

Application of Good Governance Principles in Digital-Based Services in the Department of Capital Investment and One-Door Integrated Services of Gorontalo City

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Abstract. *This research aims to discover the principles of good governance in digital-based services at the Gorontalo City Investment and One-Stop Integrated Service Office. The method uses descriptive research with a qualitative approach and data collection techniques through observation, interviews, and documentation derived from primary and secondary data. This research uses data analysis techniques through data collection techniques, data reduction, data presentation and conclusion drawing. The results showed that the principles of Good Governance in the One-Stop Integrated Service Investment Office of Gorontalo City, seen from the indicators of transparency, equality/justice, and community participation, have yet to be achieved. This is due to unclear requirements and periods for permit completion, nepotism in the service, and lack of public participation in socialization held by the agency. It is suggested that the government provide appropriate and proper intensive services to all people who come to the Gorontalo City Investment and One-Stop Integrated Service Office and improve the SICANTIK service system so that the purpose of holding SICANTIK can be achieved following what is expected by bathubs, government and the community.*

Keywords: Good Governance, Service, Digital

Received: October 2, 2023

Received in Revised: October 21,
2023

Accepted: November, 19 2023

INTRODUCTION

Public services serve as a crucial indicator of effective governance. Effective governance can be attained through the harmonious collaboration of three interconnected pillars: the government sector, private sector, and community sector. Together, these sectors work towards the sustainable management of natural, environmental, social, and economic resources. In order to ensure effective state administration, it is imperative to engage the community in the decision-making process. (Sulaeman, 2019) Implementing effective governance is crucial for the majority of the population to establish a political system that prioritizes the welfare of the people in line with democratic principles. The implementation of good governance is a pressing matter in the pursuit of establishing a regional government that is both effective and efficient, while also being free from corruption, collusion, and nepotism. Furthermore, the enactment of Law Number 32 of 2004 regarding regional government provides a significant opportunity for the implementation of the principle of decentralization in order to ensure the provision of high-quality public services. This is further reinforced by the existence of Law Number 25 of 2009 concerning public services and Law Number 14 of 2008 concerning public information disclosure. The implementation of

these two laws serves as a means to promote the establishment of effective governance in public services (Tulak, 2022).

Effective governance is essential for realizing the collective ambitions and objectives of a nation. Attaining the notion of good governance poses a considerable challenge, as it necessitates seamless coordination, unwavering integrity, and unwavering professionalism. In the era of globalization, individuals are confronted with the pressures of meeting social expectations, which arise from fierce competition across various domains of life, encompassing both national and societal realms. Support from those in higher positions within the government is crucial for enhancing the efficiency and effectiveness of administrative bureaucracy, in order to promote good governance. It is not solely reliant on the system itself. Regardless of the quality of the system or rules in place, if those responsible for its implementation lack the necessary skills, consistency, and dedication, the outcomes will fail to meet expectations and may potentially undermine existing systems and devices. (Raga, 2022).

Service can be defined as the dedicated effort of individuals, groups, or institutions to offer support and aid to the community with the aim of accomplishing specific objectives. Optimizing public services conducted by the government bureaucracy is a challenging endeavor, given the entrenched aspects within government bureaucratic circles. Hence, it is anticipated that both the private sector and the public will play a crucial role in assisting the government to establish high-quality public services. (Thoha, 2003). Service is a conscientious endeavor to attend to the needs of others. Similarly, service encompasses a range of activities and processes aimed at meeting the needs of others more effectively through the provision of service products. The product possesses several distinct attributes, including its imperceptibility, fleeting nature, intangibility, and the potential for customer engagement. (Soetopo, 1999).

As per Kotler's definition, service refers to the act or performance provided to another individual. Services can be categorized into different groups: (a) High contact service, which is a classification of services where contact between consumers and service providers are very high, consumers are always involved in the service process; (b) Low contact service refers to a classification of services in which the level of interaction between consumers and service providers is minimal. Physical interaction with customers limited to the front desk is categorized as low-contact service. As an illustration, in financial institutions (Kotler, 1995).

In order to address the pressing global challenges at hand, it is imperative for the government to demonstrate a strong commitment towards effectively implementing the principles of Good Governance. This commitment is crucial for achieving the objectives outlined in the UNDP's policy document titled "Governance for Sustainable Human Development." According to this document, governance is defined as the exercise of authority in the economic, political, and administrative domains to oversee the various affairs of the State at all levels. It serves as a strategic tool for the government to foster conditions of prosperity, integrity, and social cohesion within society. The concept of good governance pertains to the process of making accountable decisions and ensuring their effective implementation. According to Safira (2021), there is a general agreement among government officials, citizens, and the private sector regarding the role of government administrators in a country.

Essentially, the government system in Indonesia necessitates strict adherence to a set of principles known as Good Governance. According to the United Nations Development Program (1997), there are nine key indicators for implementing Good Governance:

Accountability

Decision makers in government, the private sector, and civil society have a responsibility to be accountable to the public and stakeholder institutions. The level of accountability is contingent upon the organization and the type of decisions being made, regardless of whether they are for the organization's internal or external interests. It is the duty of a public leader who has been entrusted by the community to safeguard all their interests.

Community Participation

Every individual has the opportunity to contribute to the development of decisions, either by direct participation or through the representation of legitimate institutions that uphold their interests. This type of participation is founded upon the principles of freedom of association and speech, as well as constructive engagement. Engaging in various activities, individuals can actively participate in their community by expressing their opinions and making decisions, either directly or through representative agencies, to further their interests.

Transparency

This fundamental principle is designed to gather information about public interest in a direct and measurable manner, taking into account the challenges the public faces in accessing information. Transparency is established through the unrestricted dissemination of information to those who require it. Information should be clear and easily measurable.

Efficiency and Effectiveness (efficiency and effectiveness)

The basic principles that must be applied so that services to the public become better are by guiding every activity and institutional process in an effort to get what is really needed.

Equality

This principle can be interpreted as providing services and treatment to the public without having to discriminate. All communities have the opportunity to improve their quality of life or maintain their prosperity.

Upholding the Rule of Law

In the political process, society needs methods and legal rules in making political policies in making public policies in order to realize good governance. The legal framework should be impartial and non-discriminatory, including laws relating to human rights.

Strategic Vision (strategic vision)

A strategic perspective in facing the future so that society and leaders have a broader view of human development and better governance.

Responsiveness (responsiveness)

In this principle, each institution must be committed to providing maximum service to various interested parties.

Consensus Orientation

Consensus-oriented is a principle of good governance so that a government can mediate differences by providing solutions to decisions made through consensus.

Regional governments have a unique opportunity to effectively integrate government, private, and citizen data in order to offer valuable public services through digital means. The utilization of information technology is detailed in the Gorontalo Mayor Regulation Number 42, 2016, which pertains to the positions, organization, duties and functions, and work procedures of the Gorontalo City Investment and One-Stop Integrated Services Service. This service is conducted with the objective of enhancing service efficiency, convenience, and safety through an online platform. SICANTIK is a digital system designed to streamline the process of licensing and non-licensing services. It enables applicants to conveniently download and print licensing decrees on their own. By utilizing the internet, individuals can independently apply for permits digitally or online. This digital system is highly appropriate for implementation in the One Stop Integrated Services and Investment Service. It is equipped with a range of features that greatly facilitate processes for both applicants (community) and officers (DPMPTSP).

Gorontalo City is committed to staying at the forefront of enhancing public service delivery institutions, exemplified by the establishment of the One Stop Investment and Integrated

Services Service (DPMPTSP). In 2018, the Gorontalo City Investment and One-Stop Integrated Services Service (DPMPTSP) initiated the implementation of a state-of-the-art online licensing system. The impact of advancements in information technology has facilitated public service institutions in delivering public services with greater ease and efficiency.

The online-based system of the PMPTSP Service in Gorontalo City was inaugurated by Plt. Gorontalo Mayor Charles Budi Doku at the Banthayo Lo Yiladia Building. In relation to providing services to the community, the Gorontalo City DPMPTSP is constantly enhancing and adjusting the patterns of public service to align with the prevailing community conditions and ongoing developments. Infrastructure enhancements and the provision of supporting facilities have been implemented. In order to ensure the provision of efficient and transparent services, DPMPTSP has established a collaborative partnership with the Corruption Eradication Commission by utilizing the Smart Integrated Service Application for the Public (SICATANTIK). With the use of this application, individuals have the opportunity to submit applications for both permits and non-permits to the Gorontalo City DPMPTSP. This can undoubtedly offer convenience for the community and help deter any unauthorized charges. This study incorporates multiple prior research sources that serve as references for the author to enhance their understanding in future research endeavors.

In a study conducted by Alliyah Yustika Aqmarani, Sri Nur Hari Susanto, and Henny Juliani in 2021, the focus was on the Easy and Integrated Innovation Permit System (SI IMUT) in Semarang City. The objective of this research was to examine the delivery of public services in the Semarang City Investment and One-Stop Integrated Services Service, with a particular emphasis on the principles of good governance at DPMPTSP Semarang City. The findings of this study indicate that the implementation has been relatively successful, although there is room for improvement. The Semarang City DPMPTSP has not fully implemented the licensing services through SI IMUT, which is based on good governance. There are shortcomings in adhering to the principles of responsiveness, effectiveness, and efficiency in serving.

In a previous study conducted by Bilyastuti in 2019, the focus was on examining the implementation of public services provided by the Ponorogo Regency DPMPTSP. The study aimed to describe and analyze the effectiveness of these services, specifically in relation to the One-Stop Integrated Service (DPMPTSP) and the Integrated Information System (SIJITU). The findings of the study indicate that the utilization of the online-based public services with SIJITU has not been fully optimized. This is evident from the low number of individuals who have taken advantage of the online licensing service due to various obstacles. These obstacles include a lack of awareness about the existence of an online licensing system, limited understanding of how to use online applications, and incomplete internet network access. We provide assistance in various areas of Ponorogo Regency, particularly in remote regions, where the human resources of DPMPTSP are limited. Our team has expertise in informatics and other technical fields to support these efforts.

In 2021, a research study was conducted titled "Enhancing Good Governance to Improve the Quality of Public Services at the Biak Numfor Regency Investment and One-Stop Integrated Services Service." The objective of this study was to enhance the quality of public services by utilizing the SICANTIK application at the One-Stop Integrated Services Investment Service in Biak Numfor. The study was conducted by Rani Maswati. The research findings indicate that the Public Services at DPMPTSP Biak Numfor have been implemented satisfactorily, although they have not reached their full effectiveness. This is evident in the utilization of the intelligent application of integrated services for the public (SICANTIK) cloud, which is a digital-based service innovation. However, the lack of sufficient human and natural resources hinders the full realization of good governance in enhancing the quality of public services.

Upon initial observations, several issues were identified: 1) The lack of transparency makes it challenging for the public to access information. 2) The queuing system at DPMPTSP is not appropriate and is negatively affecting the services. 3) Insufficient community involvement

has resulted in ongoing complaints from service recipients who struggle to comprehend the procedures for using the online SICANTIK service.

METHODS

This research method employs descriptive research and a qualitative approach. "Through the utilization of a qualitative approach, researchers strive to gain a comprehensive understanding and access to complete information pertaining to the implementation of good governance principles within the Gorontalo City Investment and One-Stop Integrated Services Department." The research employed various data collection techniques, including observation, interviews, and documentation. Meanwhile, the process of data analysis involves the reduction of data, the development of data models, and the drawing of conclusions. The data utilized in this study was collected by researchers who do not possess an engineering background. In this study, the researcher utilized multiple research instruments and employed various data collection methods, including:

Primary Data

Researchers obtain research data sources obtained directly from original data sources. Primary data is in the form of opinions of subjects (people) individually or in groups. Researchers collected primary data using two methods, namely: interview method and observation method. The parties used as informants include: (1) Head of licensing department 1 person; (2) Service staff of 3 people; (3) Society 7. So there were 11 informants in this study.

Secondary Data

The researcher obtained secondary data sources from data using documentation techniques. The documentation used in this research is written sources in the form of documents, books, journals and theses. To obtain the necessary data, this research uses the following method:

Observation

Researchers conducted observations to collect data through direct observation at the Gorontalo City One-Stop Integrated Investment and Services Service. Some of the information researchers obtain from observations is the place, perpetrator, activity and time of the incident. The reason the researcher conducted observational research was to present a real picture of behavior and events by observing the principles of good governance in digital-based services at the Gorontalo City Investment and One-Stop Integrated Services Department.

Interview

The second step carried out by researchers was interviews. The sources for this research were the community and employees at the Gorontalo City One Stop Investment and Integrated Services Service and the community.

Documentation

Researchers collect data by looking at documents, books, laws and regulations related to issues of Good Governance Principles in digital-based services.

RESULTS AND DISCUSSION

In order to enhance the level of service provided to the community, the Gorontalo City Government took the initiative to establish the Organization and Work Procedures of a One-Stop Licensing Service Unit in the year 2000. This was done through the issuance of Mayor's Decree Number 1303 of 2000. The implementation of permits in this unit involves the direct participation of technical agency staff stationed within the unit. In 2006, the service was enhanced to the Integrated Licensing Services Office (KPPT) in accordance with Regional Regulation No. 14 of 2006, which governs the organization and work procedures of the Integrated Licensing Services Office.

In 2015, the Gorontalo City Licensing Services Office upgraded its institutional status to the One Stop Investment and Integrated Services Service (DPM PTSP) based on Regional Regulation Number 1 of 2015 concerning Organizational Establishment and Work Procedures of the One Stop Investment and Integrated Services Service (BPM PTSP) Gorontalo City and Gorontalo Mayor Regulation Number 13 of 2015 concerning Details of Duties, Functions and Work Procedures of the Investment Service and One Stop Integrated Services (BPM PTSP) of Gorontalo City, and in 2016 in accordance with the mandate of PP No. 18 of 2016 Nomenclature of the Capital Investment Service and the one-stop integrated service (DPM PTSP) was renamed the Capital Investment Service and one-stop integrated service (DPM PTSP) of Gorontalo City based on Regional Regulation No. 5 of 2016 and Gorontalo Mayor Regulation Number 42 of 2016 concerning Details of Duties, Functions and Work Procedures of the Service Investment and One Stop Integrated Services (DPM PTSP) in Gorontalo City is expected to provide the best service for the economic community so that the economic process can have a positive impact on investment development in this area.

In order to ensure the provision of efficient and transparent services, DPMPTSP has established a Cooperation Agreement with the Corruption Eradication Commission by utilizing the Smart Integrated Service Application for the Public (SICANTIK). This application allows the general public to submit applications for both permits and non-permits to the Gorontalo City DPMPTSP. This can undoubtedly offer convenience to the community and effectively deter illegal levies. The Gorontalo City Capital Investment and One-Stop Integrated Services Service has implemented a range of exceptional services and programs: Our vision is to deliver exceptional services to the Gorontalo city government, with the aim of fostering a prosperous, advanced, active, religious, and educated society in Gorontalo City. Objective: Enhancing the competitiveness of data for the city of Gorontalo as a trade and services hub in the Tomini Bay region.

The research highlights the primary issues identified by the researcher during the initial observations. One of these issues is the lack of transparency, which poses a challenge for the public to access information. 2) The queuing system at DPMPTSP is not appropriate and is negatively affecting the services. 3) The absence of active involvement from the community has resulted in ongoing grievances from service recipients who are struggling to comprehend the procedures for utilizing the SICANTIK online service. Researchers identified three issues through initial observations and documented them in their study. They connected these problems to the questions posed to the participants, building upon the theory proposed by UNDP (1997). The objective of this study is to ascertain the fundamental principles of effective governance in digital-based services at the Gorontalo City One-Stop Integrated Services and Investment Service. The study focuses on three key indicators: transparency, justice/equality, and community participation. Each indicator will now be discussed in detail:

Transparency

Transparency is founded upon the fundamental principle of unrestricted information exchange. It is imperative that all government processes, institutions, and information are easily accessible to interested parties. Moreover, the provided information must be comprehensive enough to ensure comprehension and effective monitoring. This document provides an explanation on how the general public can access a comprehensive range of information. (Raga Lay, 2016). The findings of this study, derived from observations and interviews conducted by researchers with multiple informants including employees of the Gorontalo City Investment and One-Stop Integrated Services Department, as well as individuals involved in permit processing, indicate that the primary objective of the SICANTIK application is to enhance public access to information and facilitate their engagement with the ever-evolving modern advancements.

Nevertheless, the current implementation lacks optimization as some individuals continue to encounter difficulties in accessing information via the SICANTIK application. Several informants have reported issues such as unclear requirements and timeframes for permit

completion. Consequently, individuals are required to make multiple visits to the department to finalize documents and track the progress of their processed permits. These two elements are inherently contradictory to the objective of transparency itself. This differs from the perspective presented by Mardiasmo (2006), who posited that transparency entails the government's commitment to sharing information pertaining to public resource management with relevant stakeholders for informed decision-making purposes. Based on the information provided, it is evident that transparency is crucial in providing information. However, research findings indicate that the public faces challenges in accessing information through the SICANTIK application. As a result, the transparency level in the Gorontalo City One Stop Integrated Service Investment Service is not yet optimal.

Justice/Equality

Justice is the existence of equal opportunities for all citizens without gender differences and so on to improve their own welfare. Justice is built on the basis of equality in providing public services without distinguishing the status of service recipients. Justice is very important to implement because justice reflects a leader's attitude to show how good governance itself is applied in an agency (Sedarmayanti, 2003).

Based on the results of interviews with several informants and the results of observations, it is clear that the indicators of justice/equality in the principles of good governance in the Gorontalo City Investment and One-Stop Integrated Services Service have not been fully implemented well, where there are still problems regarding employee fairness in providing services, namely employees still use the system. kinship, insiders or you could say nepotism. Even though the results of interviews with several employees said that they were always fair, this was different from what was seen in interviews with several communities, namely that they also still used insiders or family to complete the processing of permits and there were also complaints from the community in the form of people who had first come but not first served. This is different from what was conveyed by (Hariyanto, 2015) who stated that justice/equality means that individuals and other individuals have the same status in society. where in carrying out its activities, it must always pay attention to the interests of society and the environment and other stakeholders must be based on the principle of equality.

Based on the above, justice/equality means that individuals and other individuals have the same status in society, but research results still show that employees only prioritize people who already have an appointment with the employee there, rather than other people who have queued up first.

Society participation

Community participation in providing input, complaints and aspirations is very much needed. Because with this, it is hoped that it will be able to influence the performance of the apparatus to carry out good governance. Apart from that, it can also encourage the community to take part in services while still paying attention to the needs, aspirations and hopes of the community (Rizkiyani, 2023). Participation is built on people's trust that they have been given the freedom to gather and express opinions and the capacity to participate constructively, only by participating can they feel confident in being involved and responsible in managing government (Nawawi, 2012).

Based on the results of interviews with several informants and observations, it is clear that the indicators of community participation in the principles of good governance at the Gorontalo City Investment and One-Stop Integrated Services Service are not yet optimal, seen from the fact that there are still people who do not accept invitations, one of which is to take part in socialization regarding letter management. online-based permits implemented by DPMPTSP and there are also people who have received invitations but whose attendance is only represented by other people, the socialization is not followed to completion and network

problems often cause errors so that when completing the requirements, sometimes they often return to the home page.

This is different from what was stated by (Hetifah Sj. Soemarto, 2003) who stated that community participation is the process when citizens as individuals and social groups and organizations, take a role and influence the process of planning, implementing and monitoring policies that directly affect life. they. Community participation is also a tool for obtaining information about the conditions, needs and attitudes of the community, without which the development of programs created by the government will fail. Based on the explanation above, community participation means that citizens as individuals and social groups take part in existing policies in order to obtain information, but the research results show that the community still does not participate enough in taking part in activities carried out by the DPMPTSP and this could have an impact on the community. Alone.

CONCLUSION

Based on the results of the research and discussion, it can be concluded that the principles of Good Governance in digital-based services at the Gorontalo City Investment and One-Stop Integrated Services Service have not worked well. From the research results, it was found that the three indicators of good governance principles used, namely transparency, justice/equality and community participation, were not optimal. This can be seen from transparency which has not been implemented properly where there is no transparency regarding the clarity of the time period for completing document administration so that the public still feels confused regarding the administration time in the service, then justice/equality in the services provided to the community is still not optimal because it is still using a nepotism service system as well as for community participation based on research results that there are still people who have not received an invitation for socialization from DPMPTSP regarding online-based licensing processing and there are still many complaints from the public regarding the SICANTIK web service which often has errors when used.

Suggestion

Based on the conclusions above, there are several things that can be recommended, namely: (1) The government is expected to provide appropriate and appropriate intensive services to all people who come to the Gorontalo City One Stop Investment and Integrated Services Service; (2) It is hoped that the local government in the Gorontalo City Investment and One-Stop Integrated Services Service will improve the SICANTIK service system so that it can be better used by the community who are processing permits; (3) For the public to increase their self-awareness by taking part in the socialization held by DPMPTSP so that it will be easier to process online-based permits.

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