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## Public Service System at The Monano Sub-District Office in North Gorontalo as an Implementation of Good Governance in The Pandemic Era

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### Abstract

The government strives to provide more significant services during the pandemic. This study aims to understand the public service system at the North Monano Gorontalo District office as an embodiment of Good Governance. Utilizing a descriptive qualitative approach, the research gathers data. Findings indicate that public service quality at the Monano Sub-District office in Gorontalo Regency is good but not yet optimal, with some shortcomings requiring improvement. The research's implications are to enhance service quality and bring services closer to the community at the Monano Sub-District office.

### Keywords

Public service, Gorontalo, good governance

### Abstrak

*Pemerintah berupaya memberikan pelayanan yang lebih signifikan di era pandemi. Penelitian ini bertujuan untuk memahami sistem pelayanan publik di kantor Kecamatan Monano Gorontalo Utara sebagai perwujudan tata pemerintahan yang baik. Penelitian ini menggunakan pendekatan kualitatif deskriptif, guna mendapatkan data penelitian. Hasil penelitian menunjukkan kualitas pelayanan publik di kantor Kecamatan Monano di Kabupaten Gorontalo masih baik, tetapi belum maksimal. Masih ada beberapa kekurangan, yang harus diperbaiki. implikasi penelitian diharapkan dapat meningkatkan kualitas layanan publik di kantor Kecamatan Monano dan lebih mendekatkan pelayanan kepada masyarakat*

### Kata Kunci

*Pelayanan publik, Gorontalo, tata pemerintahan yang baik*

### Introduction

North Gorontalo is one of the regencies in Gorontalo Province, with Kwandang as its capital city. North Gorontalo Regency covers an area of 1,777.02 km<sup>2</sup> and consists of 11 sub-districts. Sumalata sub-district has the largest area (17.20%), while Ponelo Kepulauan is the smallest, covering only 0.44% of the total area. The regency was established based on Law No. 11 of 2007 as the third regency in Gorontalo Province. Initially, it comprised five sub-districts: Sumalata, Tolinggula, Kwandang, Anggrek, and Atinggola, with a total of 56 villages. In 2009 to 2012, there was a division of sub-districts, including the establishment of Monano sub-district, resulting in 11 sub-districts and 123 villages. As of 2020, there have been no further territorial divisions in North Gorontalo Regency (BPS Gorontalo Utara, 2021).

The current Covid-19 pandemic continues to erode the economy and impact people's livelihoods. The government is striving to provide maximum service to the community in accordance with the system and practices in each government sector, particularly in Monano sub-district, North Gorontalo Regency, Gorontalo Province (Wiswayana & Pinatih, 2020). Delivering services to the community through the embodiment of good governance during this pandemic is challenging due to limited public activities and restricted time. However, (Widada, 2022) it is essential for the government system to prioritize responsible and credible services, encompassing political, social, administrative, economic, and financial aspects to foster a harmonious relationship between society, industry, and government.

As a manifestation of local government performance, especially in Monano Sub-District, North Gorontalo Regency, Gorontalo Province, providing excellent service to the community based on their needs is paramount, as outlined in the Prima Service Program with Measurable Performance, Covid-19 prevention, online services, and streamlining services in various sectors. Achieving this requires proper regulations and coordination across government departments to establish effective governance (Revida dkk., 2021).

This research aims to understand the public service system at the Monano Sub-District office as an embodiment of good governance during the pandemic and identify existing challenges. Previous research by (Salam, 2021) on changes and innovations in public services during the new normal era of the Covid-19 Pandemic, urges the government to innovate and improve public policies and services for the welfare of the community. Specifically, this study aims to develop a performance-based public service model for local governments and serve as a reference for all government instruments (Nugraha, 2018). This research holds novelty and scholarly value by examining the understanding of the Public Service System at the Monano sub-district office during the pandemic. The identification of challenges and the performance-based model provide valuable insights for public service improvements and serve as a reference for the government.

## **Method**

The research method used is descriptive qualitative, which involves an approach to the issue of public service at the Monano Sub-District office in North Gorontalo. Qualitative research is a procedure that produces descriptive data in the form of written or spoken words from people and observed behavior (Pasolong, 2020). Therefore, it can be concluded that, through this research, the researcher intends to gain an understanding of the phenomenon of Public Service issues at the Monano Sub-District office in North Gorontalo (Kiswanto 2023). Hence, the appropriate research method used, according to the author, is a descriptive qualitative approach. This method allows the researcher to gather descriptive data in the form of written or spoken words from individuals involved and observed behaviors, enabling them to obtain a comprehensive understanding of the subject matter.

## **Result and Discussion**

### **Result**

North Gorontalo is a tropical region with two seasons, the stormy season that persists from December to April, and the dry season that lasts from July to September. Within the period of



2018-2021, the environment has undergone unusual and fluctuating changes every month. The normal temperature ranges from 29 degrees celsius to 33 degrees celsius, with an annual average rainfall of 237.75 mm and around 250 rainy days per year.

Monano sub-district is one of the 11 sub-districts in North Gorontalo Regency, which became an autonomous region on December 29, 2011, through the decree of the North Gorontalo Regency Mayor, Number 16 of 2011. It was formed as a result of the division from the Anggrek sub-district with the mandate to accelerate development in various sectors, aiming to achieve the vision and mission of the sub-district optimally and professionally.

Monano sub-district is located between 0.300 degrees north latitude and 1.00 degrees south latitude, and to the east of the administrative boundary. It was established according to the Regional Regulation of North Gorontalo Regency No. 16 of 2011 (Baderan, 2019).

1. To the north, it is bordered by the Sulawesi Sea
2. To the east, it is adjacent to the Anggrek Sub-District
3. To the north, it is bordered by Gorontalo Regency
4. To the west, it is adjacent to the Sumalata Sub-District

## Discussion

### *The Public Service System at The Monano Sub-district Office in North Gorontalo as an Embodiment of Good Governance in The Pandemic Era*

Tangibles in public services one form of public service can be measured by its physical appearance. The researchers intend to examine all the facilities and infrastructure available at the Monano Sub-district Office to meet the needs of the public. In this regard, one community member who received services at the Sub-district Office stated, "The facilities and infrastructure at the Monano sub-district office meet the service standards. The comfort provided by the sub-district office staff to the community, as service users, is supported by the available facilities and infrastructure. There is a building, chairs, and equipment, including 2 computers, 4 laptops, and 3 printers. Besides that, I am not aware of other facilities and infrastructure." (Interview with a community member/May 2022)

The type of goods and services provided is also one of the indicators assessed in the tangibles aspect. As tangible physical entities, the provision and distribution of these goods to consumers directly affect the evaluation. For instance, the availability of air conditioning at the queue counter of the Monano Sub-district office, visitor chairs, and others. The head of the office's administrative department mentioned that the availability of facilities and infrastructure at the Monano Sub-District office can be considered inadequate. The absence of air conditioning in the service room makes it uncomfortably hot during the day, and limited service hours result from frequent power outages due to the lack of a generator. Thus, it is hoped that both central and local governments will promptly address the limited facilities and infrastructure, as these elements significantly impact the effectiveness of a government organization in fulfilling its duties and responsibilities as a civil service apparatus and contribute to the development of the sub-district (Kadarisman, 2019).

The standard forms of service at the Monano Sub-district office can be considered good due to their clarity and compliance with the existing regulations. They follow the Standard

Operating Procedures (SOP) in accordance with the regulations of North Gorontalo District at the Monano Sub-District office, covering procedures, service time, facilities, infrastructure, and the competence of service personnel. Because of these clear procedures and requirements in administrative and licensing services provided by the personnel of the Monano Sub-District office to the public, the process is carried out according to the existing procedures. Citizens must meet specific requirements within a set timeframe, from fulfilling technical or administrative prerequisites to the completion of the service process. Although the procedures are well-established, there are some challenges encountered during implementation as some citizens find the process overly complex (Waliulu dkk., 2021).

In Kotler's perspective ini (Hardiansyah, 2018), tangible services encompass all actions or activities that can be offered from one party to another, despite being essentially intangible and not resulting in ownership of a physical item. The production of these services may or may not be linked to existing physical products. Services reflect the producer's attitude in meeting the needs and desires of consumers, aiming to achieve optimal customer satisfaction. The significance of this behavior is not limited to the transaction itself but also extends to before and after it. Generally, high-quality services lead to high satisfaction and more frequent repeat purchases. Although the term "quality" has various definitions and meanings, individuals may interpret it differently, yet there are some commonalities, especially in the following elements.

1. Quality involves efforts to meet or exceed customer expectations, this emphasizes the importance of sincerity and dedication in providing satisfying services for customers.
2. Quality covers products, services, human interactions, processes, and the environment, quality is not restricted to products or services alone but also includes all aspects of interaction with customers, production processes, and the environmental conditions where services are provided.
3. Quality is a constantly changing condition, quality is a dynamic condition that evolves over time, requiring producers to continually improve and enhance their services to remain relevant and satisfying to customers.

### ***Factors Inhibiting the Public Service System at The North Monano Gorontalo Sub-District Office as an Implementation of Good Governance in The Pandemic Era***

Quality public services are fundamental in building prosperous communities, especially during this pandemic. The Monano Sub-District office in North Gorontalo, as part of good governance implementation, is expected to deliver efficient and responsive services, especially amidst the pandemic emergency. However, various factors hinder the public service system in the sub-district office. This research aims to identify, analyze, and comprehend these obstacles. By understanding these factors deeply, strategic steps can be taken to enhance the quality of public services amid the pandemic challenges, supporting the implementation of good governance. In this research, there are four factors that hinder the public service at the North Monano Gorontalo Sub-District office as an implementation of good governance. The first is responsiveness, which refers to the overall characteristics of products and services in meeting specific needs. However, research results show that there is a mismatch between the public service provided by the staff of the sub-district office, mainly due to some employees' lack of discipline, especially in terms of punctuality. As a result, the community has to wait for the officials to arrive before their



service needs are fulfilled.

The second factor is reliability, which encompasses various issues that occur in the government institutions providing public services, particularly at the Monano Sub-District office in Gorontalo Utara. While efforts have been made to provide the best service within their capacity, not all citizens express satisfaction with the services provided. Interviews with the general public receiving the services indicate that while some aspects of the service have been facilitated effectively, certain requirements and procedures are still unclear, leading to the need for further inquiries by the community (Suhartoyo, 2019).

The third factor is assurance, which pertains to the guarantee given to service recipients. Implementers must be open to criticism and feedback, especially from the public, as it serves as vital input to understand the genuine aspirations of the community. Transparency is crucial to minimize the possibility of behaviors by officials that may harm the state and society (Suryantoro & Kusdyana, 2020). Based on this research, it can be concluded that the discrepancy in public service at the Monano Sub-District office is due to the lack of employee discipline and unclear procedures. It is crucial to enhance discipline, clarify requirements, and promote transparency and responsiveness to improve public satisfaction.

### Conclusions

Based on the research findings and observations, the researcher concludes that the overall quality of public services at the Monano Sub-District office in Gorontalo Regency is good, but not yet maximal. There are still some shortcomings, although they do not significantly affect the quality of service to service users, in this case, the community of Monano Sub-District in Gorontalo Utara Regency. As recommendations from this study, it is hoped that the employees of the Monano Sub-District office in Gorontalo Utara Regency will further improve their performance in carrying out their duties in the future, to better serve the community in their dealings. Additionally, it is advisable for the Monano Sub-District office to add some lacking facilities in the service room, such as room air conditioning and additional chairs for the service area.

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