



The Implementation of Good Governance in Enhancing Public Services at the Makassar City Department of Population and Civil Registration

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	Abstract
<p>Keywords: <i>Good governance; Public Services</i></p> <p>Conflict of Interest Statement: The author(s) declares that the research was conducted in the absence of any commercial or financial relationships that could be construed as a potential conflict of interest.</p> <p>Copyright © 2025 POVREMA. All rights reserved.</p>	<p>Purpose: This study aims to analyze the implementation of good governance principles—namely professionalism, accountability, transparency, service excellence, democracy and participation, as well as efficiency and effectiveness—on public services at the Department of Population and Civil Registration, Makassar City.</p> <p>Research Design and Methodology: A quantitative research method was used with a sample of 60 respondents drawn using simple random sampling. Data were collected using questionnaires and analyzed through descriptive statistics and simple linear regression with SPSS 21. Instrument validation was carried out using validity and reliability tests.</p> <p>Findings and Discussion: The results indicate that good governance has a positive and significant effect on the quality of public services. Specifically, increased adherence to good governance principles improves service delivery outcomes, as evidenced by a regression coefficient of 1.170 and a coefficient of determination (R^2) of 0.712.</p> <p>Implications: The findings reinforce the importance of institutionalizing good governance in public agencies to enhance transparency, accountability, and citizen satisfaction in service delivery.</p>

Introduction

Indonesia continues to face complex governance challenges, particularly in implementing good governance practices across public institutions. Good governance is not only essential to improving bureaucratic efficiency but also plays a pivotal role in building public trust, ensuring transparency, and enhancing accountability. One strategic entry point for promoting good governance is through public service delivery. Public services are widely regarded as both a benchmark for government performance and a key mechanism for evaluating the quality of democratic governance.

Public service delivery refers to the provision of services by government agencies, private entities on behalf of the state, or civil society organizations, with or without payment, to meet the needs and interests of citizens. As the interface between the state and its people, public services are a focal point for implementing governance reforms. These services provide an arena where government interacts with non-state actors, allowing for the practical application of clean and effective governance

principles. When properly executed, public service delivery has the potential to improve bureaucratic credibility and increase civic participation.

The Department of Population and Civil Registration (Dinas Kependudukan dan Pencatatan Sipil - DUKCAPIL) of Makassar City is one of the key government institutions responsible for providing administrative services to citizens. However, despite its strategic role, DUKCAPIL has received complaints regarding inefficiency, inadequate communication, and lack of procedural clarity. These shortcomings raise questions about the degree to which good governance principles have been effectively embedded in the agency's service processes.

In this context, evaluating the application of good governance—specifically professionalism, accountability, transparency, service excellence, democratic participation, and efficiency—becomes essential to enhancing service delivery. While several prior studies have highlighted the importance of governance in public administration, many have not explored its concrete implications in regional administrative institutions such as DUKCAPIL Makassar.

The objective of this research is to determine the influence of good governance on public service quality at DUKCAPIL Makassar. The novelty of this study lies in its empirical assessment of governance practices using quantitative methods to understand how these principles affect public satisfaction and institutional performance.

Literature Review

Public service is a fundamental obligation of government institutions and serves as a critical measure of state performance. According to Law No. 25 of 2009 on Public Services in Indonesia, public service organizations are tasked with fulfilling the needs of the population through accessible, efficient, and accountable service delivery. These services include the provision of goods, administrative tasks, and other citizen-oriented services.

Good governance refers to the responsible and transparent management of public resources in line with democratic principles and efficiency. Mardiasmo (2018) defines good governance as a governance model that prevents misallocation of resources, reduces political and administrative corruption, and ensures legal and political frameworks conducive to inclusive development. This concept emphasizes accountability, transparency, professionalism, and citizen participation as cornerstones of effective government.

Government Regulation No. 101 of 2000 outlines the principles of good governance, which include:

1. Professionalism - Improving competence and ethical conduct among public servants to ensure efficient and responsive service.
2. Accountability - Holding decision-makers responsible for their actions, especially in areas affecting public welfare.
3. Transparency - Promoting mutual trust between government and citizens through the availability of accurate and timely information.
4. Excellent Service - Ensuring well-structured service procedures, clear tariffs, reliable infrastructure, and courteous personnel.
5. Democracy and Participation - Encouraging citizen engagement in public decision-making processes.
6. Efficiency and Effectiveness - Optimizing the use of available resources while maintaining service quality.
7. Rule of Law - Enforcing justice, respecting human rights, and adhering to societal norms.

Public service is particularly strategic in embedding these principles because it represents a tangible point of interaction between the state and the public. As noted by Dwiyanto (2021), public services offer a practical venue for applying governance reforms, gaining public support, and enhancing bureaucratic legitimacy.

Three main reasons highlight the relevance of public services in promoting good governance:

1. They are the primary interface where the government interacts with non-governmental actors.
2. They allow for the visible implementation of governance principles such as transparency and accountability.
3. They involve all three key governance stakeholders—government, civil society, and the market.

The theoretical framework for this study is anchored in the interplay between good governance as the independent variable and public service as the dependent variable. Indicators for public service, as stipulated in the Ministry of State Apparatus Empowerment Decree No. 63/KEP/M.PAN/2003, include simplicity, clarity, timeliness, accuracy, safety, responsibility, infrastructure adequacy, accessibility, discipline, and comfort. Meanwhile, good governance is measured by the dimensions outlined in Government Regulation No. 101 of 2000.

This literature review underscores the importance of adopting governance principles to improve public service delivery, especially within local institutions such as DUKCAPIL Makassar, which serve as critical agents in the implementation of administrative reforms.

Research Design and Methodology

This research applied a **quantitative approach** aimed at examining the effect of good governance implementation on public service delivery. The study was conducted at the Department of Population and Civil Registration (DUKCAPIL) of Makassar City, located on Jalan Teduh Bersinar, Rappocini Subdistrict. Data were collected over a period of two months, from August to October 2024. The **population** in this study consisted of Makassar City residents who had accessed public services at DUKCAPIL. The sample size was determined to be **60 respondents** using the Slovin formula, with a 10% margin of error. The **sampling method** applied was **simple random sampling**, a probability-based technique that ensures each member of the population has an equal chance of being selected.

Primary data were collected through structured questionnaires distributed directly to respondents. Each item in the questionnaire was aligned with specific indicators of good governance and public service, measured on a **Likert scale**. **Secondary data** were gathered from institutional records and government regulations related to governance and public service frameworks. To ensure the accuracy and reliability of the measurement instruments, the study conducted both **validity and reliability tests**. Validity was tested using item-total correlation, with a minimum threshold of $r > 0.254$. All 17 questionnaire items exceeded this value, confirming their validity. Reliability was tested using **Cronbach's Alpha**, and both constructs—Good Governance ($\alpha = 0.886$) and Public Service ($\alpha = 0.863$)—exceeded the 0.60 threshold, indicating strong internal consistency.

Findings and Discussion

Findings

The descriptive statistical analysis revealed the general characteristics of the variables studied. The good governance variable (X) had a minimum score of 20 and a maximum score of 35, with a mean of 28.20 and a standard deviation of 4.278. Meanwhile, the public service variable (Y) recorded a minimum score of 27 and a maximum of 50, with a mean of 39.38 and a standard deviation of 5.932. These values indicate moderate to high perceptions among respondents regarding both governance and service performance.

Validity testing using corrected item-total correlation confirmed that all questionnaire items for both variables were **valid**, as they exceeded the r-table value of 0.254. Similarly, reliability testing using **Cronbach's Alpha** yielded a coefficient of **0.886** for good governance and **0.863** for public service,

both of which are above the reliability threshold of 0.60, indicating that the instruments were highly reliable.

Tabel 1. Validity and Reliability Test

Variable	Instrument	r-calculated	Cronbach Alpha	Result
X	X1	0,796	0,886 > 0,6	Valid dan reliable
	X2	0,679		Valid dan reliable
	X3	0,799		Valid dan reliable
	X4	0,816		Valid dan reliable
	X5	0,769		Valid dan reliable
	X6	0,852		Valid dan reliable
	X7	0,749		Valid dan reliable
Y	Y1	0,734	0,863 > 0,6	Valid dan reliable
	Y2	0,736		Valid dan reliable
	Y3	0,753		Valid dan reliable
	Y4	0,376		Valid dan reliable
	Y5	0,664		Valid dan reliable
	Y6	0,753		Valid dan reliable
	Y7	0,754		Valid dan reliable
	Y8	0,687		Valid dan reliable
	Y9	0,605		Valid dan reliable
	Y10	0,805		Valid dan reliable

Source: SPSS Output, 2024

Table 2. Regression Coefficient

Model	B	Std. Error	t	Sig.
Constant	6.382	-	-	-
X (Good Governance)	1.170	-	11.987	0.000

Source: SPSS Output, 2024

From the table, the regression equation is: $Y = 6.382 + 1.170X$. This means that for every 1-point increase in good governance, public service is expected to improve by 1.170 points.

Coefficient of Determination (R²)

The coefficient of determination shows the explanatory power of the model.

Table 5. Coefficient of Determination

Model	R	R Square	Adjusted R Square	Std. Error
1	0,844 ^a	0.712	0,707	

Source: SPSS Output, 2024

This means that 71.2% of the variance in public service performance is explained by good governance, while the remaining 28.8% is influenced by other factors not included in the model.

Discussion

The empirical evidence from this study affirms that the application of good governance principles significantly improves public service delivery. The regression results and high R² value demonstrate that governance practices – such as transparency, accountability, and professionalism – are integral to improving citizen satisfaction with public institutions.

The finding that 71.2% of the variance in public service quality is explained by good governance emphasizes the need for consistent implementation of governance principles across all dimensions of service. This supports the assertions of Dwiyanto (2021) and Mardiasmo (2018), who argue that performance-based governance is critical for building institutional trust and effectiveness.

In practical terms, the Department of Population and Civil Registration (DUKCAPIL) in Makassar has the potential to enhance public trust and reduce service-related complaints by improving information dissemination, ensuring consistent procedures, and minimizing bureaucratic delays. The fact that some citizens reported confusion or administrative inefficiencies suggests a gap in implementation, particularly in the areas of service excellence and responsiveness.

These results are in line with findings from Dewi & Suparno (2022) and Malik & Abdulajid (2023), who emphasize the importance of embedding democratic values, public accountability, and service integrity to achieve high-quality governance outcomes. The study contributes to this growing body of literature by providing context-specific evidence from a local administrative setting in Indonesia.

Conclusion

This study concludes that the implementation of good governance significantly contributes to the improvement of public service delivery at the Department of Population and Civil Registration (DUKCAPIL) of Makassar City. The principles of professionalism, accountability, transparency, service excellence, democratic participation, and efficiency have been shown to positively influence the quality of services perceived by the public. The findings affirm that strengthening these principles enhances the responsiveness and reliability of public institutions.

In practical terms, public service agencies must internalize good governance not only as a policy framework but also as a daily operational culture. The consistent application of governance values builds citizen trust, improves procedural clarity, and minimizes inefficiencies. This research highlights the importance of maintaining ethical standards, clear communication, and citizen involvement as integral components of effective service delivery.

Despite its contributions, the study is limited in scope and geography. Future research may extend this work by examining governance practices across different sectors and administrative levels. Additional variables such as digital transformation, employee performance, or community engagement could be explored to provide deeper insights into improving service outcomes through governance reform.

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