

CHALLENGES AND EFFORTS IN IMPLEMENTING GOOD GOVERNANCE PRINCIPLES IN PUBLIC SERVICES IN NABIRE REGENCY

Yohanis Pigome¹, Yeheschiel B. Marewa², Liberthin Palullungan³, Elfran Bima Muttaqin⁴

¹²³⁴ Master of Law, Postgraduate Program, Universitas Kristen Indonesia Paulus, Indonesia.

Email: pigomeyohanis@ukipaulus.ac.id

Abstract

This study aims to identify the challenges and efforts in implementing the principles of good governance in public services in Nabire Regency. The results show that the main challenges include limited infrastructure, inadequate human resources, low levels of transparency, weak accountability, minimal public participation, and low responsiveness of government officials. Additionally, political pressure and security instability exacerbate the situation. To address these challenges, the Nabire Regency government has made various efforts, such as improving infrastructure, developing human resource capacity, enhancing transparency and accountability, encouraging public participation, and increasing the responsiveness of public services. Despite these efforts, many challenges remain to achieve the implementation of good governance principles. Continuous evaluation and strategy adjustments are necessary to ensure optimal and sustainable results.

Keywords: good governance, public service, Nabire Regency.

1. Introduction

The principles of good governance, also known as Good Governance Principles, form a critical foundation for the effective and efficient administration of government. These principles include transparency, accountability, public participation, responsiveness, and effectiveness, all aimed at enhancing government performance and public service delivery. In Indonesia, implementing these principles presents significant challenges, particularly in regions with limited infrastructure and human resources, such as Nabire Regency in Papua.

Nabire Regency, located in eastern Indonesia, faces various obstacles in applying the principles of good governance. Limited infrastructure, a shortage of skilled human resources, and a lack of understanding and commitment from local government officials are some of the factors hindering the implementation of these principles. Additionally, local political pressure and low public participation contribute to the challenges in delivering quality public services.

The application of transparency in local government is often hindered by the lack of open and accessible information systems for the public. Low transparency leads to decreased public trust in the government and potentially increases corruption. In Nabire Regency, transparency issues are exacerbated by low literacy levels and limited access to information technology among the population. According to the Central Bureau of Statistics (BPS), the literacy rate in Nabire Regency is still below the national average, indicating that many people are unable to effectively access information.

Accountability is another principle that faces significant challenges. The limitations of internal and external oversight mechanisms, coupled with a work culture that does not support public accountability, make it difficult to enforce accountability in governance. Studies show that without a strong accountability system, abuse of authority and resources is more likely to occur. In Nabire, oversight of public budget use is often ineffective due to weak control by oversight bodies and the public.

Public participation in governance and decision-making processes remains low. Many people are not fully aware of the importance of their role in monitoring and participating in government administration. This lack of participation can be attributed to various factors, including low political education and legal awareness among the public. Research indicates that educated communities tend to be more active in participating and overseeing the functioning of the government.

The responsiveness of local government to the needs and complaints of the public is also a major challenge. Bureaucratic inefficiency and a lack of responsiveness often hinder the resolution of issues faced by the public. In Nabire Regency, slow and inefficient public services are a common complaint among residents. Health services, education, and civil administration are sectors frequently criticized for slow responses and low-quality services.

The effectiveness of governance is greatly influenced by the quality of human resources and the available infrastructure. Limitations in these areas often result in the poor implementation of planned programs and policies. In Nabire, budget constraints are also a factor that hampers the effectiveness of local government programs. Limited budgets are often allocated to urgent needs, leaving insufficient funds for long-term development.

In addition to internal constraints, external challenges such as political pressure and security instability also affect the application of good governance principles. Political pressure from interested parties often leads to policies that do not align with good governance principles. Meanwhile, security instability, particularly in remote areas, hinders efforts to improve the quality of public services.

This study aims to identify the obstacles and challenges faced in applying the principles of good governance in Nabire Regency and to provide recommendations for overcoming these challenges. By understanding these constraints, effective solutions can be found to improve public service quality and government performance in the region.

2. Methodology

This research employs an empirical juridical approach that combines normative and empirical analysis to understand the obstacles and challenges in applying the principles of good governance in Nabire Regency. This approach is used to analyze legislation, official documents, and literature relevant to the principles of good governance. Empirical data were collected through in-depth interviews, observations, and questionnaires. Interviews were conducted with government officials and the public, while observations were carried out at public service offices. Questionnaires were distributed to the public to gauge their perceptions of public services. The collected data were analyzed descriptively and qualitatively. Data from interviews and observations were processed and presented in narrative form, depicting the obstacles and

challenges in implementing the principles of good governance. Data from the questionnaires were processed using simple statistical methods to provide an overview of public perceptions of the quality of public services. This research is expected to contribute to efforts to improve governance quality in Nabire Regency by identifying obstacles and challenges and offering recommendations for improvement based on empirical findings.

3. Discussion

A. Major Obstacles in Implementing the Principles of Good Governance in Public Services in Nabire Regency

The implementation of good governance principles in Nabire Regency faces a variety of complex challenges. These challenges include limited infrastructure, inadequate human resources, low levels of transparency, weak accountability, minimal public participation, and the poor responsiveness of government officials. These challenges are interrelated and contribute to the poor quality of public services in the region.

One of the main challenges in implementing good governance principles in Nabire Regency is the limitation of infrastructure. Physical infrastructure, including roads, office buildings, and information technology facilities, is still inadequate to support effective public services. Many public service offices are in poor condition, and bad road access hinders mobility and service distribution, especially in remote areas.

In addition, limitations in information technology infrastructure also hinder the implementation of transparency and accountability. The lack of an integrated information system makes it difficult for the public to access important data and information. This contributes to low public trust in the local government. These limitations also make it challenging to implement effective monitoring and evaluation systems, which are essential to ensure that public services meet standards.

Inadequate skilled and competent human resources also present a significant challenge in implementing good governance. Many local government officials lack the skills and knowledge necessary to carry out administrative tasks and public services according to established standards. The lack of education and training for government officials leaves many of them with little understanding of good governance principles, such as transparency, accountability, and public participation. Limited professional training and development also contribute to the poor quality of public services. Government officials often lack access to continuous training needed to improve their skills in effectively managing public services. This situation is exacerbated by a recruitment and promotion system that is not merit-based, which fails to encourage the enhancement of capacity and competence among officials.

Transparency is one of the key principles of good governance, yet its implementation in Nabire Regency remains very low. Suboptimal information and communication systems make it difficult for the public to access the information they need. This lack of transparency often leads to suspicion and distrust among the public towards the local government. The lack of access to information also hinders the public's ability to actively participate in decision-making processes and public oversight. Low transparency is also evident in budget management. Information regarding the allocation and use of public funds is often not publicly disclosed, preventing the

public from knowing whether the budget is being used efficiently and appropriately. This opens the door to corruption and misuse of authority by government officials.

Accountability in local governance also faces many challenges. Weaknesses in internal and external oversight mechanisms make public accountability processes ineffective. Oversight of public budget use is often non-transparent and lacks public participation. This opens up opportunities for abuse of authority and corrupt practices within local government. Weak accountability is also due to an ineffective sanctions system. Violations and mistakes made by government officials often do not receive strict sanctions, resulting in a lack of deterrence. Additionally, mechanisms for reporting and handling public complaints do not function well, making the public reluctant to report any deviations that occur.

Public participation in governance and decision-making processes is crucial to ensuring that policies and programs are in line with the needs and aspirations of the people. However, in Nabire Regency, public participation remains very low. Factors contributing to this low participation include a lack of political education, low legal awareness, and insufficient mechanisms to encourage active participation from the public. Low public participation is also due to a bureaucratic culture that is not open or inclusive. Government officials often do not provide sufficient space for the public to be involved in planning and oversight processes. This leads to a feeling among the public that they are not valued and that they have no influence over decisions related to public services.

The responsiveness of local government officials to the needs and complaints of the public is also low. Bureaucratic inefficiency and slow response to issues faced by the public are often major complaints. Slow public services cause many people to feel dissatisfied with the quality of services provided by the local government. Health services, education, and civil administration are the sectors most frequently criticized by the public due to slow responses and low-quality services. Low responsiveness is also influenced by a lack of mechanisms that allow the public to provide direct feedback to the government. Existing complaint systems often do not function well, meaning public complaints are not addressed quickly or appropriately.

In addition to internal challenges, external challenges such as political pressure and security instability also affect the implementation of good governance principles. Political pressure from interested parties often leads to policies that do not align with good governance principles. Security instability, particularly in remote areas, hinders efforts to improve the quality of public services. Political pressure can influence decision-making processes and resource allocation, often prioritizing specific interests over the public interest. Security instability also creates an environment that is not conducive to the implementation of government programs and public services, causing many programs to be suboptimally executed.

To improve the quality of governance in Nabire Regency, comprehensive and sustainable efforts are needed to address these challenges. Improving infrastructure, developing human resource capacity, enhancing transparency and accountability, and encouraging public participation are some of the key steps that must be taken.

B. Efforts by the Nabire Regency Government to Overcome Challenges in Implementing Good Governance Principles in Public Services

Facing various challenges in implementing good governance principles, the Nabire Regency government has undertaken several efforts to address these challenges. These efforts include improving infrastructure, developing human resource capacity, enhancing transparency and accountability, encouraging public participation, and increasing the responsiveness of public services.

1. Infrastructure Improvement

To address infrastructure limitations, the Nabire Regency government has allocated budgets for the construction and improvement of physical infrastructure, including roads, office buildings, and information technology facilities. Infrastructure development prioritizes the areas most in need to ensure better access to public services. Additionally, the local government has started implementing technology-based information systems to support transparency and accountability in public services. For example, the adoption of e-government and regional financial management information systems (SIMDA) has facilitated public access to information and improved budget management efficiency.

2. Human Resource Capacity Development

The Nabire Regency government also focuses on developing human resource capacity through various training and education programs for government officials. These training programs include technical, managerial, and public service ethics training aimed at enhancing the skills and competencies of government officials. Cooperation with higher education institutions and non-governmental organizations has also been established to provide continuous training programs for government officials. A merit-based recruitment and promotion system has begun to be implemented to ensure that employees appointed have the competencies needed for public service. This aims to increase professionalism and the performance of government officials in delivering quality services to the public.

3. Enhancing Transparency

To improve transparency, the Nabire Regency government has taken steps to improve public information systems and expand public access to government information. The budget transparency portal and the local government website are regularly updated to provide the latest information on budget management and government activities. This initiative aims to build public trust and encourage active participation in public oversight. The local government also organizes dialogue forums and open meetings with the public to discuss important issues and gather feedback from the community. This step is crucial to ensure that the decision-making process is conducted transparently and involves active participation from various stakeholders.

4. Increasing Accountability

To increase accountability, the Nabire Regency government has strengthened internal and external oversight mechanisms. The regional inspectorate is empowered to conduct regular audits and investigations of budget use and the performance of government officials. Additionally, cooperation with external oversight bodies such as the Audit Board of Indonesia (BPK) and the Corruption Eradication Commission (KPK) has been enhanced to ensure more effective oversight. The local government has also begun implementing a results-based performance appraisal system for government officials. This system is designed to measure individual and work unit performance based on the achievement of set targets and outcomes.

With this system in place, it is hoped that government officials will be more accountable and focused on achieving the desired results.

5. Encouraging Public Participation

Public participation in governance and decision-making processes is continuously encouraged through various initiatives. The Nabire Regency government holds regular development planning meetings (Musrenbang) at the village, sub-district, and regency levels to involve the community in planning and monitoring development. These Musrenbang meetings provide opportunities for the public to express their aspirations and proposals regarding government programs and policies. The local government also develops community empowerment programs aimed at increasing awareness and capacity for active participation in governance. These programs include political education, leadership training, and strengthening civil society organizations.

6. Increasing Responsiveness of Public Services

To improve the responsiveness of public services, the Nabire Regency government has undertaken bureaucratic reforms by simplifying service procedures and speeding up decision-making processes. The implementation of one-stop integrated service systems (PTSP) in various public service sectors is one of the steps taken to make it easier for the public to access services. The local government has also developed a more effective public complaint system by utilizing information technology. Online complaint systems and mobile applications for public complaints have been launched to make it easier for the public to submit complaints and receive quick responses from the government. With this system, it is hoped that the quality of public services will continue to improve and that public complaints can be addressed quickly and appropriately.

7. Addressing Political Pressure and Security Instability

Addressing political pressure and security instability requires a comprehensive approach. The Nabire Regency government works closely with security forces and community leaders to create a conducive environment for the implementation of government programs. Dialogue and mediation are routinely conducted to defuse potential conflicts and ensure that all parties have balanced interests in the decision-making process. The local government also strengthens cooperation with provincial and central governments to obtain support in terms of security and political stability. This support includes assistance in law enforcement, resource provision, and better policy coordination to address existing challenges.

Although various efforts have been made, many challenges remain to be overcome to achieve the implementation of good governance principles in Nabire Regency. Continuous evaluation and strategic adjustments are needed to ensure that the efforts made can deliver optimal and sustainable results.

4. Conclusion

The implementation of good governance principles in public services in Nabire Regency faces various complex and interrelated challenges. The main challenges include limited infrastructure, inadequate human resources, low levels of transparency, weak accountability, minimal public participation, and the poor responsiveness of government officials. Additionally, political pressure and security instability further exacerbate these issues.

The limitations in infrastructure, both physical and in information technology, hinder public access to quality and transparent public services. Inadequately skilled and competent human resources result in poor service quality and the weak application of good governance principles. Low transparency and accountability increase the risk of corruption and abuse of power, while minimal public participation hampers public oversight and control of local government. Low responsiveness leads to public dissatisfaction with the services provided, and political pressure and security instability complicate efforts to improve governance.

Despite facing various challenges, the Nabire Regency government has undertaken several efforts to address these issues. The efforts include improving infrastructure, developing human resource capacity, enhancing transparency and accountability, encouraging public participation, and increasing the responsiveness of public services. The construction and improvement of physical infrastructure, as well as the implementation of technology-based information systems, have helped overcome infrastructure limitations. Training and education programs for government officials, along with the implementation of merit-based recruitment and promotion systems, aim to improve the quality of human resources.

To enhance transparency, the local government has improved public information systems and expanded public access to government information. Dialogue forums and open meetings with the public have also been held to increase transparency and participation. In efforts to improve accountability, the government has strengthened internal and external oversight mechanisms and implemented results-based performance appraisal systems. Public participation is continuously encouraged through Musrenbang and community empowerment programs.

Improvements in the responsiveness of public services have been made through bureaucratic reforms, the simplification of service procedures, and the development of more effective complaint systems. Efforts to address political pressure and security instability have been carried out through cooperation with security forces, routine dialogue and mediation, and support from provincial and central governments.

Although various efforts have been made, many challenges remain to be overcome in achieving the implementation of good governance principles in Nabire Regency. Continuous evaluation and strategic adjustments are necessary to ensure that the efforts made can deliver optimal and sustainable results.

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