

Effectiveness and Urgency of Good Governance in Public Administration

Husnul Zakiah¹ ✉

Universitas Islam Negeri Imam Bonjol, Padang, Indonesia¹

ABSTRACT

The implementation of good governance principles has become one of the primary requirements for achieving transparent, accountable, participatory, and public service-oriented governance. This study aims to analyze the effectiveness of regulations governing public administration, public services, and public information disclosure in supporting the implementation of good governance, as well as to examine the urgency of strengthening such regulations within modern governance systems. The research employs a normative juridical method using statutory and conceptual approaches. The primary legal materials consist of Law Number 30 of 2014 concerning Government Administration, Law Number 25 of 2009 concerning Public Services, and Law Number 14 of 2008 concerning Public Information Disclosure, which are analyzed alongside scholarly literature published between last five years. The findings indicate that these regulations provide an adequate legal framework for implementing good governance principles through the regulation of administrative legality, public service quality, information transparency, and public participation. Furthermore, discussions regarding these regulations remain highly relevant due to their role in safeguarding citizens' rights, preventing abuse of authority, strengthening governmental accountability, and improving public service quality. Therefore, enhancing the implementation of these regulations is essential to achieving governance practices that align with the principles of the rule of law and the demands of good governance.

Keywords: *Good Governance, Government Administration, Information Disclosure, Public Services, Transparency.*

CORRESPONDING AUTHOR:

Husnul Zakiah

Universitas Islam Negeri Imam Bonjol, Padang, Indonesia

ARTICLE HISTORY

Received : January 20, 2025

Final Revised : March 12, 2025

Accepted : May 2, 2025

Published : June 30, 2025

1. | INTRODUCTION

The implementation of modern government faces increasingly complex demands along with increasing public expectations for the quality of public services, transparency in decision-making, and accountability in the use of authority by state apparatus. In the context of the rule of law, the administration of government is not only required to be oriented towards achieving administrative goals, but must also ensure the protection of citizens' rights through the application of good governance principles. The concept of good governance develops as a paradigm that emphasizes the importance of transparency, accountability, public participation, effectiveness, and compliance with the law in every process of government administration (Ngazis, 2024; Olive et al., 2023). The existence of these principles is an important instrument to create a balanced relationship between the government and the community in realizing quality public services.

From the perspective of state administrative law, good governance is closely related to the implementation of government authority based on the principles of legality and the General Principles of Good Governance (*Asas-Asas Umum Pemerintahan yang Baik/AUPB*). The presence of Law Number 30 of 2014 concerning Government Administration strengthens the position of AUPB as a normative guideline for government officials in carrying out their functions and authority. The regulation emphasizes that every government action and decision must be carried out professionally, proportionately, transparently, and accountably to prevent abuse of authority and ensure legal certainty for the community. Therefore, the effectiveness of government administration is not only measured by the success of program achievements, but also by the level of compliance with applicable administrative legal principles (Latifa et al., 2024; Mudhoffar et al., 2024).

On the other hand, public services are a real manifestation of the state's presence in meeting the needs of the community. Law Number 25 of 2009 concerning Public Services stipulates that public service providers are obliged to provide quality, easily accessible, and community-oriented services. However, various studies show that the improvement of the quality of public services is not only determined by the existence of regulations alone, but also by the ability of institutions to consistently apply the principles of accountability and administrative ethics (Dharmika & Subanda, 2023; Sudrajat, 2023). Thus, government administration reform is an important factor in supporting the realization of public services that are responsive and oriented to the interests of citizens.

In addition to the accountability aspect, public information transparency is also a fundamental element in the implementation of good governance. Law Number 14 of 2008 concerning Public Information Disclosure provides legal guarantees for the public's right to obtain true, accurate, and accountable information. Transparency not only functions as a means of public supervision of the administration of government,

but also plays a role in building public trust in state institutions (Ngazis, 2024; Khosrowjerdi, 2022). In practice, information disclosure has a close relationship with public participation because the public can only participate effectively if they have adequate access to relevant information.

The development of contemporary governance also shows that community participation is increasingly seen as an integral part of the public decision-making process. Participation is no longer interpreted as passive involvement, but as a form of collaboration between the government and the community in formulating, supervising, and evaluating public policies. Various studies show that community involvement contributes to improving policy quality, public service effectiveness, and government legitimacy (Qomariyah & Purwati, 2023; Tarandung et al., 2023). Therefore, strengthening public participation is one of the important indicators in assessing the success of the implementation of good governance principles.

Although the regulatory framework governing government administration, public services, and public information disclosure is available, there is still a need for a study that examines the extent to which these regulations are able to support the realization of good governance effectively. In addition, the dynamics of the implementation of modern government also raise the need to continue to evaluate the urgency of strengthening the principles of good governance as an instrument for the protection of people's rights and improving the quality of public services. Based on this background, this study formulated two research questions, namely: (RQ1) the extent of the effectiveness of the regulations in Law Number 30 of 2014 concerning Government Administration, Law Number 25 of 2009 concerning Public Services, and Law Number 14 of 2008 concerning Public Information Disclosure in supporting the implementation of the principles of good governance; and (RQ2) why strengthening and discussing these regulations remains an urgent need in realizing transparent, accountable, and participatory governance.

2. | RESEARCH METHOD

This research uses a normative juridical research method that focuses on the study of legal norms, legal principles, legal doctrines, and various provisions of laws and regulations related to the administration of government and the application of the principles of good governance. Normative juridical research was chosen because the main purpose of this study is to analyze the effectiveness of legal arrangements contained in Law Number 30 of 2014 concerning Government Administration, Law Number 25 of 2009 concerning Public Services, and Law Number 14 of 2008 concerning Public Information Disclosure in supporting the realization of transparent, accountable, and participatory governance. In addition, this study also aims to identify the urgency of strengthening these regulations in the face of the development of modern government which increasingly demands information disclosure, public accountability, and the protection of citizens' rights (Latifa et al., 2024).

The approaches used in this study include a statutory approach and a conceptual approach. The legislative approach is carried out through a review of various regulations that are the object of study, especially provisions that regulate government administration, public services, and public information disclosure. Meanwhile, a conceptual approach is used to understand and analyze legal concepts related to good governance, accountability, transparency, community participation, and the General Principles of Good Governance (*Asas-Asas Umum Pemerintahan yang Baik/AUPB*) as a normative foundation in the administration of government. Both approaches are used in an integrated manner to gain a comprehensive understanding of the relationship between the rule of law and the implementation of good governance principles.

The legal materials used in this study consist of primary legal materials, secondary legal materials, and tertiary legal materials. Primary legal materials include Law Number 30 of 2014 concerning Government Administration, Law Number 25 of 2009 concerning Public Services, and Law Number 14 of 2008 concerning Public Information Disclosure. Secondary legal materials were obtained from various scientific journal articles, research results, and academic literature published in the 2020–2024 period that discussed good governance, government administration reform, public services, transparency, and community participation (Ngazis, 2024). Furthermore, tertiary legal materials in the form of legal dictionaries, encyclopedias, and other supporting sources are used to clarify the legal concepts analyzed. All of these legal materials are analyzed qualitatively through legal interpretation and argumentation techniques to produce systematic conclusions about the effectiveness and urgency of regulations in supporting the implementation of good governance.

3. | RESULTS AND DISCUSSION

Regulatory Effectiveness

Good governance is a paradigm of government administration that places transparency, accountability, participation, effectiveness, and legal certainty as the main principles in the implementation of government functions. Within the framework of the rule of law, the effectiveness of the application of these principles is greatly influenced by the quality of regulations that govern the relationship between government and society. Therefore, the existence of Law Number 30 of 2014 concerning Government Administration, Law Number 25 of 2009 concerning Public Services, and Law Number 14 of 2008 concerning Public Information Disclosure has a strategic position as a legal instrument that supports the implementation of good governance normatively and practically. The three regulations form a complementary legal framework in realizing accountable, transparent, and service-oriented governance (Dahlia, 2023; Latifa et al., 2024).

The effectiveness of the first regulation can be seen from the existence of Law Number 30 of 2014 concerning Government Administration which provides a clear

legal basis regarding the use of authority by government officials. This regulation emphasizes the application of the General Principles of Good Governance (AUPB) as a guideline in every action and decision of the state administration. Through this arrangement, government officials are not only required to act in accordance with the provisions of the law, but must also uphold the principles of legal certainty, usefulness, impartiality, prudence, openness, and accountability. The presence of regulations on abuse of authority and administrative decision testing mechanisms shows that these regulations have adequate capacity to prevent government actions that are contrary to the principles of good governance (Mudhoffar et al., 2024; Utama, 2024).

Furthermore, the effectiveness of the implementation of good governance is also supported by Law Number 25 of 2009 concerning Public Services. This regulation places the community as the main subject in the implementation of services so that every public service provider is obliged to meet the service standards that have been set. The existence of service standards, complaint mechanisms, performance evaluation, and the obligation of organizers to provide professional services shows that the regulation has provided sufficient instruments to improve the quality of public services. Various studies show that the application of good public service principles has a positive correlation with increasing public trust in government institutions and supporting the realization of a government that is more responsive to public needs (Dharmika & Subanda, 2023; Salam, 2023; Sudrajat, 2023).

In addition to accountability and service quality, transparency is also an important element in measuring the effectiveness of governance. In this context, Law Number 14 of 2008 concerning Public Information Disclosure functions as a legal instrument that guarantees the public's right to obtain information controlled by public bodies. The regulation encourages the creation of a culture of openness that allows the public to supervise the implementation of policies and the use of public resources. Transparency built through information disclosure not only strengthens the legitimacy of the government, but also minimizes the potential for abuse of authority because every government action can be known and evaluated by the public. Therefore, information disclosure is one of the important indicators in assessing the success of the implementation of good governance (Ngazis, 2024; Khosrowjerdi, 2022).

Nonetheless, the effectiveness of a regulation is determined not only by the legal substance contained in it, but also by the level of its implementation. In the practice of government administration, there are still challenges related to the consistency of the application of the principles of accountability, transparency, and public participation. This condition shows that the existence of good regulations must be followed by institutional commitment, apparatus capacity, and organizational culture that supports the sustainable application of good governance principles. In other words, the effectiveness of regulations cannot be separated from the ability of government institutions to translate legal norms into real administrative actions that can be felt by the community (Qomariyah & Purwati, 2023; Olive et al., 2023).

Based on this analysis, it can be understood that Law Number 30 of 2014, Law Number 25 of 2009, and Law Number 14 of 2008 have normatively provided an adequate legal framework to support the implementation of good governance. The three regulations accommodate the main principles of good governance through regulations regarding the legality of government actions, the quality of public services, and information disclosure. Thus, the effectiveness of these regulations can be considered relatively high from the normative aspect because it has provided a clear legal basis for the implementation of accountable, transparent, and participatory governance, although optimization of implementation remains a determining factor for the success of achieving the goals of good governance as a whole (Tarandung et al., 2023; Ngazis, 2024).

The Urgency of Regulation

The discussion of regulations governing government administration, public services, and public information disclosure still has a high level of urgency in the development of contemporary state administrative law. This is due to the increasingly complex relationship between the government and the community which demands the implementation of a government that is not only effective, but also transparent, accountable, and able to provide protection for the rights of citizens. In the context of the rule of law, the existence of regulations not only functions as an instrument of controlling power, but also as a means to ensure that every government action is carried out in accordance with the principles of legality and public interest. Therefore, Law Number 30 of 2014 concerning Government Administration, Law Number 25 of 2009 concerning Public Services, and Law Number 14 of 2008 concerning Public Information Disclosure are still relevant to continue to be studied and developed as the main foundation for the implementation of good governance (Dahlia, 2023; Utama, 2024).

The first urgency is related to the need to ensure legal certainty in the implementation of government authority. As the function of modern government develops, the scope of state administrative authority has become increasingly broad and complex. This condition has the potential to cause abuse of authority if it is not accompanied by a clear regulation of the boundaries of administrative actions. The presence of Law Number 30 of 2014 is important because it provides guidelines on the use of discretion, the application of General Principles of Good Governance (AUPB), and a mechanism for monitoring government actions. The regulation serves as a legal instrument that maintains a balance between the need for administrative flexibility and the protection of people's rights. Thus, the discussion of the effectiveness and strengthening of government administration regulations remains a relevant need in order to strengthen the quality of democratic and law-oriented government administration (Latifa et al., 2024; Mudhoffar et al., 2024).

The second urgency is related to improving the quality of public services as one of the main indicators of government success. In practice, the public assesses the government's performance not only based on the success of policy formulation, but also on the quality of services received in daily life. Therefore, Law Number 25 of 2009 concerning Public Services has a very important role in ensuring that every citizen obtains fair, professional, fast, and quality services. Studies on public service regulations are still needed because the dynamics of community needs continue to develop, while service providers are required to adjust service standards to technological developments, efficiency demands, and increased public expectations. Research shows that quality public services are closely related to increasing public trust in government institutions and strengthening the legitimacy of the government in carrying out its functions (Dharmika & Subanda, 2023; Salam, 2023; Sudrajat, 2023).

The next urgency is related to the importance of transparency in the administration of government. Public information disclosure is one of the main requirements for the realization of accountability and public participation in the government process. Without access to adequate information, the public will have difficulty supervising government policies and actions. Therefore, Law Number 14 of 2008 concerning Public Information Disclosure remains a very important instrument in supporting the implementation of the principles of good governance. This regulation not only guarantees the public's right to obtain information, but also encourages public bodies to implement a culture of openness in carrying out their duties and functions. A number of studies show that transparency supported by broad access to information contributes to increasing accountability, strengthening public trust, and preventing abusive practices of authority in government (Ngazis, 2024; Khosrowjerdi, 2022).

In addition, the urgency of discussing the regulation is also related to the increasing need for community participation in governance. The modern government paradigm no longer places the community as a policy object, but rather as a strategic partner in the process of formulating, implementing, and evaluating public policies. Community involvement in the governance process can improve the quality of policies because the decisions made are more responsive to public needs. Participation also serves as a social control mechanism that strengthens the accountability of government institutions. Therefore, regulations that ensure information disclosure, quality public services, and accountable governance are very important to support the formation of participatory and inclusive governance (Qomariyah & Purwati, 2023; Tarandung et al., 2023).

Based on this description, the urgency of discussing the three regulations lies in their role as a normative foundation in realizing the implementation of government in accordance with the principles of good governance. Government administration regulations ensure the legality of government actions, public service regulations ensure the fulfillment of people's rights to quality services, while public information disclosure regulations strengthen transparency and public supervision of the government. The three form a complementary legal system in maintaining a balance between government

authority and the protection of citizens' rights. Therefore, a continuous review of these regulations is still needed to ensure that governance is able to respond to the challenges of community development while maintaining the principles of a democratic state of law (Zaitul et al., 2023; Ngazis, 2024).

4. | CONCLUSION

The application of the principles of good governance in the administration of government requires regulatory support that is able to ensure the implementation of transparency, accountability, community participation, and legal certainty. Based on the results of the research, Law Number 30 of 2014 concerning Government Administration, Law Number 25 of 2009 concerning Public Services, and Law Number 14 of 2008 concerning Public Information Disclosure have normatively provided an adequate legal framework to support the implementation of good governance. The three regulations regulate fundamental aspects that complement each other, namely the legality of government actions, the quality of public services, and information disclosure as a means of public supervision. Thus, the effectiveness of regulations can be considered quite good in terms of legal substance because it has accommodated the main principles of good governance and provides a clear legal basis for the implementation of accountable, transparent, and participatory government.

On the other hand, the discussion of these regulations still has a high level of urgency in the development of state administrative law. The complexity of the implementation of modern government, the increasing public demands for the quality of public services, and the need for transparency and accountability place these three regulations as very important legal instruments in maintaining a balance between government authority and the protection of citizens' rights. Government administrative regulations play a role in preventing abuse of authority, public service regulations ensure the fulfillment of people's rights to quality services, while public information disclosure regulations strengthen public supervision and participation in government processes. Therefore, strengthening the implementation and continuous review of the three regulations is a necessary step to ensure the realization of governance that is in line with the principles of the state of law and the demands of good governance in the future.

Acknowledgment

We gratefully acknowledge the contributions of individuals who supported the completion of this article.

Funding Information

This research did not receive any funding.

Conflict of Interest Statement

The authors declare that there is no conflict of interest.

Ethical Approval and Originality Statement

Ethical approval was obtained for this study. The manuscript represents original work and has not been previously published, nor is it under consideration by another journal.

Data Disclosure Statement

The data that support the findings of this study are available from the corresponding author upon reasonable request.

REFERENCES

- Dahlia, N. (2023). Upaya Mewujudkan Good Governance Melalui Collaboration Governance Pada Pelayanan Publik. *Journal of Governance Innovation*, 5(1), 61-79.
- Dharmika, I. B. M. P., & Subanda, I. N. (2023). The effectiveness of public services in realizing good governance. *Aptisi Transactions on Technopreneurship (ATT)*, 5(1Sp), 77-83.
- Khosrowjerdi, M. (2022, February). Good governance and national information transparency: A comparative study of 117 countries. In *International Conference on Information* (pp. 143-160). Cham: Springer International Publishing.
- Latifa, A., Frinaldi, A., & Roberia, R. (2024). Penerapan hukum administrasi negara dalam membangun pemerintahan yang baik. *Polyscopia*, 1(3), 120-126.
- Mudhoffar, K., Frinaldi, A., & Roberia, R. (2024). Implementasi Asas-asas Hukum Administrasi Negara dalam Mewujudkan Tata Kelola Pemerintahan yang Baik. *Polyscopia*, 1(3), 107-112.
- Ngazis, M. (2024). Government Transparency and Public Accountability in the Implementation of Good Governance in Indonesian Constitutional Law System. *Pena Justisia: Media Komunikasi dan Kajian Hukum*, 23(1), 106-118.
- Qomariyah, E., & Purwati, N. E. (2023). Performance Accountability System of Government Institutions: A Key to Achieving Good Governance. *International Journal of Research in Social Science and Humanities (IJRSS) ISSN: 2582-6220, DOI: 10.47505/IJRSS*, 4(12), 37-44.
- Republic of Indonesia. (1945). *Constitution of the Republic of Indonesia in 1945*.
- Republic of Indonesia. (2008). *Law Number 14 of 2008 concerning Public Information Disclosure*. Statute Book of the Republic of Indonesia Number 61 of 2008.
- Republic of Indonesia. (2009). *Law Number 25 of 2009 concerning Public Services*. Statute Book of the Republic of Indonesia Number 112 of 2009.
- Republic of Indonesia. (2014). *Law Number 30 of 2014 concerning Government Administration*. Statute Book of the Republic of Indonesia Number 292 of 2014.
- Salam, R. (2023). Improving public services in realizing good governance in Indonesia. *Endless International Journal of Future Studies*, 6(2), 439-452.
- Sudrajat, A. R. (2023). Implementation of Ethics in Public Services Towards Good Governance in the Perspective of Public Administration. *Journal of Social Science (2720-9938)*, 4(1).
- Tarandung, S. N., Rorong, A., & Tulusan, F. (2023). Penerapan Prinsip-Prinsip Good Governance Dalam Meningkatkan Kualitas Pelayanan Publik Di Kantor Kecamatan Sario Kota Manado. *Jurnal Administrasi Publik*, 9(127), 54-62.
- Utama, K. W. (2024). Eksistensi Good Governance Principle sebagai Pedoman Kebijakan Administrasi Negara Pasca Undang-Undang Administrasi Pemerintahan. *Jurnal Hukum Progresif*, 12(1), 22-31.
- Zaitul, Z., Ilona, D., & Novianti, N. (2023). Good governance in rural local administration. *Administrative Sciences*, 13(1), 19.