

# Government Effectiveness Towards Community Organizers From The View of Governance

Khairil Akram<sup>1</sup>, M. Ibnu Sumarna<sup>2</sup>, Muh. Reza Zulfikar<sup>3</sup>

<sup>1,2,3</sup>Department of Law Science, Faculty of Law, Universitas Muslim Indonesia, Makassar, Indonesia.

Email: [khairil.akram@umi.ac.id](mailto:khairil.akram@umi.ac.id)<sup>1</sup>, [ibnu.sumarna@umi.ac.id](mailto:ibnu.sumarna@umi.ac.id)<sup>2</sup>, [zulfikarr259@gmail.com](mailto:zulfikarr259@gmail.com)<sup>3</sup>

## ARTICLE HISTORY

Received: December 01, 2024

Revised: February 28, 2025

Accepted: April 30, 2025

## DOI

<https://doi.org/10.52970/grdis.v5i2.860>

## ABSTRACT

This study was conducted due to the demands of the community for fast, precise, and efficient implementation of public services. The government innovates by implementing an e-government system, or electronic-based public services. This research uses a qualitative approach and concentrates on the effectiveness of state administrative law on online public services. This research shows that the effects of the e-government program are close to efficient, as shown by the number of people who have been able to use e-government services. However, not all Indonesians can use these services, as shown by the large number of people in areas where people are still poor and technology illiterate, and there are still many areas that do not have e-government services.

**Keywords:** Effectiveness, Public Service, Administrative Law, E-Government.

## I. Introduction

Year after year, technology, information, and communication worldwide continue to develop rapidly and become more sophisticated. This relates to Indonesia's current governance system, which still considers creating innovations to deliver fast, precise, and efficient public services. In the world of technology, there is a close correlation between the transformation of the government paradigm from the old to the dynamic government. It is related to technology development and is a factor in today's formation of Indonesian society. The government and society must work together to provide good and environmentally friendly public services.

Good public service has become a goal to serve all Indonesians and achieve the purpose of the country's establishment. One of the impacts of globalization is changing the nature of Indonesian society, which is known as an information-based society. An information society is a society that has the freedom to choose and demand what they need. Considering these factors, it is clear that the government must provide better services to the people of Indonesia. These good services must be based on the principles of good Public Services: transparency, equality, balance of rights and obligations, effectiveness, responsiveness, accountability, and efficiency. The lowest level of government, such as urban villages, is developing good public services that can be accessed online using electronic media. It is used as a means to provide services that adhere to the principles of Public Service to create a more sophisticated society and understand the dynamics of technological development, information, and communication in today's digital era. All innovations must have both positive and negative effects. Furthermore, this should be discussed further so



that the government can ensure that internet-based public services, also known as Public Services, can run well and provide efficient, fast, precise, and friendly services—study state administrative law on the government.

## II. Research Method

This research uses normative and empirical juridical approaches, also known as normative and empirical law. This research focuses on theory, principles, and implementation in public life. Therefore, this research describes legal issues or problems by examining contemporary legal conditions in Indonesia. The subject is the source of data used in this research. Source research. First are sources directly from the subject, such as theoretical analysis and observation in normative and empirical legal research. The second is secondary data sources, which come from library research, such as articles, journals, books, dictionaries, and other data relevant to the research.

## III. Results and Discussion

### 3.1. Good Governance

Good governance is the mechanisms, processes, and practices by which governments and society effectively organize resources to address public needs. This concept emphasizes collaboration between the government and its citizens, ensuring that both parties actively achieve public objectives. Good governance requires adherence to accountability, transparency, responsiveness, and inclusivity principles. These principles foster trust between the public and private sectors and contribute to building a sustainable governance framework. According to Dede Rosyada et al.'s book, Public Service is exercising good administrative, political, and economic authority to manage and review all state matters. It encompasses the mechanisms, processes, and means by which citizens and other community groups express their interests, exercise their rights and obligations, and demonstrate their differences. There is much debate about the concept of Good Governance, and there are several characteristics that emanate from the scope of the concept, namely: Good public service practices allow private institutions to participate in the government's mission, which will result in better relations between private institutions and the government to work together for the common good.

### 3.2. Principles of Good Public Service

Today, there needs to be a shift in the pattern of public service in Indonesia, by replacing elite bureaucrats with populist bureaucrats. To run a good government, the community must be more involved in balancing the state's power. To ensure that stakeholders can meet the needs of society in a balanced way, the principles of good governance are used. According to the State Administration Institute (LAN), there are nine (9) main components needed to create good governance, namely:

#### a) Participation

Collaboration between the government and the community to achieve common goals. There is a context in which communities and governments work together and need each other.

#### b) Rule of Law

Enforcement of transparent and fair regulations ensures the proper functioning of public services. If no laws or regulations are enforced in the government system, the implementation of good Public Services will not run properly and actively.

- c) Transparency  
Providing open access to information for improved accountability. The tendency to improve the quality and consistency of various aspects of policy, finance, or other areas.
- d) Responsiveness:  
Addressing public needs promptly and effectively. As a government that is supposed to serve the people, it should respond to the problems and needs of the people when making policies that are strategic to the public interest.
- e) Consensus Orientation  
Consensus is an important component of implementing good governance; this can be achieved by the government when making decisions on specific issues by deliberating to reach a consensus.
- f) Equality and Justice (Equity)  
In serving the people, the government should serve those needing services without differentiating them based on race, religion, or gender. The government should also not differentiate material dynamics between families.
- g) Effectiveness and Efficiency  
The government should have effective and efficient principles when serving the people, which means they should help others and socialize in a way consistent with the order of the service process provided by the government.
- h) Vision Strategy  
Developing clear goals and strategies for long-term governance. One must have a vision or goal and a strategy when a country is established and has a government system. They should also have a strategy to handle or deal with necessary things.

### 3.3. Characteristics of Good Public Services

The state's implementation of good public services is one way to protect and prosper the community by using online public services that are effective, fast, and efficient.

### 3.4. Public Service

According to the theory of state administration science, there are two types of state government functions: (1) regulatory functions related to the nature of the modern state as a state (state of law), and (2) service functions related to the welfare state (welfare state). Both of these functions have a role. Etymologically, it means helping someone's needs. Terminologically, the word "service" can be described as an activity or an activity that is created and provided to serve, take care of, and help one another. The general definition of "public service" includes all types of services or assistance, both public and private, that are provided by local governments or Region-Owned Enterprises (BUMD). The community meeting fulfills laws and regulations. State institutions, corporations, public services, and other legal entities established to carry out public service activities are considered public services. Considering the above description, it can be concluded that public services are activities or actions carried out by government agencies at the central, regional, and state levels to assist the public in implementing established laws.

### 3.5. Better Public Services

Currently, the Unitary State requires clean and authoritative characteristics. In achieving the goals of the Indonesian State in protecting, promoting general welfare, and improving people's lives, the government must manage various political, economic, cultural, and social aspects. Thus, the Indonesian nation can rise from adversity and humiliation in the eyes of the world. As the current regulator (rule government), it must change the way of thinking and performance of the organizers to improve, provide, and assist public services

so that the Indonesian people feel satisfied and helped. To produce good governance, citizens must be allowed to obtain public services based on the principles established by good governance. As the subject of organizing public services, the government must embrace a paradigm oriented towards the interests of the community (customer-driven) in carrying out its duties to provide public services. Daily, it must constantly be improved. Good Public Service explains that electronic government administration can effectively improve building relationships between the community and groups with interests through information technology (electronic tools).

#### IV. Conclusion

The Indonesian government system can carry out its duties and functions professionally, productively, transparently, and free from KKN. This requires the government to provide the best possible service in the era of globalization. Good public services prioritize client satisfaction. Public service standards are currently used as benchmarks to assess the quality and quantity of services because service providers are committed to providing fast, precise, and quality services to the broader community that uses their services. After studying what has been explained in the discussion section, we can conclude that implementing good governance is the best way to realize the ideals of the Indonesian nation outlined. Implementing principles of good governance will encourage the world to recognize that Indonesia is a country that can cope with and overcome the challenges of globalization. Using Public Services, Indonesia implements good public services by changing its public services. Everyone knows that there are many purposes and benefits to using public services.

#### References

- Buchri, R. A. (2016). Implementasi e-service pada organisasi publik di bidang pelayanan publik di Kelurahan Cibangkong Kecamatan Batununggal Kota Bandung. *Sosiohumaniora*, 18(3), 241–247.
- Budi, R., & Lestari, T. (2012). *Polri dan aplikasi e-government dalam pelayanan publik*. Surabaya: PNM Surabaya.
- Departemen Dalam Negeri & Lembaga Administrasi Negara. (2007). *Modul pelayanan publik: Diklat teknik pelayanan publik, akuntabilitas dan pengelolaan pelayanan mutu*. Jakarta.
- Efendi, J., & Ibrahim, J. (2018). *Metode penelitian hukum normatif dan empiris*. Depok: Prenada Media Group.
- Hardiyansyah. (2011). *Kualitas pelayanan publik*. Yogyakarta: Gava Media.
- Hetifa, S. (2003). *Inovasi, partisipasi dan good governance*. Bandung: Yayasan Pustaka Obor Indonesia.
- Ibrahim, A. (2008). *Teori dan konsep pelayanan publik*. Bandung: Mandar Maju.
- Indrajit, R. E. (2002). *Electronic government: Strategi pembangunan dan pengembangan sistem pelayanan publik berbasis teknologi digital*. Yogyakarta: Andi.
- R&D. (2008). *Metode penelitian kualitatif kuantitatif*. Jakarta: Sinar Grafika.
- Ratminto, & Winarsih, A. S. (2007). *Manajemen pelayanan*. Yogyakarta: Pustaka Pelajar.
- Ridwan, J., & Sudrajat, A. S. (2009). *Hukum administrasi negara dan kebijakan pelayanan publik*. Bandung: Nuansa.
- Rosyada, D., dkk. (2000). *Demokrasi, hak asasi manusia, dan masyarakat madani*. Jakarta: ICCE UIN Syarif Hidayatullah.
- Siagian, S. P. (2001). *Kerangka dasar ilmu administrasi*. Jakarta: Rineka Cipta.
- Sinambela, L. P. (2008). *Reformasi pelayanan publik: Teori dan kebijakan*. Jakarta: Bumi Aksara.
- Thoha, M. (2001). *Ilmu administrasi publik kontemporer*. Jakarta: Kencana Prenada Media.
- Warjiyati, S. (2018). Tinjauan hukum Islam terhadap penerapan good governance dalam pelayanan publik. *Hukum Islam*, 18(1), 45–56.