

The Influence of Good Governance Implementation on the Provision of Public Services at the Warungkondang District Office, Cianjur Regency

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ABSTRACT

This study aims to analyze the impact of good governance implementation on public service delivery at the Warungkondang District Office, Cianjur Regency. The study used a quantitative approach with a survey method involving employees and the public as service users. The results showed that good governance had a positive and significant impact on public service delivery, with a strong relationship between variables. The coefficient of determination showed that 69.6% of public service quality was influenced by good governance implementation, and 30.4% by other factors. These findings emphasize the importance of transparency, accountability, participation, effectiveness, and responsiveness in improving the quality of public service.

INTRODUCTION

Public service is a crucial aspect of governance that prioritizes the public interest. In practice, public criticism regarding the quality of public services is still common, leading to demands for more reliable, transparent, and accessible services. This demonstrates the government's need to continuously improve service quality through the application of good governance principles in order to achieve quality public services. (Sari., IM 2025) These principles include transparency, accountability, participation, and effectiveness and efficiency. They serve as guidelines for government agencies to ensure professional public services are provided. Good governance also emphasizes the importance of public participation in the formulation, implementation, and evaluation of public policy. Globally, good governance is recognized as a key factor influencing the quality of public services.

In Indonesia, good governance (GG) is integrated into various national policies, one of which is Law Number 23 of 2014 concerning Regional Government. This emphasizes the importance of decentralization to bring services closer to the community. Through decentralization, regional governments are tasked with organizing governance according to the characteristics of the needs of their respective regions, so that public services become more responsive and efficient. However, the implementation of good governance (GG) still faces various obstacles, such as bureaucratic inefficiency, service delays, low professionalism of the apparatus, and minimal transparency of public information.

Warungkondang District in Cianjur Regency is an example of a region facing challenges in implementing good governance principles. With a population of 85,285 people and 11 villages, this district has a high population density in urban areas and limited access in rural areas. Although the 2023 Cianjur Regency Community Satisfaction Index results showed a good rating, this score is still below the regional performance target of 80.

The Warungkondang District Office provides various administrative services, but challenges persist, such as delays in document issuance and inadequate public awareness of service procedures. Another challenge is the lack of adequate human resources and facilities. The limited number of employees results in a disproportionate distribution of the workload, and inadequate human resources hinder performance. Furthermore, limited facilities and infrastructure, such as uncomfortable waiting rooms and outdated computer equipment, are also issues.

This set of problems demonstrates a discrepancy between ideal public service standards. Previous research has shown that implementing good governance at the district level can improve the effectiveness and accountability of public services. However, no study has specifically examined the implementation of good governance at the sub-district level. Therefore, more specific research is needed to determine the extent to which good governance principles are implemented in Warungkondang District, taking local characteristics into account.

LITERATURE REVIEW

1. Implementation of Good Governance

Good Governance is a conceptual framework that describes the ideal practice of governance, in which economic, political, and administrative power are distributed. Good governance is defined as the management of state affairs at all levels. This definition emphasizes the importance of effective and participatory management of public resources, so that government decisions can meet the needs of society in a sustainable manner (UNDP, 1997). The World Bank also emphasizes that good governance is the way power is exercised in managing economic and social resources for development.

This concept emphasizes the involvement of all stakeholders in public policy negotiations and the implementation of agreed-upon and regularly evaluated governance principles. In the context of public services, good governance must encompass an orientation toward social justice, information transparency, and the integrity of government officials, as well as responsiveness to changes in the digital era. Transparency allows the public to monitor government operations through access to public information. Responsiveness demonstrates the government's concern for the community's needs. Consensus fosters agreement on policies to create social stability. Accountability demands accountability for actions and policies taken.

2. Provision of Public Services

Public services are a crucial part of the interaction between government and society. Successful public services increase public support for government performance. Furthermore, public services serve as a means of communicating the various elements of clean government and the principles of good governance. Good service should satisfy everyone and help achieve the state's goal of improving public welfare. Changes to public organizations and institutional arrangements are crucial steps in creating a bureaucracy that adapts to public needs. The structure and authority of public service delivery institutions are also influenced by institutional arrangements.

Good service encompasses the service provider's ability to serve customers accurately and responsively. Service assurance that prioritizes employee competence and courtesy builds customer trust. In public service, empathy is crucial because service providers must listen to customers' concerns and understand their perspectives. Physical aspects, such as the appearance of facilities and staff, can help people form a better impression and have a better service experience.

Public service is the primary function of government in meeting the needs of the community and serving as a bridge between the government and the community. Public service reflects the government's responsibility to meet the needs of the community and create an interactive relationship between the two. However, various problems remain, such as a lack of transparency, complex bureaucracy, and low public participation, which can hinder the quality of public service. Therefore, the application of good governance principles is crucial to

increasing the effectiveness of public services so that they align with the needs and expectations of the community. (Saprudin., Zulmasyhur, 2024).

Public service and good governance are closely linked. Effective public service can only be achieved through the application of principles. These principles reduce the potential for corruption, increase public trust, and enable citizens to participate in evaluating public services.

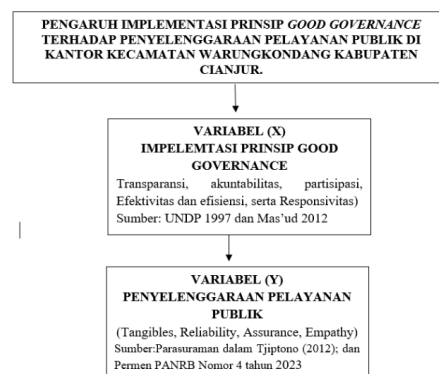
Research Hypothesis

This study hypothesizes the relationship between the independent variable, good governance implementation (X), and the dependent variable, public service delivery (Y). The goal is to empirically determine how one variable influences another, thus employing a quantitative, causal-associative approach. The application of these principles is expected to create a more open, equitable, and community-oriented public service system.

Based on the theoretical basis and conceptual relationship between the two variables, the general research hypothesis is formulated:

H_a(Alternative Hypothesis): The implementation of good governance has a positive and significant effect on the provision of public services at the Warungkondang District Office.

H₀(Null Hypothesis): Implementation of good governance does not have a significant effect on the provision of public services at the Warungkondang District Office.



METHODOLOGY

This research chose a quantitative method with an associative approach. This choice is based on the positivistic paradigm, which emphasizes objective, numerical data measurement to test hypotheses (Sugiyono, 2019). Associative research analyzes the relationship between two or more variables. This allows for explanations of patterns of relationships and influences between research variables. Associative research aims to discover relationships between specific variables (Sarwono, 2014). Meanwhile, Umar (2013) states that relationships can be symmetrical, causal, or reciprocal. Associative research aims to test hypotheses about relationships between variables using statistical analysis to produce acceptable conclusions, according to Indirantoro and Supomo (2018).

The population of this study includes all 18 employees and 1,370 community members as service recipients at the Warungkondang sub-district

office. According to (Sugiyono, 2019), a sample is a portion of the population selected as a representative when the entire population cannot be studied, so that the results can be generalized accurately. The sample of this study includes all Warungkondang Sub-district Office employees who are also used as the population. This is because the number of employees is relatively small, namely 18 people, so the entire population is taken as a sample using a saturated sampling technique (census). Meanwhile, for the community, based on the results of the calculations carried out, the number of samples used is 94 respondents. Thus, the total number of respondents in this study is 112 people, consisting of 18 employees and 94 community members as service recipients.

This research utilizes a literature review including articles, journals, and internet sources, as well as fieldwork conducted through observation, interviews, questionnaires, and documentation. Researchers used a Likert scale to measure respondents' responses to competency training programs that improve the competitiveness of local workers at the Bogor City Manpower Office. The Likert scale indicates the quality of responses from Very Good to Very Poor. The WMS formula was used to analyze the questionnaire results to obtain an average score.

A crucial stage in quantitative research is determining the data analysis technique used to process, interpret, and draw conclusions from the collected data. In this study, the analysis process was carried out in stages with the assistance of Statistical Package for the Social Sciences (SPSS) version 29 software. The analysis stages included testing the research instrument consisting of validity and reliability tests, followed by classical assumption tests such as normality and linearity tests. Next, hypothesis testing was carried out using simple linear regression analysis and calculating the coefficient of determination (R^2) to determine the magnitude of the influence of the independent variable on the dependent variable.

RESEARCH RESULT

In line with the topic of this research, there are two basic theories of analysis, including: (a) the theory of Good Governance according to (UNDP 1997 and Mas'ud 2012), which has five dimensions, namely (1) Transparency (2) Accountability (3) Participation (4) Effectiveness & Efficiency and (5) Responsiveness, and the theory of public service delivery according to Parasuraman in Tjiptono (2012) and PANRB Regulation Number 4 of 2023, which has 4 dimensions, namely (1) Tangibles (2) Reliability (3) Assurance (4) Empathy. The results and data analysis in accordance with the above theories will be explained through the calculations below.

1. Research Instrument Testing
 - a. Validity Test

Table1. Results of Validity Test of Good Governance and Public Service Provision Variables

<i>Validity</i>	<i>Dimensions</i>	<i>Corrected item Total Correlation</i>	<i>r Table</i>	<i>Information</i>
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Good governance (X)	Transparency	0.639	0.185	Valid
		0.732	0.185	Valid
		0.788	0.185	Valid
	accountability	0.800	0.185	Valid
		0.814	0.185	Valid
		0.769	0.185	Valid
	Participation	0.651	0.185	Valid
		0.809	0.185	Valid
	Effectiveness & Efficiency	0.669	0.185	Valid
		0.732	0.185	Valid
		0.738	0.185	Valid
	Responsiveness	0.669	0.185	Valid
		0.649	0.185	Valid
		0.725	0.185	Valid
Public Service Provision(Y)	Tangibles (Physical Evidence)	0.711	0.185	Valid
		0.645	0.185	Valid
	Reliability	0.803	0.185	Valid
		0.800	0.185	Valid
		0.787	0.185	Valid
	Assurance	0.695	0.185	Valid
		0.754	0.185	Valid
		0.824	0.185	Valid
	Empathy	0.805	0.185	Valid
		0.806	0.185	Valid
		0.755	0.185	Valid

The Good Governance variable (Y) meets the validity requirements for 14 statement items, and the Public Service Delivery variable (Y) is declared to meet the validity criteria for all 11 statement items, because each calculated r value is > compared to the r table (0.185). This means that each statement item in the questionnaire is able to represent the measured construct accurately.

b. Reliability Test

Figure 2. Results of the Reliability Test of the Good Governance & Public Service Provision Variables

Reliability Statistics		Reliability Statistics	
Cronbach's Alpha	N of Items	Cronbach's Alpha	N of Items
.932	14	.928	11

Source: SPSS data processing results. 29

This study used the Cronbach's Alpha coefficient to assess the instrument's internal consistency. The Good Governance (X) variable,

comprising 14 statement items, obtained a value of 0.932 (very high). This indicates that the instrument for this variable has excellent internal consistency.

Meanwhile, the Public Service Delivery (Y) variable, with 11 statement items, also produced a value of 0.932. This value is also (very high), indicating that the instrument for this variable has excellent reliability.

2. Classical Assumption Test

a. Normality Test

Figure 3. Results of the Normality Test for Variable X and Variable Y

		Unstandardize d Residual	
N		112	
Normal Parameters ^{a,b}	Mean	.0000000	
	Std. Deviation	4.20656925	
Most Extreme Differences	Absolute	.037	
	Positive	.028	
	Negative	-.037	
Test Statistic		.037	
Asymp. Sig. (2-tailed) ^c		.200 ^d	
Monte Carlo Sig. (2-tailed) ^e	Sig.	.969	
	99% Confidence Interval	Lower Bound	.964
	Upper Bound	.973	

a. Test distribution is Normal.
 b. Calculated from data.
 c. Lilliefors Significance Correction.
 d. This is a lower bound of the true significance.
 e. Lilliefors' method based on 10000 Monte Carlo samples with starting seed 2000000.

The sample size (N) of this study was 112 respondents, with a value of 0.200. This value is greater than the 0.05 significance level ($0.200 > 0.05$), indicating that the residual data is normally distributed. Furthermore, the Monte Carlo Sig. analysis showed a value of 0.934 with a 99% confidence interval ranging from 0.928 to 0.941. This finding further confirms that the assumption of normality has been met.

b. Linearity Test Results

Figure 4. Results of the linearity test for variables X and Y

		Sum of Squares	df	Mean Square	F	Sig.	
Penyelenggaraan PP * Good Governace	Between Groups	(Combined)	4818.856	33	146.026	6.949	<.001
		Linearity	4493.687	1	4493.687	213.854	<.001
		Deviation from Linearity	325.169	32	10.162	.484	.988
	Within Groups		1639.001	78	21.013		
Total		6457.857	111				

Based on the figure above, a value of 0.98 was obtained with 111 data points tested. Since the significance value is greater than 0.05 ($0.98 > 0.05$), it can be concluded that there is no deviation from the linear relationship. Thus, the linearity assumption has been met.

3. Descriptive Analysis

a. Implementation of Good Governance

The approach used in measuring the influence of the implementation of good governance on the provision of public services at the Warungkondang District Office, Cianjur Regency, using the UNDP (1997)

and Mas'ud (2012) theories, there are 5 dimensions, namely: Transparency, Accountability, Participation, Effectiveness and Efficiency and Responsiveness.

Summary Table of Variable X (Implementation of Good Governance)

Dimensions	Indicator	Public		Employee	
		Average	Category	Average	Category
Transparency	Public information disclosure	4.01	Good	4.50	Very good
	Availability of service procedure information	3.93	Good	4.17	Good
	Ease of public access to information	3.84	Good	4.28	Very good
Average		3.92	Good	4.31	Very good
Accountability	Accountability of the apparatus for carrying out tasks	3.97	Good	4.22	Very good
	Clarity of roles and functions of the apparatus	3.70	Good	4.17	Good
	Compliance with Standard Operating Procedures (SOP)	3.76	Good	3.84	Good
Average		3.81	Good	4.07	Good
Participation	Community involvement in the service process	3.71	Good	4.56	Very good
	Opportunity for the public to convey aspirations or complaints	3.85	Good	4.33	Very good
Average		3.87	Good	4.44	Very good

Effectiveness and Efficiency	Optimal utilization of resources	3.68	Good	4.33	Very good
	Implementation of services on time	3.93	Good	4.17	Good
	Use of needs according to budget	3.83	Good	4.22	Very good
Average		3.82	Good	4.24	Very good
Responsiveness	Respond quickly to public complaints	3.71	Good	4.00	Good
	Suitability of services to community needs	3.86	Good	3.89	Good
	Employee's ability to solve public problems	3.72	Good	3.72	Good
Average		3.76	Good	3.87	Good
Total Average		3.83	Good	4.18	Good

Source: Research Questionnaire (processed) 2026

Based on the recapitulation results, the Good Governance Implementation variable obtained an average score of 3.83 from community respondents and 4.18 from employee respondents. Both groups assessed that the principles of Good Governance had been implemented well, although there were differences in perceptions in several aspects or indicators. In the transparency dimension, the community gave a rating of "Good," indicating that public information, service procedures, and access to information were sufficiently open. However, employees rated this dimension as "Very Good." This difference indicates that although the information system is adequately available, the public's experience in accessing information still needs to be improved.

In the accountability dimension, the public rated it "Good," while employees rated it "Very Good." This means that the apparatus is considered to have carried out its duties and responsibilities quite well, although the clarity of its roles and functions still needs to be clarified for better understanding by the public. In the participation dimension, the public gave an average score of 3.78, while employees rated this dimension "Very Good." "This indicates that participation mechanisms are available, but have not been fully felt to be effective by the community.

In the effectiveness and efficiency dimensions, the public rated it "Good," and employees rated it "Very Good." This means that the service was deemed to be quite timely and the use of resources was relatively optimal, although there was still room for improvement.

Finally, on the responsiveness dimension, the public rated it "Good," and employees rated it "Very Good." "This shows that the apparatus is quite responsive to the needs and complaints of the community, although improvements in resolving public problems are still needed.

A comprehensive review reveals that the program has performed well based on public perception and very well based on employee perception. These findings indicate that while administrative and internal governance mechanisms have been implemented effectively, evaluation and strengthening of communication, open access, and community empowerment are needed to ensure that the principles of good governance are not only implemented procedurally but also substantively perceived by the community as service recipients.

b. Provision of Public Services

This research draws on Parasuraman's Theory of Service Quality. This theory encompasses several key dimensions: tangibles, reliability, assurance, and empathy.

Table 4. Recapitulation of Variable Y for Public Service Provision

Dimensions	Indicator	Public		Employee	
		Average	Category	Average	Category
Tangibles (Physical Evidence)	Availability of supporting facilities and infrastructure for services	3.83	Good	4.06	Good
	The appearance of employees is neat and professional	4.03	Good	4.33	Very good
Average		3.93	Good	4.19	Good
Reliability	Timeliness of service	3.93	Good	4.11	Good
	Consistency of Service Results	3.80	Good	4.33	Very good
	Clarity of procedures and service requirements	4.18	Good	4.39	Very good
Average		3.97	Good	4.27	Very good

Assurance	Employee compensation and expertise	3.98	Good	4.17	Good
	Polite and professional attitude when serving	4.05	Good	4.17	Good
	Security and clarity of service process	4.01	Good	4.33	Very good
Average		4.01	Good	4.22	Very good
Empathy	Employee attention to society	3.88	Good	4.28	Very good
	Understanding of community needs and complaints	3.88	Good	3.89	Good
	Good and friendly communication	4.13	Good	4.17	Good
Average		3.96	Good	4.11	Very good
Total Average		3.96	Good	4.19	Good

All dimensions and indicators of public service delivery showed varying results. Overall, public services have been running well, although there are differences of opinion between the public as service recipients and employees as service providers, with an overall average of 3.96 respondents, also in the good category.

For the tangibles dimension, the public gave an average rating of 3.93, indicating that the service infrastructure and staff appearance were deemed adequate and professional. Conversely, employee respondents gave an average rating of 4.19, indicating that from an internal perspective, the facilities and physical readiness of the service were deemed very optimal. This difference indicates that although the facilities are well-established, there is still room for improvement in the comfort and quality of the facilities from the public's perspective.

In the reliability dimension, the public gave a score of 3.97 with good criteria, especially regarding clarity of procedures and timeliness. Employees received a score of 4.27, which qualifies as Very Good, with several indicators rated as Perfect. This demonstrates that the service system is operating consistently, although the public's experience with services could still be improved.

For the assurance dimension, the public gave an average rating of 4.01, indicating good employee competence, politeness, and the security and clarity of the service process. Employee respondents gave an average rating of 4.22, indicating that the service's capabilities, professionalism, and security were operating optimally. This difference demonstrates the need to strengthen public

trust so that public perceptions align more closely with employees' internal beliefs.

In the empathy dimension, the public gave an average rating of 3.96, categorized as Good. Good and friendly communication received the highest rating of 4.13, indicating that employees' interpersonal approach was quite positive. However, attention and understanding of community needs still need to be improved. Employee respondents gave an average rating of 4.11, categorized as Good. Although most indicators were rated as Very Good, the indicator for understanding community needs and complaints received the Good category, indicating that there is still room for improvement in understanding community conditions in depth.

Overall, public service delivery has been running well, with all dimensions demonstrating positive performance, particularly in terms of reliability and service assurance. However, differing perceptions between the public and employees indicate that improvements in service quality still require a focus on consistency, improved facilities, and strengthening empathy and understanding of community needs.

4. Hypothesis Test Results

Figure 4 Hypothesis Test Results

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	8.050	2.299		3.502	<,001
	Good Governace	.662	.042	.834	15.864	<,001

a. Dependent Variable: Penyelenggaraan PP

Based on the table, it is known that the Good Governance variable (X) is positive and significant on the Public Service Delivery variable (Y). This is indicated by the regression coefficient value of 0.662, the calculated t value of 15.864, and the significance level of 0.001. This finding indicates that Good Governance has a strong influence on the implementation of public services, which is also supported by the beta coefficient value of 0.834.

5. Simple Linear Regression Results

Figure 5 Simple Linear Regression Results

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	8.050	2.299		3.502	<,001
	Good Governace	.662	.042	.834	15.864	<,001

a. Dependent Variable: Penyelenggaraan PP

Based on the results of the regression analysis, the following equation was obtained: $Y = 8.050 + 0.662X$.

The constant value of 8.050 indicates that the level of public service delivery will remain at that level even if there is no change in the Good Governance implementation variable. Meanwhile, the regression coefficient of 0.662 for the Good Governance variable indicates that every one-unit increase in that variable will be followed by a 0.662 increase in public service delivery. This indicates a positive relationship between the two variables.

6. Results of the Coefficient of Determination (R²)

Figure 6 Results of the Determination Coefficient (R²) Test

Model Summary^b				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.834 ^a	.696	.693	4.226

a. Predictors: (Constant), Good Governance

b. Dependent Variable: Penyelenggaraan PP

The R Square value obtained was 0.696. This indicates that the Good Governance variable is able to explain variations in the implementation of public services by 69.6%, while the remaining 30.4% is influenced by other factors outside the research model. The findings indicate that the implementation of Good Governance has a significant contribution to the implementation of public services in Warungkondang District.

DISCUSSION

The research results show that the implementation of good governance has a positive impact on public service delivery at the Warungkondang District Office. This finding indicates that the quality of service received by the public is in line with the level of good governance implementation. Therefore, it is understandable that good governance is a crucial foundation for realizing effective public services that are oriented towards public satisfaction.

Theoretically, the results of this study align with the UNDP's concept of good governance, which emphasizes the importance of transparency, accountability, participation, effectiveness, and the rule of law in governance. The application of these principles encourages the creation of a service system that is more responsive to public needs. In the context of public services at the sub-district level, these principles are crucial, given that the sub-district is the government unit closest to the community.

Furthermore, the findings of this study are consistent with the concept of Reinventing Government by Osborne and Gaebler, which emphasizes that modern bureaucracy must be innovative, responsive, and results-oriented. Consequently, the implementation of good governance impacts administrative aspects and changes the work culture of civil servants to be more professional and service-focused. The results of this study, from an empirical perspective, support previous research findings showing that the implementation of good

governance is closely related to improving the quality of public services. The application of the principle of transparency, for example, allows the public to obtain clear service information, thereby reducing uncertainty and increasing public trust. Meanwhile, accountability ensures that every service process can be accounted for, thus encouraging civil servants to work in a more disciplined and professional manner.

However, while the implementation of good governance has generally shown positive effects, several obstacles remain in practice. Constraints such as limited human resources (HR), suboptimal facilities and infrastructure, and a service system that is not yet fully integrated are factors that can hinder the optimization of public services. This indicates that the success of implementing good governance is greatly influenced by appropriate policies and adequate organizational support.

Furthermore, the differing perceptions between employees and the public regarding service quality indicate that improvements are still needed in terms of service consistency and understanding of community needs. In this context, the dimensions of empathy and responsiveness are crucial aspects that need to be improved, so that public services not only run well administratively but also are able to provide a satisfying service experience for the public.

CONCLUSIONS AND RECOMMENDATIONS

The results of descriptive analysis using the Weight Mean Score method show that the implementation of good governance principles in Warungkondang District has been well implemented. This is evident from the average value of the good governance implementation variable which is in the good category. These findings indicate that principles such as transparency, accountability, participation, effectiveness, and efficiency have been implemented in government administration and public services. However, there are still several aspects that need to be improved to optimize their implementation. On the other hand, the implementation of public services at the Warungkondang District Office is generally also in the good category. The services provided by the sub-district apparatus are considered capable of meeting the needs of the community as service users.

Clarity of procedures, ease of access to information, and the attitude of officials toward providing services to the public are all indicators that indicate that the service process is considered quite good. This indicates that government services at the sub-district level have been implemented according to applicable service standards. The results of a simple linear regression analysis indicate a positive relationship between the two variables, where the better the application of good governance principles, the better the quality of public services.

Based on the coefficient of determination, the implementation of good governance contributes significantly to variations in the quality of public services. This confirms that good governance plays a crucial role in improving the quality of services provided to the public. Therefore, it is recommended that Warungkondang District continue to strengthen the implementation of transparency and accountability principles in the provision of public services. This recommendation is based on research findings showing that the quality of

public services is strongly influenced by good governance practices. Providing clearer and more accessible information about services, such as procedures, requirements, costs, and service completion times, can help improve transparency.

Furthermore, the accountability of civil servants needs to be improved so that every service process can be transparent to the public. Warungkondang District also needs to improve the quality of human resources, especially civil servants, in providing services to the public. Given that research shows a positive relationship between the implementation of good governance and the provision of public services, improving civil servant competence is a crucial factor in optimizing the application of good governance principles. This effort can be achieved through public service training, increasing civil servant capacity, and fostering ethics and professionalism in providing services to the public.

Finally, Warungkondang District needs to innovate its public service system to improve effectiveness and efficiency. This can be achieved through the use of information technology in the service process, such as digital-based service systems or the provision of more modern and easily accessible service information media. Innovation in service delivery is expected to accelerate the service process, increase transparency, and make it easier for the public to obtain the services they need.

Advanced Research

Several limitations of this study should be considered. It is important to remember that this research was conducted only in Warungkondang District, so the results cannot be generalized to areas with different characteristics. Second, because this research was conducted using a quantitative approach using a questionnaire instrument, the information collected can only provide a brief overview of the empirical conditions on the ground. Third, although this study only discusses the implementation of good governance, there are other components that can influence the quality of public services, such as leadership, organizational culture, and the use of information technology. Due to these limitations, further research should be conducted elsewhere. The results should be more representative and comparable across regions. To provide a broader understanding, a mixed-methods approach is recommended. To provide a more complete picture, further research could include other relevant variables, such as apparatus competence, service innovation, and service digitalization systems. This is also important for understanding the components that influence the quality of public services.

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