no registration number to take responsibility for it. because there have been several incidents where members of the public wanted to complete the process quickly and went through intermediaries. In this context, there are individuals claiming to be close to the Village Office, but the registration numbers they provide are fake and not issued by the Village Office. As a result, issues arise, and this is not the responsibility of the Village Office."³⁶

According to researchers on accountability at the Paccinongang Village Office in Somba Opu District, Gowa Regency, all service staff work and are accountable to residents for various activities carried out, even though sometimes there are people who take shortcuts. However, as long as this can be prevented, it must be prevented so that accountability can be maintained.

9. Strategic Vision

This implies that leaders and communities have a broad and forward-looking perspective on good governance and human development, as well as

³³ Masyarakat Transparansi Indonesia, *Good Governance Dan Penguatan Institusi Daerah*.

³⁴ Abdi Nugraha (30), Lurah, *Wawancara*, 16 Mei 2024, Kantor Lurah Paccinongang

³⁵ Masyarakat Transparansi Indonesia, *Good Governance Dan Penguatan Institusi Daerah*.

³⁶ Abdi Nugraha (30), Lurah, *Wawancara*, 16 Mei 2024, Kantor Lurah Paccinongang

sensitivity to what is needed to bring about such progress.³⁷ From the results of an interview with Muh. Abdi Nugraha, Head of the Paccinongang Village Office in Somba Opu District, Gowa Regency, namely:

“My vision is to follow the flow of what the community wants, which is clearly better services at the Paccinongang Village Office than in previous years.”³⁸

Based on the interview results, the researcher concluded that the strategic vision of the Paccinongang Village Office in Somba Opu District, Gowa Regency, needs to improve its performance in order to achieve its desired targets and respond to the growing expectations of the public in the future.

CONCLUSION

Based on the results and discussion outlined above, it can be concluded that the implementation of Good Governance at the Paccinongang Village Office in Somba Opu District, Gowa Regency, The researcher used 9 principles by the Indonesian Transparency Society (MTI), namely, community participation, upholding the rule of law, transparency, concern for stakeholders, consensus orientation, equality, effectiveness and efficiency, accountability, and strategic vision. There are public service features at the Paccinongang Village Office in Somba Opu District, Gowa Regency, that align with the 9 principles established by the Indonesian Transparency Society (MTI) as the actualization of the principles of Good Governance.

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³⁷ Masyarakat Transparansi Indonesia, *Good Governance Dan Penguatan Institusi Daerah*.

³⁸ Abdi Nugraha (30), Lurah, *Wawancara*, 16 Mei 2024, Kantor Lurah Paccinongang

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