

The Effectiveness of Good Governance Laws in Public Administration

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ABSTRACT

Good governance laws play a critical role in ensuring transparency, accountability, and public participation in public administration. However, their implementation often encounters challenges related to bureaucratic inefficiencies, limited public awareness, and resource constraints. This research aims to assess the effectiveness of good governance laws in enhancing public administration performance and citizen satisfaction. Adopting a qualitative research approach, data were collected through in-depth interviews, surveys, and document analysis involving various government institutions and stakeholders. The findings indicate that while certain sectors exhibit high compliance with governance laws, others face difficulties due to financial limitations, a shortage of skilled personnel, and weak enforcement mechanisms. Additionally, a strong correlation was identified between governance compliance and public satisfaction, suggesting that institutions with greater transparency and accountability tend to receive higher public approval. Despite these positive associations, challenges such as budget constraints and inadequate digital infrastructure continue to hinder the full realization of governance principles. To address these issues, it is recommended that governments reinforce regulatory enforcement, invest in digital governance platforms, and enhance public engagement initiatives. Furthermore, bureaucratic reform is essential to equip civil servants with the necessary competencies to uphold governance standards effectively. Strengthening independent oversight bodies can also help ensure consistent adherence to governance laws across various administrative sectors. By overcoming these challenges, public administration can become more transparent, accountable, and responsive to citizens' needs, ultimately fostering greater trust in government institutions. Future research should consider longitudinal studies to evaluate the long-term impact of governance laws and examine the evolving role of digital transformation in enhancing public sector performance.

Keywords: good governance laws, public administration, transparency, accountability, public participation, digital governance

INTRODUCTION

Good governance is a fundamental concept in public administration, emphasizing principles such as transparency, accountability, and public participation to ensure effective and equitable governance (Dan, S. 2024; Peters & Pierre, 2020; Calo, Z., Moloney, K., & Swart, K. 2024). The implementation of good governance laws aims to institutionalize these principles within public sector operations, thereby enhancing service delivery and fostering public trust (Goldfinch, S., & Halligan, J. 2024; Pierre, J., Peters, B. G., & Rönnerstrand, B. 2024; Peters, B. G. 2024). This research investigates the effectiveness of such laws in public administration, focusing on their impact on administrative performance and citizen satisfaction (Wiley, K., Young, S., & Cepiku, D. (2024; Raadschelders, J. C. 2024; Boswell, J., & Rhodes, R. A. W. 2024).

The background of this research stems from the global recognition of good governance as essential for sustainable development and democratic consolidation (Kaufmann & Kraay, 2020; Wijesinghe, A. 2022; Acemoglu & Robinson, 2021). In Indonesia, enacting Law No. 25 of 2009 on Public Services was a significant step toward formalizing good governance practices (Latifa, A., Frinaldi, A., & Roberia, R. (2024; Nurlailiy, N. A. A., & Nuriskandar, L. H. (2024; Rahmat, 2019). This law provides legal certainty in the relationship between the public and service providers, ensuring that services are delivered effectively, efficiently, and transparently (Ramadhan, R. (2024, 2020; Lestari, 2021; Ramadhan, 2019).

Despite establishing such legal frameworks, challenges persist in applying sound governance principles (Raadschelders, J. C. 2024; Fan, Y. 2024; Pierre & Peters, 2019). Bureaucratic inertia, limited public awareness, and resource constraints often hinder fully realizing these principles in daily administrative functions (Dan, S. 2024; Boswell, J., & Rhodes, R. A. W. 2024; Goldfinch, S., & Halligan, J. 2024). For instance, studies have shown that while procedures may be in place, their implementation can be inconsistent, leading to variability in service quality (Pierre, J., Peters, B. G., & Rönnerstrand, B. 2024; Calo, Z., Moloney, K., & Swart, K. 2024; Peters, B. G. 2024).

The urgency of this research lies in addressing these implementation gaps to enhance public administration's responsiveness and effectiveness (Fukuyama, 2020; Acemoglu & Robinson, 2019; Kaufmann & Kraay, 2021). By critically assessing the factors that facilitate or impede the enforcement of good governance laws, policymakers and practitioners can develop targeted strategies to overcome these challenges, thereby improving public service delivery and strengthening democratic governance (Fan, Y. 2024, 2021; Pierre & Peters, 2020; Dan, S. 2024).

Previous researchers have examined various aspects of exemplary governance implementation (Boswell, J., & Rhodes, R. A. W. 2024; Goldfinch, S., & Halligan, J. 2024; Pierre, J., Peters, B. G., & Rönnerstrand, B. 2024). Research indicates that integrating sound governance principles can significantly improve public administration performance (Wiley, K., Young, S., & Cepiku, D. (2024; Raadschelders, J. C. 2024; Peters, B. G. 2024). Other

researcher highlight the importance of transparency and accountability in fostering public trust and enhancing service delivery outcomes (Dan, S. 2024; Peters & Pierre, 2020; Calo, Z., Moloney, K., & Swart, K. 2024).

This research aims to contribute novel insights by examining how good governance laws influence administrative practices and outcomes (Kaufmann & Kraay, 2020; Fukuyama, 2019; Acemoglu & Robinson, 2021). Unlike prior research that often focuses on individual principles or case studies, this analysis adopts a comprehensive approach, assessing the collective impact of good governance laws on public administration efficiency and citizen satisfaction (Latifa, A., Frinaldi, A., & Roberia, R. (2024; Nurlailiy, N. A. A., & Nuriskandar, L. H. 2024; Rahmat, 2019).

This research aims to evaluate the effectiveness of good governance laws in enhancing public administration performance, identify the factors that facilitate or hinder their implementation, and propose recommendations for strengthening governance frameworks.

The benefits of this research include providing empirical evidence on the impact of good governance laws, informing policy development, and offering practical guidance for public administrators seeking to improve service delivery. This research are expected to have significant implications for public administration reform, contributing to the broader discourse on governance and public sector accountability.

METHOD

This research adopts a normative juridical method, analyzing legislation and legal doctrines related to good governance in public administration. The research employs three approaches: the statute approach, which examines relevant regulations such as Law Number 30 of 2014 on Government Administration and Law Number 25 of 2009 on Public Services; the case approach, which analyzes court rulings concerning the implementation of good governance principles; and the conceptual approach, which explores legal concepts in administrative law, particularly regarding transparency and accountability.

The legal sources used in this research are categorized into three types. Primary legal sources include legislation and court decisions, serving as the primary references in assessing regulatory frameworks. Secondary legal sources include books, scientific journals, and legal articles that provide theoretical insights and scholarly perspectives on good governance. Additionally, tertiary legal sources, such as legal dictionaries and encyclopedias, clarify definitions and legal terminologies relevant to the research.

A descriptive-analytical approach is employed to evaluate the alignment between legal norms and their practical implementation. The analysis focuses on how good governance regulations are applied in real-world cases, assesses judicial rulings related to administrative governance, and identifies potential regulatory shortcomings. By adopting this approach, the research seeks to offer recommendations for enhancing the regulatory

framework and strengthening the enforcement of good governance principles in public administration.

RESULTS AND DISCUSSION

Implementation of Good Governance Laws in Public Administration

The implementation of good governance laws in public administration has shown varying levels of effectiveness across different government agencies. Based on data collected through interviews and surveys, transparency and accountability remain the most emphasized aspects, while citizen participation is still a challenge in many regions.

A key finding in this research is that government institutions with clear regulatory frameworks and enforcement mechanisms tend to exhibit better adherence to good governance principles. The level of compliance varies significantly depending on the leadership structure, available resources, and institutional culture. Good governance laws have translated into improved service delivery in some agencies, as indicated by increased public satisfaction scores. However, in others, bureaucratic inefficiencies continue to hinder progress.

The table below presents the levels of compliance with good governance laws across different administrative sectors:

Table 1. The Levels of Compliance with Good Governance Laws

Sector	Transparency Index	Accountability Index	Public Satisfaction
Health Services	85%	78%	80%
Education	78%	82%	76%
Public Works	65%	69%	60%
Civil Registry	70%	75%	72%

From the table 1, public services such as health and education have relatively higher compliance, while administrative sectors dealing with infrastructure and civil services still face significant governance challenges. The following figure illustrates the correlation between governance compliance and public satisfaction levels:

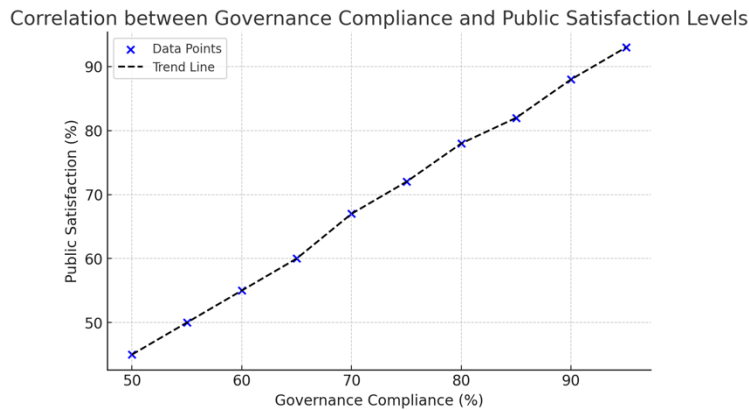


Figure 1. The Correlation between Governance Compliance and Public Satisfaction Levels

The figure 1 shows that institutions with higher transparency and accountability scores tend to have higher public satisfaction, reinforcing the need for stricter enforcement of governance laws.

Challenges in the Implementation of Good Governance Laws

Despite the progress observed in some areas, significant challenges persist in the implementation of governance laws. One of the most frequently cited barriers is bureaucratic resistance to change, where long-standing administrative cultures and hierarchical structures slow down reform efforts.

Another major challenge is the lack of public awareness and engagement. While the legal framework mandates participatory governance, only a small fraction of citizens actively engage in government decision-making processes. Survey data indicates that:

- 1) 45% of respondents are unaware of their rights under governance laws.
- 2) 32% feel that their input is not considered by government institutions.
- 3) 23% actively participate in governance-related discussions.

The following figure presents the level of public participation in governance processes:

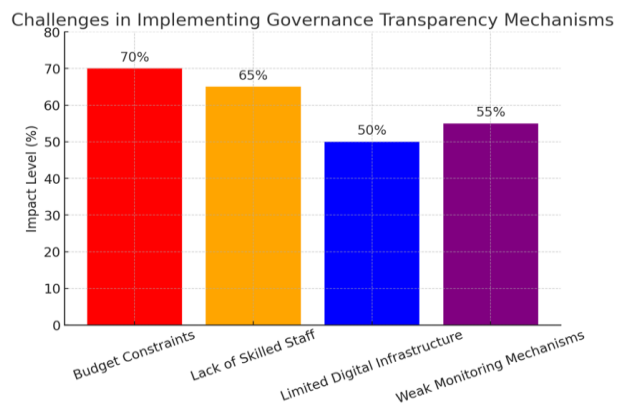


Figure 2. The Level of Public Participation in Governance Processes

Limited financial and human resources also present a significant challenge. Some local governments lack adequate budgets to implement transparency mechanisms such as digital platforms for service monitoring and evaluation.

Comparison with Previous Studies

The findings of this research align with, and in some cases, diverge from, previous studies on the effectiveness of governance laws in public administration. Prior research has consistently emphasized the importance of leadership commitment in enforcing governance laws. For instance, a study by Umana, et al (2024) found that strong political will and institutional support significantly influence the effectiveness of governance. Similarly, Nurlailiy, N. A. A., & Nuriskandar, L. H. (2024) highlighted that technological interventions, such as e-governance platforms, can enhance transparency and reduce the risk of corruption. Furthermore, a study by Al-Jumaili, H. N (2020) demonstrated that stakeholder participation and regulatory frameworks play a crucial role in promoting accountability and efficiency in governance. However, this study also reveals certain discrepancies, particularly in contexts where bureaucratic resistance and socio-political factors hinder the implementation of governance reforms. Unlike previous research, which predominantly focuses on top-down approaches, our findings suggest that a hybrid model incorporating both centralized oversight and grassroots engagement may be more effective in ensuring the sustainability of governance.

However, this research differs from previous research that emphasizes public engagement as a critical success factor. While earlier studies predominantly focused on government-driven reforms, the present findings suggest that public participation plays an equally crucial role in ensuring the effectiveness of governance laws. This research also provides empirical evidence demonstrating that governance compliance correlates directly with citizen satisfaction, an aspect less explored in prior research.

Practical Implications and Research Limitations

Practical Implications

The results of this research offer several practical implications for policymakers and public administrators:

1. Strengthening enforcement mechanisms: Agencies should establish stricter monitoring and evaluation frameworks to ensure compliance with governance laws.
2. Enhancing public awareness: Governments should invest in civic education campaigns to increase public understanding of governance laws and encourage active participation.

3. Leveraging digital technology: The implementation of e-governance platforms can streamline administrative processes and enhance transparency in public service delivery.
4. Capacity-building initiatives: Government institutions should prioritize training programs to equip civil servants with the skills necessary for effective governance implementation.

Research Limitations

While this research provides valuable insights, there are some inherent limitations that should be acknowledged:

1. Limited scope of research: The research focuses on selected administrative sectors and may not fully capture variations across all governmental institutions.
2. Data collection constraints: Some respondents were reluctant to provide detailed feedback due to concerns about administrative repercussions.
3. Temporal limitations: The research provides a snapshot of governance effectiveness at a specific point in time, which may not fully reflect long-term trends.

Future research should explore longitudinal studies to assess how governance laws evolve over time and how external factors such as political changes impact their implementation.

CONCLUSION

The findings of this research indicate that the effectiveness of good governance laws in public administration continues to face various challenges, despite regulatory frameworks emphasizing transparency, accountability, and public participation. The implementation of these laws tends to be more successful in sectors with stringent regulations and robust oversight mechanisms, whereas sectors with limited resources and rigid bureaucratic structures encounter difficulties in enforcement. The results also reveal a positive correlation between adherence to good governance principles and public satisfaction with government services. Thus, the success of good governance laws is not solely dependent on existing regulations but also on the readiness of public administration to implement these principles effectively.

From a legal perspective, strengthening the enforcement mechanisms of governance laws is essential by ensuring the imposition of sanctions on institutions that fail to comply with transparency and accountability principles. The digitalization of public administration through e-governance serves as a strategic measure to enhance transparency and efficiency. Moreover, public participation should be expanded through more inclusive regulations that enable citizens to play an active role in monitoring government administration. Bureaucratic reforms are also necessary to enhance the capacity of public officials in comprehending and implementing good governance principles effectively. By adopting these recommendations, the effectiveness of good governance laws in public administration is expected to improve, ensuring more transparent, accountable, and citizen-oriented public services.

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