

Improving the Quality of Good Governance by Improving the Quality of Integrated Digital-Based Services in Sub-districts Throughout Indonesia

Bram B Baan^{1*}, Rahmi Setiawati², Ika Agustina³, Selvianus Salakay⁴, Eva Desembrianita⁵

¹Universitas Nusa Nipa, Jl. Kesehatan No.3, Beru, Kec. Alok Tim., Kabupaten Sikka, Nusa Tenggara Tim.

²Universitas Indonesia, Jl. Lingkar, Pondok Cina, Kecamatan Beji, Kota Depok, Jawa Barat

³Institut Pemerintahan Dalam Negeri, Jl. Raya Bandung - Sumedang No.Km.20, Kabupaten Sumedang, Jawa Barat

⁴Universtias Pattimura, Jl. Ir. M. Putuhena, Poka, Kec. Tlk. Ambon, Kota Ambon, Maluku

⁵Universitas Muhammadiyah Gresik, Jl. Sumatera No.101, Gn. Malang, Kec. Kebomas, Kab. Gresik, Jawa Timur

E-mail: bram.bbaan@nusaputra.ac.id

* Corresponding Author



<https://doi.org/10.31004/jerkin.v3i4.1547>

ARTICLE INFO

Article history

Received: 19 June 2025

Revised: 25 June 2025

Accepted: 01 July 2025

Kata Kunci:

Tata Kelola yang Baik,
Terintegrasi Berbasis
Digital, Berkualitas.

Keywords:

Good Governance, ,
Intergrated Digital-Based
Quality.



ABSTRACT

Penulis melakukan sosialisasi ini di beberapa desa yaitu Desa Manusak, Kupang Timur, Desa Rahong, Cianjur, Jawa Barat, dan Desa Bakalan, Bululawang selama dua puluh lima hari. Penulis melakukan sosialisasi ini karena keresahan penulis karena sistem pelayanan digital terpadu belum diterapkan di Indonesia. Kesimpulan dalam artikel ini bahwa desa harus memiliki ketiga objek tersebut untuk menerapkan sistem pelayanan publik terpadu berbasis digital di desa. SDM muda sangat dibutuhkan karena adaptasi mini site tidaklah sebentar dan harus diterapkan dalam waktu yang lama, website dibutuhkan karena menjadi simbol pelaporan layanan digital tahap pertama dan paling mudah dimiliki sebelum desa memiliki aplikasi. Hal lain yang tidak kalah penting adalah dukungan dari pemerintah desa untuk menerapkan sistem ini. Peningkatan sistem pelayanan publik terpadu berbasis digital merupakan salah satu implementasi good governance di desa.

The author conducted this socialization in several villages, namely Manusak Village, East Kupang, Rahong Village, Cianjur, West Java, and Bakalan Village, Bululawang for twenty-five days. The author conducted this socialization because of the author's anxiety because the integrated digital service system had not been implemented in Indonesia. The conclusion in this article that the village must have these three objects to implement a digital-based integrated public service system in the village. Young human resources are needed because the adaptation of the mini site is not short and must be applied for a long time, the website is needed because it is a symbol of the first stage of digital service reporting and the easiest to have before the village has an application. Another thing that is no less important is support from the village government to apply this system. Increasing the digital-based integrated public service system is one of the implementations of good governance in the village.



This is an open access article under the [CC-BY-SA](https://creativecommons.org/licenses/by-sa/4.0/) license.

How to Cite : Bram B Baan, et al (2025). Improving the Quality of Good Governance by Improving the Quality of Integrated Digital-Based Services in Sub-districts Throughout Indonesia, 3(4). <https://doi.org/10.31004/jerkin.v3i4.1547>

INTRODUCTION

The definition of good governance in the World Bank version is interpreted as the implementation of solid and accountable government management based on efficient market principles and also the prevention of corruption both administratively and politically. This is for the government sector or even the private sector, an innovation or a breakthrough that is cutting-edge in an effort to create reliable managerial public credibility. Good Governance is present as one form of solution in overcoming

problems that occur in a country. Good Governance helps integrate the roles of government, private sector, and society to achieve a common consensus, where in its implementation it can be accounted for and is effective and efficient. By paying attention to the values and working methods of good governance, this can minimize the occurrence of deviations in the implementation of policies because the programs that are set are based on joint decisions (Nuraeni et al. 2017).

The concept of Good governance proposed by the World Bank and UNDP in (Situmorang 2019), still does not have a definite agreement. This concept is more interpreted as a solution to the realization of government performance Providing assistance to countries to build institutional capacity and training for public officials to improve their competence. The success of the concept of good governance can be understood through the principles contained therein. The concept of Good governance itself has several differences. The term government or governance means direction and administration that is authorized over the activities of people in a country, region and so on. In addition, governance can also mean an institution or agency that organizes the government of the country, region, village, and so on. While the term governance or governance. Is an act of fact patterns and activities but also contains the meaning of management, administration, direction, guidance, organization and can also be interpreted as government. Therefore, it is not surprising that there are terms such as public governance, private governance, corporate governance, and banking governance.

According to Hasibuan (Kurniyati and Khairiyani 2020), Good Governance is a system of national and state life. The definition of good governance according to the World Bank is interpreted as the implementation of solid and accountable government management and based on efficient market principles and also the prevention of corruption both administratively and politically. This is for the government sector or even the private sector, a cutting-edge innovation or breakthrough in an effort to create reliable managerial public credibility. Good Governance is present as a form of solution in overcoming problems that occur in a country. Good Governance helps integrate the roles of government, private sector where the patterns and attitudes of the actors are based on certain principles and characteristics so as to create a strong State (Government).

Candra, et al (Mudhofar 2022), stated that the principle of good governance can be realized through community participation, legal certainty, transparency, accountability, responsiveness, consensus-oriented, fair, effective and efficient. Amelia in (Mudhofar 2022) stated that good governance is defined as good governance in a business that is based on professional ethics. Good governance in village government can reduce and minimize irregularities in the management of village funds, so that village budget reports can be properly accounted for. Good financial management will also create good financial reports. The World Bank in (Mudhofar 2022) explains that good governance is a solid development management implementation and has implemented the principles of good governance, namely accountable, transparent, and participatory, but technically there are still obstacles

The main thing in understanding good governance is understanding the principles contained therein. In the application of good governance, it is necessary to pay attention to the basic principles to be used as guidelines in the implementation of regional government. However, if we look deeper, the principle of good governance has 9 principles, namely according to UNDP (United Nations Development Programme) (1997) in (Megawati 2023) there are 5 main things that are the basic principles of Good Governance, including equality, transparency, accountability, effectiveness/efficiency and Community Participation, including: 1. Equity: A good government will provide equal opportunities for both men and women in their efforts to improve and maintain their quality of life. 2. Transparency: Must be built within the framework of freedom of information flow. Various processes, institutions, and information must be freely accessible to those who need them. 3. Accountability: Decision makers in public, private and community sector organizations are accountable to the public as well as to the owners (stakeholders). 4. Effectiveness and Efficiency: Every process of activity and institution is directed to produce something that truly meets the needs through the best utilization of various available resources. 5. Community Participation: Every citizen must have an equal say in the decision-making process, either directly or through representative institutions, according to their respective interests and aspirations.

Based on the explanation of the principles of Good Governance above, the author has an important assumption to improve Good Governance in the village through the implementation of an integrated

digital service system in the village. The improvement of Good Governance in the village that the author assumes is carried out through socialization of a number of villages mentioned in the method section.

METHOD

The author conducted this socialization in several villages, namely Manusak Village, East Kupang, Rahong Village, Cianjur, West Java, and Bakalan Village, Bululawang for twenty-five days. The author conducted this socialization because of the author's anxiety because the integrated digital service system had not been implemented in Indonesia. The methods for finding problems and solutions in this article include the following:

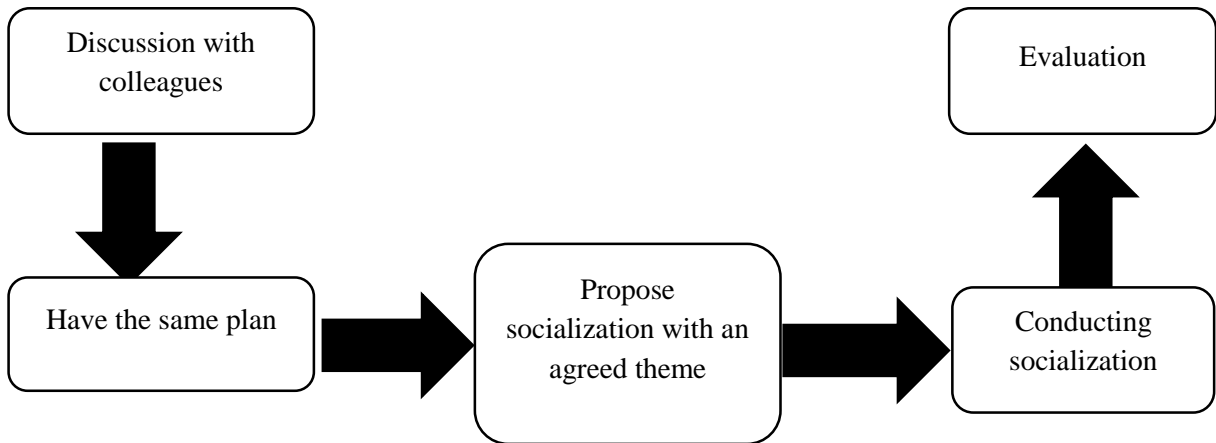


Figure 1. Problem Finding and Solution Methods

RESULT AND DISCUSSION

Good Governance

The definition of good governance in the World Bank version is interpreted as the implementation of solid and accountable government management based on efficient market principles and also the prevention of corruption both administratively and politically. This is for the government sector or even the private sector, an innovation or a breakthrough that is cutting-edge in an effort to create reliable managerial public credibility. Good Governance is present as one form of solution in overcoming problems that occur in a country. Good Governance helps integrate the roles of government, private sector, and society to achieve a common consensus, where in its implementation it can be accounted for and is effective and efficient. By paying attention to the values and working methods of good governance, this can minimize the occurrence of deviations in the implementation of policies because the programs that are set are based on joint decisions (Nuraeni et al. 2017).

The concept of Good governance proposed by the World Bank and UNDP in (Situmorang 2019), still does not have a definite agreement. This concept is more interpreted as a solution to the realization of government performance Providing assistance to countries to build institutional capacity and training for public officials to improve their competence. The success of the concept of good governance can be understood through the principles contained therein. The concept of Good governance itself has several differences. The term government or governance means direction and administration that is authorized over the activities of people in a country, region and so on. In addition, governance can also mean an institution or agency that organizes the government of the country, region, village, and so on. While the term governance or governance. Is an act of fact patterns and activities but also contains the meaning of management, administration, direction, guidance, organization and can also be interpreted as government. Therefore, it is not surprising that there are terms such as public governance, private governance, corporate governance, and banking governance.

According to Hasibuan (Kurniyati and Khairiyani 2020), Good Governance is a system of national and state life. The definition of good governance according to the World Bank is interpreted as the

implementation of solid and accountable government management and based on efficient market principles and also the prevention of corruption both administratively and politically. This is for the government sector or even the private sector, a cutting-edge innovation or breakthrough in an effort to create reliable managerial public credibility. Good Governance is present as a form of solution in overcoming problems that occur in a country. Good Governance helps integrate the roles of government, private sector where the patterns and attitudes of the actors are based on certain principles and characteristics so as to create a strong State (Government).

Candra, et al (Mudhofar 2022), stated that the principle of good governance can be realized through community participation, legal certainty, transparency, accountability, responsiveness, consensus-oriented, fair, effective and efficient. Amelia in (Mudhofar 2022) stated that good governance is defined as good governance in a business that is based on professional ethics. Good governance in village government can reduce and minimize irregularities in the management of village funds, so that village budget reports can be properly accounted for. Good financial management will also create good financial reports. The World Bank in (Mudhofar 2022) explains that good governance is a solid development management implementation and has implemented the principles of good governance, namely accountable, transparent, and participatory, but technically there are still obstacles

The main thing in understanding good governance is understanding the principles contained therein. In the application of good governance, it is necessary to pay attention to the basic principles to be used as guidelines in the implementation of regional government. However, if we look deeper, the principle of good governance has 9 principles, namely according to UNDP (United Nations Development Programme) (1997) in (Megawati 2023) there are 5 main things that are the basic principles of Good Governance, including equality, transparency, accountability, effectiveness/efficiency and Community Participation, including: 1. Equity: A good government will provide equal opportunities for both men and women in their efforts to improve and maintain their quality of life. 2. Transparency: Must be built within the framework of freedom of information flow. Various processes, institutions, and information must be freely accessible to those who need them. 3. Accountability: Decision makers in public, private and community sector organizations are accountable to the public as well as to the owners (stakeholders). 4. Effectiveness and Efficiency: Every process of activity and institution is directed to produce something that truly meets the needs through the best utilization of various available resources. 5. Community Participation: Every citizen must have an equal say in the decision-making process, either directly or through representative institutions, according to their respective interests and aspirations.

Improving the Quality of Good Governance by Improving the Quality of Integrated Digital-Based Services in Sub-districts Throughout Indonesia

Based on the explanation of the principles of Good Governance above, the author has an important assumption to improve Good Governance in the village through the implementation of an integrated digital service system in the village. The improvement of Good Governance in the village that the author assumes is carried out through the socialization of a number of villages mentioned in the method section. Digitalization is the process of converting data or information from physical form to digital form that can be processed by information technology. To improve the quality of public services, the government must use various online platforms, such as websites, mobile applications, and social media (Basyo 2023). In the era of rapid digitalization, the transformation of public services is becoming increasingly important to meet the demands of an increasingly digitally connected society. The concept of digitalization of public services carries a vision to simplify, accelerate, and improve the accessibility of services for all citizens. By utilizing information and communication technology, the government can provide services that are more efficient, transparent, and responsive to the needs of the community.

The digitalization of public services also encourages active community participation in the development process, enabling more direct interaction between the government and citizens. By continuing to develop this concept, it is hoped that the community can feel real benefits in terms of ease of access, quality of service, and empowerment in facing the challenges of the digital age. Digitalization allows for more efficient and faster storage, processing, and exchange of data, and opens up opportunities to create new and innovative services that can make human life easier. Thus, the application of the digitalization concept can provide various benefits, such as increasing productivity, reducing costs, and improving the quality of service. However, the application of the digitalization

concept also has several challenges, such as the need for technology development, user adaptation, and steps to address data security and privacy issues. (Indah Mawarni, 2023) in (Basyo 2023).

The concept of public service in the digital era illustrates a significant transformation in the way the government provides services to the public. In this context, digital technology is a key pillar that enables the provision of more efficient and accessible services. The use of the internet, applications, and online platforms allows the public to access information and services anytime and anywhere. The Concept of Public Service in the Digital Era or the Concept of E-Government in public services has significantly changed the perception of the bureaucracy of public service providers, shifting from a slow and complicated image to fast and easy to access to obtain services. (Setiawan, 2017) in (Bambang Suprianto 2023) explains that the digital era is caused by the emergence of digital technology, including internet networks, especially computer information technology. New media features in the digital era have the ability to be manipulated, connected, or internet-based, making it easier for people to use them. The concept of digitalization that needs to be applied by the government in public services is to change the form of analog to digital, so that information can be accessed via devices and internet networks. The use of this digitalization is able to transform the relationship between citizens, business actors, and other government institutions (Basyo 2023). There are several things that villages must have to implement a digital integrated public service system, as listed below.



Figure 2. What a Village Must Have

Based on this, it can be concluded that the village must have these three objects to implement a digital-based integrated public service system in the village. Young human resources are needed because the adaptation of the mini site is not short and must be applied for a long time, the website is needed because it is a symbol of the first stage of digital service reporting and the easiest to have before the village has an application. Another thing that is no less important is support from the village government to apply this system. Increasing the digital-based integrated public service system is one of the implementations of good governance in the village.

CONCLUSION

Based on this, it can be concluded that the village must have these three objects to implement a digital-based integrated public service system in the village. Young human resources are needed because the adaptation of the mini site is not short and must be applied for a long time, the website is needed because it is a symbol of the first stage of digital service reporting and the easiest to have before the village has an application. Another thing that is no less important is support from the village government to apply this system. Increasing the digital-based integrated public service system is one of the implementations of good governance in the village.

THANKS WORD

The village would like to express its deepest gratitude to all village administrators involved in the preparation of this article, which includes several villages, namely Manusak Village, East Kupang, Rahong Village, Cianjur, West Java, and Bakalan Village, Bululawang. The author is aware of the many shortcomings in the article and the ideas that the author socializes. The author greatly hopes that this article and the ideas that the author socializes can be better in the future.

REFERENCE

Bambang Suprianto. 2023. "Literature Review: Penerapan Teknologi Informasi Dalam Meningkatkan Kualitas Pelayanan Publik". *Jurnal Pemerintahan Dan Politik* 8: 123.

- Basyo. 2023. "Pelayanan Publik Era Digital: Studi Literatur". *Indonesian Journal of Intellectual Publication* 4: 23–31. <<https://doi.org/doi: 10.51577/ijipublication.v4i1.477>>.
- Kurniyati, K. and K. Khairiyani. 2020. "Bagaimana Good Corporate Governance (GCG) Dalam Keberlanjutan Perusahaan?" *AKTSAR: Jurnal Akuntansi Syariah* 3: 225. <<https://doi.org/10.21043/aktsar.v3i2.7093>>.
- Megawati. 2023. "Implementasi Prinsip-Prinsip Good Governance Dalam Pengelolaan Keuangan Desa Matampapole Kecamatan Mallawa Kabupaten Maros". UNIVERSITAS MUHAMMADIYAH MAKASSAR. <https://digilibadmin.unismuh.ac.id/upload/39075-Full_Text.pdf>.
- Mudhofar, Muhammad. 2022. "ANALISIS IMPLEMENTASI GOOD GOVERNANCE PADA PENGELOLAAN KEUANGAN DESA". *JURNAL RISET AKUNTANSI DAN KEUANGAN* 10: 14.
- Nuraeni, Risma, Sri Mulyati, Trisandi Eka Putri, Zulfandi Ramanda Rangkuti, Dudi Pratomo, M Ak, S Ab, et al. 2017. "Pengaruh Komunikasi Interpersonal Terhadap Kinerja Karyawan". *Diponegoro Journal of Accounting* 2: 2–6. <http://i-lib.ugm.ac.id/jurnal/download.php?dataId=2227%0A???%0Ahttps://ejournal.unisba.ac.id/index.php/kajian_akuntansi/article/view/3307%0Ahttp://publicacoes.cardiol.br/portal/ijcs/portugues/2018/v3103/pdf/3103009.pdf%0Ahttp://www.scielo.org.co/scielo.ph>.
- Situmorang, C. V. 2019. "Pengaruh Good Corporate Governance Terhadap Kinerja Keuangan Perusahaan Perbankan Yang Terdaftar Di Bursa Efek Indonesia". *Jurnal Akuntansi Dan Bisnis : Jurnal Program Studi Akuntansi* 5: 160–169.