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Application of Good Governance Principles in Public Services: A Case Study of the Investment and Integrated One-Stop Service Office in Indonesia

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Abstract. This research aims to determine the application of good governance principles in the public services of the capital investment and one-stop integrated services (DPMPTSP) of Sinjai district. The method used in this research is a qualitative research method. The data collection techniques used in this research were observation, interviews and documentation. Meanwhile, the data analysis techniques used are data collection, data reduction, data presentation, and drawing conclusions. The data used in the research are primary and secondary data. The results of this research show that the application of Good Governance principles has been implemented optimally, because it has been adapted to public service standards including Accountability, Transparency, Rule of Law, Participation and Professionalism. Accountability is created through effective coordination, socialization and communication carried out by officers. Transparency is created by openness of information conveyed to the public both on social media and directly at the DPMPTSP office of Sinjai district. creation of legal rules with the existence of service operational standards which are the basic reference in serving the community. The creation of professionalism by assessing the performance of exemplary employees every 6 months means that DPMPTSP employees are pressured to always be professional in carrying out their duties and obligations in serving the community. The output of this research is as a scientific work or reference for future researchers related to the application of Good Governance principles in the Sinjai Regency Investment and One-Stop Integrated Services Service (DPMPTSP).

Keywords: Implementation, Good Governance, Service, Public.

1. Introduction

According to Law Number 25 of 2009 concerning public services, public services are activities in order to fulfill service needs in accordance with laws and regulations for every citizen and resident for goods, services, and administrative services provided by public service providers. Broadly speaking, the term public service can be interpreted as certain activities and objects that are specifically intended to fulfill the needs of the general public or provide support for efforts to increase enjoyment and convenience for the entire community [1]. Quality public services are based on accountability and responsibility and service providers by prioritizing effectiveness in achieving the goals and targets, simplicity in procedures and service methods that are easy, fast, precise, not complicated, easy to understand, and easy to implement by the community (service users), the need for clarity and certainty (transparency) regarding administrative requirements, work units and/or officials who are authorized and responsible in providing services, details of service costs or rates and payment procedures, as well as service completion schedules [2].

Quality public services require transparency with the understanding of procedures or methods of requirements, Units, work of officials responsible for providing services, completion time, time details, and matters relating to the service process must be

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informed openly so that they are easily known and understood by the public, whether requested or not requested, efficient in relation to achieving service targets while still paying attention to the integration between requirements and related service products, prevention of repetition of fulfillment of requirements, in the case of the relevant public service process requiring completeness from other related government agency work units, punctuality in the implementation of public services can be completed within the specified time frame, responsive which is more directed at responsiveness and quickly responding to what is the problem, needs and aspirations of the community being served who are always experiencing growth and development [3]

The provision of public services is one of the important functions of the government in addition to distribution, regulation, and protection. This function is the real actualization of the social contract given by the community to the government in the context of the Principal-Agent relationship. Public services by the public bureaucracy are one of the manifestations of the function of the state apparatus as a servant of the community in addition to being a servant of the state [4], [5]. However, in reality, the current government has deviated from these functions. The government, which should be able to serve the public, often practices corruption, collusion, and nepotism in the public bureaucracy so that it is undeniable that some people no longer trust the government. One of the triggers for budget misuse is corruption by leaders and state apparatus who ignore moral values and work culture.

Seeing how complex the problems that occur in the practice of service delivery, efforts to implement public services in Indonesia require comprehensive understanding and socialization, touching on all dimensions of the problems faced by the service bureaucracy. Thus, public service problems are quite complex, the variables are very broad, efforts to improve bureaucracy as a public service include efforts to instill a work ethic.

Based on these facts, it is necessary to develop the application of good governance principles in the Sinjai Regency Investment and One-Stop Integrated Service Office which is one of the regional partners [6]. The application of good governance is an urgency in efforts to realize effective, efficient, independent, and corruption-free, collusion-free, and nepotism-free local government [7]. This is supported by Law Number 32 of 2004 concerning regional government which will provide great opportunities for the implementation of the principles of decentralization, deconcentration and assistance tasks, as well as the principle of regional autonomy so that regional governments are able to carry out government tasks, development, and public services (public service) optimally and not too dependent on the central government (centralistic) as in the previous era of government [8], [9].

The application of the principle of Good governance is very important in the implementation of public services to improve the performance of the State apparatus. Because in the government, the government has a concept of Good Governance principles to improve the ability of the bureaucracy in order to realize good public services or governance. According to [10] there are five main elements of the principles that must be met to form Good Governance, including:

Legal certainty (Rule of law) the framework of legal rules and legislation must be fair, enforced and complied with in its entirety, especially regarding human rights law. The indicators used are human rights, division of power, government based on regulations, justice, administration in disputes.

Transparency, There is organizational openness in the decision-making process and presents relevant material information that is easily accessible and understandable, so

that it becomes transparent [11]. The steps taken by the Sinjai Regency DPMPTSP in implementing the principle of transparency are to improve the quality of licensing and non-licensing services by looking at indicators against the Community Satisfaction Index for licensing.

Accountability, clarity regarding function, structure, system and implementation as well as accountability, is absolutely necessary for the implementation of effective governance. In this case, the Sinjai Regency DPMPTSP conducts a policy evaluation to fulfill the accountability aspect, because by carrying out the performance of a policy, it can be understood as a form of government accountability to the public as beneficiaries of government policies and programs. Professionalism, compliance of the Sinjai Regency Investment and One-Stop Integrated Service Office (DPMPTSP) to the laws and regulations of the authorities and fulfillment of responsibilities to the community and the environment. In addition, it is related to the responsiveness of the apparatus in serving the community and being willing to help the community to solve problems and provide appropriate solutions. Participation, every citizen has the right to express their opinion regarding the policies implemented. The implementation of the principle of participation in the Sinjai Regency DPMPTSP is seen to have started to run well because it has received input for the decision-making process.

Based on initial observations made by researchers at the Sinjai Regency Investment and One-Stop Integrated Service Office, it has basically been running well and has implemented the principles of Good Governance. Judging from the number of permits and non-permits handled by the Sinjai Regency DPMPTS until June 2023, there were 852 NIBs, and the number of permits and non-permits that have been issued was 302 permits, which experienced an increase in permits during 2020-2023. The increase in permits provides a challenge for the Sinjai Regency Investment and One-Stop Integrated Service Office to provide maximum service to the community, because the community's needs related to licensing services are also increasing. from several implementations of permits and non-permits, there are permit completion times that have been regulated and vary, such as research permits for 1 day, permits related to the Health sector for 3 days, and processing of business registration numbers (NIB) for 30 minutes.

However, in terms of completion, sometimes there are still permits that are delayed or there is no time period given by employees of the Sinjai Regency Investment and One-Stop Integrated Service Office to the applicant when it will be completed and will contact the applicant if the permit letter has been completed, this happens because there are several agencies or business locations that are quite far away while the service is crowded with visitors and it can be said that the time limit for completing the service is not in accordance with the specified time period. Those are some of the problems so that the service is not yet optimal, such as the lack of public understanding in managing business permits and the carelessness of employees which causes delays in completing permits. Thus, one way to improve administrative services must be balanced with the principle of good governance in the perspective of public administration in it so that there are no individuals who deviate from the results of managing permits and services.

Research on the implementation of good governance principles in public services has been widely conducted. A study byArkorful et al. [12] revealed that the application of transparency and accountability principles in urban public services could enhance public trust in local governments. Additionally, a study by Kwilinski et al. [13] found that collaboration between the government and the community in integrated services could improve service efficiency and quality. On the other hand, research by Ucok highlighted

that weak internal supervision in licensing services leads to public dissatisfaction due to slow and inefficient processes.

However, a study by Annahar et al. [14] indicated that the implementation of good governance principles is often hindered by a lack of competent human resources and technological limitations, particularly in rural areas. Similarly, research by Solana-Gonzales et al. [15] emphasized the importance of integrating information technology as a solution to enhance transparency and accountability in licensing services.

Although various studies have discussed the implementation of good governance principles in public services, there remains a gap in understanding how these principles are specifically applied in licensing services at the regional level, particularly in districts with unique geographical and social challenges, such as Sinjai Regency. Furthermore, previous studies have not sufficiently examined the relationship between community satisfaction and the improvement of service quality based on good governance principles in this context. This study offers a new approach by focusing on the implementation of good governance principles at the Investment and Integrated One-Stop Service Office of Sinjai Regency, utilizing an in-depth analysis of community satisfaction and the quality of licensing services. It also investigates the impact of service innovations based on information technology on the effectiveness of implementing transparency, participation, and accountability principles in the context of integrated services at the regional level. This provides a significant contribution to addressing the research gap regarding the application of good governance principles in licensing services in rural and remote areas.

Therefore, further research is needed on good governance through the quality of existing services. In the field of licensing services, it is a good alternative, which can provide satisfaction for the community or improve the quality of service considering that the previous system still has many shortcomings in the eyes of the community as the party being served. Based on the explanation above, the purpose of this study is to determine the application of the principle of good governance at the Investment and Integrated One-Stop Service Office of Sinjai Regency.

2. Methods

2.1 Research Approach and Location

This study uses a qualitative research method with a qualitative descriptive approach [16]. This research was conducted at the Investment and Integrated One-Stop Service Office of Sinjai Regency. While the research implementation time is targeted for approximately 30 days.

2.2 Data Collection and Informant Retrieval Techniques

The data collection techniques used were observation, interviews, and documentation. The informants in this study were the Head of the Sinjai Regency DPMPTSP Service, the Secretary of the Sinjai Regency DPMPTSP Service, the General and Personnel Section, and the Community.

2.3 Data Analysis Techniques

The data analysis technique used in the study is based on the research of Miles and Huberman [17] in the form of data reduction, data presentation, and drawing conclusions. By drawing conclusions, the answers to the problems discussed in this study will be briefly and clearly illustrated.

3. Result and Discussion

3.1 Overview of the Investment and One-Stop Integrated Services Agency (DPMPTSP) of Sinjai Regency

The Investment and One-Stop Integrated Service Agency (DPMPTSP) of Sinjai Regency is one of the regional apparatus organizations (OPD) formed based on Sinjai Regency Regional Regulation Number 19 of 2009 concerning the organization and work procedures of Regional Technical Institutions and other Institutions within the scope of the Sinjai Regency government, and has been active since January 27, 2012 [18], [19]. The Investment and One-Stop Integrated Service Agency has the task of compiling and implementing regional policies in the field of licensing services which are its responsibility based on the authority in accordance with applicable laws and regulations.

In accordance with the mandate of the Sinjai Regency Regional Regulation Number 19 of 2010 and the Sinjai Regent Regulation Number 58 of 2012, in order to carry out the function of organizing licensing in Sinjai Regency since it began operating on January 27, 2012, coordination meetings and discussions/FGDs have been held within the Sinjai Regency government as steps for the formation and implementation of the one-stop integrated service (PTSP).

In carrying out its main tasks, DPMPTSP has the function of implementing policies in the scope of investment and one-stop integrated services, implementing evaluations and reporting in the scope of investment and one-stop integrated services, implementing administration of the Office in the scope of investment and one-stop integrated services, and implementing other functions given by the Regent of Sinjai related to its duties and functions [20]. The Office of Investment and One-Stop Integrated Services (DPMPTSP) of Sinjai Regency is an integrated licensing institution in Sinjai Regency. DPMPTSP of Sinjai Regency is required to provide easy, fast, certain licensing services, with costs according to provisions, transparently to the Community of Sinjai Regency.

DPMPTSP Sinjai Regency has the goal of being the best in the quality of public services, increasing public satisfaction in licensing services, and improving a conducive business and investment climate. In 2021, the Investment and PTSP Office of Sinjai Regency in organizing Licensing and Non-Licensing services refers to Government Regulation Number 5 of 2021 concerning the implementation of risk-based business licensing and Government Regulation Number 6 of 2021 concerning the implementation of business licensing in the Region which is a derivative of Law Number 11 of 2020 concerning job creation [21].

Since the launch of the online single submission risk based approach (OSS-RBA) on August 9, 2021, the entire process of issuing business permits has been carried out through this application, while the non-business permit process is still carried out through the SIMPELMI Application at the Sinjai Regency Investment and PTSP Office. On February 27, 2024, coinciding with Sinjai's anniversary, the Sinjai Regency Government through the Investment and One-Stop Integrated Service Office (DPMPTSP) proudly presents a smartphone-based licensing service called "MPPI" (Indonesian Electronic Public Service Mall), which is a licensing management system that can be easily accessed anywhere and anytime through the online licensing system.

3.2 Implementation of Good Governance Principles of the Investment and Integrated One-Stop Service Office of Sinjai Regency

3.2.1 Participation

Community involvement participation means active community participation in decision-making or policies related to plans made by the government, which can

contribute to solving the problems they face. In this way, community interests can lead to decision policies that coordinate the aspirations and interests of the community as much as possible and are supported by the wider community [22], [23]. Community participation in terms of realizing good public services is very necessary where in the concept of good governance, the community is one of the important components in government, the form of community participation in public services, there are many examples of the government inviting the community to existing activities.

Based on the results of the interview with LD, as the Head of the Investment and Integrated Services Office of Sinjai Regency, stated that:

> *"After people get our services, we involve the community to provide input and criticism, everyone who comes here is presented with a Community satisfaction survey, everyone who comes here is given a questionnaire to be actively involved in providing effective input on our services so that what is called a community satisfaction survey is born which we release every 6 months, so that we know what the responses and criticisms of the community are and after we issue a Community satisfaction survey, we have something called a service recipient meeting, the service recipients that we present are, representatives of entrepreneurs, representatives of students, representatives of health workers, representatives of education managers, we present them in the service recipient forum, we listen, we involve the community what their complaints are and what their suggestions are, thank God with this participatory implementation we are proud because there is an increase in the Community satisfaction index at the Dipmptsp which reached 97.52, so that's the use of participatory, we improve ourselves, what is lacking and what are the complaints of the community.". (Friday, August 2, 2024)*

From the statement of LD, as the Head of the Investment and Integrated Services Office of Sinjai Regency, explained that in increasing community participation, the DPMPTSP of Sinjai Regency implemented a service meeting system to receive suggestions and criticisms, from which the researcher concluded that the DPMPTSP received suggestions and input from the community both directly and indirectly.

The results of an interview with HM as Secretary of the Investment and One-Stop Integrated Services Office of Sinjai Regency, stated that:

> *"Regarding community participation, every community that comes to visit here, we serve well and after we serve them, we provide a community satisfaction index, that's where the community conveys what is lacking and there the community also conveys suggestions and proposals and what needs to be presented here, so community participation is very large." (Tuesday, July 30, 2024)*

The results of the interview with AF as the licensing section of the Sinjai Regency Investment and One-Stop Integrated Services Office, that:

> *"Regarding the principle of participation here in DPMPTSP, there is something called standard service procedures. In the preparation of standard service documents and standard procedures, it involves the community. There are five parties involved, namely community leaders, business actors, academics, health agencies, and the media. So it involves all elements in the standard service procedures". (Thursday, July 25, 2024)*

The results of the interview with RS as the General Affairs and Personnel Section of the Sinjai Regency Investment and One-Stop Integrated Service Office stated that:

"We at DPMPTSP regarding the principle of participation, we provide questionnaires to the Community in carrying out administration to assess the quality of our services and the performance of the employees we process as our evaluation material here". (Tuesday, July 30, 2024)

Based on information from informants from the DPMPTSP, researchers concluded that the DPMPTSP had maximized community participation by filling out the community satisfaction index survey and every suggestion and complaint from the community was managed and received well.

Table 1. Public Satisfaction Index 2023

Semester	IKM Value	Number of Respondents	Gender	
			Male	Female
Semester I (July-December)	97.25	1.182 people	573 people	609 people
Semester II (January-June)	97.95	1.005 people	430 people	575 people

From table 1, it can be seen that almost every community that carries out administration or services at the DPMPTSP of Sinjai Regency is asked to fill out a questionnaire, and the community satisfaction index is increasing, as can be seen from the index from semester I to the index from semester II. The results of an interview with Irmayanti as a business actor who has taken care of a business permit at DPMPTSP, stated that:

"DPMPTSP is very good, we business actors are often involved in its activities and often ask us to convey what shortcomings need to be fixed there". (Saturday, August 03, 2024)

The results of an interview with ZK as a business actor who has taken care of the Business Identification Number at the DPMPTSP of Sinjai Regency, stated that:

"Regarding our participation that was requested there, it was only when we were doing service matters, we were given a kind of survey to fill out, I think that's quite good so that we as ordinary people can provide our suggestions and responses". (Saturday, August 03, 2024)

From the statements of the community using DPMPTSP services, it can be concluded that the community feels satisfied and feels quite comfortable because their participation is always accepted by the DPMPTSP. Based on the results of interviews and direct observations conducted, the author concludes that the Sinjai Regency Investment and One-Stop Integrated Service Office regarding the implementation of the principle of participation has been carried out well.

3.2.2 Transparency

Transparency is defined as the public's freedom to access information, which can be directly accommodated by those in need and easily accessible by decision makers in public services. Information must be understood by the public. Transparency is one of the most important indicators, in public services is the openness of DPMPTSP in providing adequate information that can be accessed by all levels of society, especially the people of Sinjai Regency.

Based on the results of the interview with LD, as the Head of the Investment and Integrated Services Office of Sinjai Regency, stated that:

"Transparency is our openness regarding information on our website, all of which can be accessed by the public, we are open to the 14 service standards that we have, we open information as wide as possible, we have TikTok, Facebook, Instagram, have a complaint hotline and website there we explain all the procedures so if you

want to take care of the permit, there is nothing hidden, all of that is stated so that the public does not feel that there is a cover-up in this office, we have services that are not closed, then secondly, according to information, if someone asks, including journalists, we explain it as it is, so our information is open, for example, we make service promises, service information, clear service operating standards and all of this is open to the public". (Friday, August 2, 2024)

Based on the statement of LD, as the Head of the Investment and Integrated Services Office of Sinjai Regency, it can be concluded that transparency in DPMPTSP has been implemented to the community very well so that it is easily accessible to the community, both those who want to do administration and those who want to know many things about DPMPTSP Sinjai Regency, and there are no restrictions on accessing information with the media provided by DPMPTSP itself.

The results of an interview with HM as Secretary of the Investment and One-Stop Integrated Services Office of Sinjai Regency, stated that:

"Transparency is related to the time we convey the time, this is the time, sir, this day comes in, this day comes out, it is conveyed so that they don't have to wait, so we tell them this is tomorrow, so they can go home first, this information must be provided transparently." (Tuesday, July 30, 2024)

From the statement of HM as Secretary of the Investment and One-Stop Integrated Service Office of Sinjai Regency, the researcher concluded that the DPMPTSP had carried out transparency regarding the service period to service administrators.

The results of the interview with AF, as the licensing section of the Sinjai Regency Investment and One-Stop Integrated Services Office, that:

"Regarding transparency when someone is applying for a permit, we provide assistance, the rest is asking for the data and file requirements, for example, 15 minutes after we ask, they can sit down and see the process directly so there is nothing complicated, everything is transparent, and to access information, we provide a website where we list everything, if there are people who do not have the technology, they can come directly, it is clearly displayed on our information board". (Thursday, July 25, 2024)

From the results of the interview above, stated by AF, as the licensing section of the Sinjai Regency Investment and One-Stop Integrated Service Office, that for every administration, the DPMPTSP always provides assistance.

Table 2. OSS-RBA Business Licensing

Description	OSS-RBA		
	mentoring	independent	total
Business Identification Number (NIB)			
January	119	334	453
February	119	248	367
March	88	411	499
Total	**326**	**993**	**1,319**

From the Table 2, it can be seen that the number of assistance at the service counter at DPMPTSP was 326 NIB, while those who registered independently were 993 NIB from the total from January to March of 1319 NIBs. Based on the results of observations and interviews, the researcher concluded that more NIB administration was carried out by the community independently compared to assistance at the service counter, where assistance at the service counter should be maximized, especially for people who are less knowledgeable.

The results of the interview with RS as the General Affairs and Personnel Section of the Sinjai Regency Investment and One-Stop Integrated Service Office stated that:

> *"Regarding transparency, everything here is transparent regarding the service here, for example, the time to complete the administration and the required files, we provide a website so for example, all the requirements are attached to the DPMPTSP website, just look for what service you want and what your needs are." (Tuesday, July 30, 2024)*

Based on the statement of RS as the General and Personnel Section of the Investment and One-Stop Integrated Service Office of Sinjai Regency, the researcher concluded that DPMPTSP has provided information regarding the requirements for processing services and the time period for processing services on the official website of DPMPTSP Sinjai Regency.

The results of an interview with ZK as a business actor who has taken care of the Business Identification Number at the DPMPTSP of Sinjai Regency, stated that:

> *"It is very transparent, because the NIB management can be directly accessed using the application that has been provided and of course this is done online. The NIB file can also be downloaded directly". (Saturday, August 03, 2024)*

Based on interviews and observations conducted by the author, the author concludes that the implementation of the principle of transparency has been carried out well, because DPMPTSP provides a website and social media with complete information, so that it is easily accessible to the public.

3.2.3 Accountability

Accountability in this case is being responsible to the public. Accountability is a civil service responsibility to the community, which allows them to take care of their interests to take care of their interests. Accountable gives responsibility to the DPMPTSP in being responsible for its duties and functions to the public.

Based on the results of the interview with LD, as the Head of the Investment and Integrated Services Office of Sinjai Regency, stated that:

> *"This accountability means that we can be responsible because we achieve the results of what we say when we go public, thank God that's the way for example in the accountability system in our office which has two variables, our target is two, the first is to increase the Community satisfaction index so every year we are measured by the increasing level of Community satisfaction, we can achieve this accountability, we want our criteria to be good but thank God we are very good above it, we targeted it at 75-80 but it turned out to be 97, that's very good, the second is the investment value, the first investment value before we were here was five billion, it increased to eight billion then increased to 38 billion then increased to 1.2 trillion because everyone re-registered, the previous year it was 290 billion, this year it was 150 billion, just in June, meaning we are optimistic that accountability will achieve investment". (Friday, August 30, 2024)*

From the statement with LD, as the Head of the Investment and Integrated Services Office of Sinjai Regency, explained that the level of accountability has been implemented in DPMPTSP because it has increased the public satisfaction index and increased investors, so the researcher concluded that the implementation of accountability in DPMPTSP has been implemented because it has achieved the planned target. The results

of an interview with HM as Secretary of the Investment and One-Stop Integrated Services Office of Sinjai Regency, stated that:

> *"The implementation of this accountability principle is supervised by the leadership at least once every 3 months to conduct an evaluation of each officer/employee". (Tuesday, July 30, 2024)*

From the statement of HM as Secretary of the Investment and One-Stop Integrated Service Office of Sinjai Regency, the author concludes that the Head of the DPMPTSP Office carries out supervision and evaluation of employees at DPMPTSP to improve their performance. The same thing was conveyed by AF, as the licensing section of the Sinjai Regency Investment and One-Stop Integrated Services Office, that:

> *"This accountability is a responsibility, yes. We carry out the responsibilities of the leadership and we are directly supervised by the leadership and we have an evaluation report every three months or quarter, how our accountability is all used as an evaluation by the leadership". (Thursday, July 25, 2024)*

Supported by the statement of RS as the General and Personnel Section of the Investment and One-Stop Integrated Service Office of Sinjai Regency, conveying that:

> *"So here there is something called reporting in the form of an evaluation with good accountability, accountability is how we increase the Community Satisfaction Index and thank God it is already in the very good category". (Tuesday, July 30, 2024)*

Based on interviews and observations conducted by the author, the author concludes that the implementation of the principle of Accountability has been carried out very well at the Capital Investment Service and One-Stop Integrated Service of Sinjai Regency because the Community Satisfaction Index has increased and the investment value has increased.

3.2.4 Legal Rules

A fair legal framework is implemented without discrimination. The rule of law must be built so that State Institutions and State Administrators in carrying out their duties are always based on the belief to adhere to the provisions of applicable laws and regulations.

Based on the results of the interview with LD, as the Head of the Investment and Integrated Services Office of Sinjai Regency, stated that:

> *"Our legal rules are clear, we refer to and work based on laws, Regent regulations, Ministerial regulations, and so on, whatever we do is based on rules, so it is based on existing rules, so the pandemic is clear that the law cannot be avoided, because if we make rules, we can be arrested, and we avoid what is called maladministration". (Friday, August 2, 2024)*

From the information given by LD, as the Head of the Investment and One-Stop Integrated Service Office of Sinjai Regency, it can be concluded that the legal basis applied by DPMPTSP is very good and in accordance with the applicable legal regulations without any regulations made by DPMPTSP itself.

The results of an interview with HM as Secretary of the Investment and One-Stop Integrated Services Office of Sinjai Regency, stated that:

> *"We refer to the applicable laws and regulations and we prevent what is called maladministration." (Tuesday, July 30, 2024)*

From the explanation from HM as Secretary of the Investment and Integrated One-Stop Service Office of Sinjai Regency, DPMPTSP strongly emphasizes the prevention of

maladministration practices, therefore if there are employees or officers from DPMPTSP who commit maladministration violations, the leadership of DPMPTSP will give sanctions in the form of warnings or dishonorable dismissal.

The results of the interview with AF, as the licensing section of the Sinjai Regency Investment and One-Stop Integrated Services Office, that:

> *"The legal rules applied here are those we refer to the Minister of Home Affairs Regulation Number 138 and other regulations, and the SOPs that have been set." (Thursday, July 25, 2024)*

From the statement of AF, as the licensing section of the Investment and One-Stop Integrated Service Office of Sinjai Regency, explaining that DPMPTSP refers to the Minister of Home Affairs Regulation Number 138, the author concludes that DPMPTSP has simplified the types of services and procedures to improve the quality of service.

The results of the interview with RS as the General Affairs and Personnel Section of the Sinjai Regency Investment and One-Stop Integrated Service Office stated that:

> *"Service to the community is in accordance with existing legal regulations, namely the law on services, ministerial regulations, regent regulations, and in accordance with existing SOPs". (Tuesday, July 30, 2024)*

From the statement of RS as the General and Personnel Section of the Investment and One-Stop Integrated Service Office of Sinjai Regency, the researcher concluded that the legal regulations in DPMPTSP have been implemented and carried out properly. The results of an interview with Irmayanti as a business actor who has taken care of business permits at DPMPTSP, stated that:

> *“There are no tariff provisions, free of charge. The completion time is right and fast according to the time that has been set, the procedures in the service are very good and there are no problems according to applicable regulations, the services provided are in accordance with the standard service procedures (SOP). (Saturday, August 03, 2024)*

From the statement of Irmayanti as a business actor who had taken care of business permits at the Sinjai Regency DPMPTSP, the researcher concluded that the DPMPTSP did not implement the service operational standards (SOP) properly for service recipients.

Table 3 Legal Guidelines for DPMPTSP Sinjai Regency

No	Legal regulations implemented by the Sinjai Regency DPMPTSP
1	1945 Constitution
2	Regional Regulations
3	Regent Regulations
4	DPMPTSP Service Standards

Judging from the table above, there are several guidelines or Legal Rules applied in the DPMPTSP of Sinjai Regency, including the 1945 Constitution: Law Number 25 of 2009 concerning public services, then Regional Regulations including: Regional Regulation Number 6 of 2022 concerning the provision of investment incentives and/or facilities, Regional Regulation Number 11 of 2021 concerning business licensing in the region, then the Regent's Regulation, namely: Perbud Number 23 of 2023 concerning the position, organization, Perbud tupoksi DPMPTSP Number 64 of 2021, Perbud Number 21 of 2022 concerning the delegation of authority to organize business licensing, non-business licensing, and non-licensing, Perbud Number 16 of 2021 concerning the provision of incentives and PM facilities, Perbud Number 50 of 2019 concerning the delegation of authority, Perbud Number 17 of 2019 concerning the implementation of Service

Promotion Capital Investment, and finally the operational standards of DPMPTSP services themselves, this proves that the legal regulations in DPMPTSP have been implemented properly [24].

Based on the results of interviews and observations conducted by the author, the author concludes that the principle of legal rules is running quite well, because employees have carried out their duties in accordance with existing regulations.

3.2.5 Professionalism

Namely the responsiveness of service officers to fulfill their responsibilities towards the community and the environment. And how responsive the community is in serving and helping the community. Likewise, the role of professionalism of DPMPTSP employees of Sinjai Regency in solving problems and providing appropriate solutions in serving the community.

Based on the results of the interview with LD, as the Head of the Investment and Integrated Services Office of Sinjai Regency, stated that:

> *"Our employees here are all professionals, I want to be paid so that the service in question is prioritized, I reject it outright, likewise our employees have been trained not to accept anything, and if any of our employees are unprofessional we will immediately give them sanctions". (Friday, August 2, 2024)*

From the statement of LD, as the Head of the Investment and Integrated Services Office of Sinjai Regency, the author concludes that employees at DPMPTSP have been trained not to accept any payment to not prioritize people who match the queue number and the head of the office is very firm in giving sanctions if there are DPMPTSP employees who are not professional in providing services.

The results of an interview with HM as Secretary of the Investment and One-Stop Integrated Services Office of Sinjai Regency, stated that:

> *"So this is a professionalism factor, if he does his job he will be serious, so DPMPTS employees must love their jobs". (Tuesday, July 30, 2024)*

Judging from the statement of HM as Secretary of the Investment and One-Stop Integrated Services Office of Sinjai Regency, he stated that if employees are serious and love their jobs, the level of employee professionalism can be carried out and applied easily.

The results of the interview with AF, as the licensing section of the Sinjai Regency Investment and One-Stop Integrated Services Office, that:

> *"If the professionalism here is already professional because they have done a professional test, thank God it can be seen from the thousands of permits that have been issued without any complaints". (Thursday, July 25, 2024)*

Based on the statement of AF, as the licensing section of the Sinjai Regency Investment and One-Stop Integrated Service Office, that DPMPTSP employees have conducted scaled tests, and have issued many business permits, NIBs, and non-permits, without any complaints from the service management, this means that the level of professionalism of employees in providing services has been maximized and carried out properly.

The results of the interview with RS as the General Affairs and Personnel Section of the Sinjai Regency Investment and One-Stop Integrated Service Office stated that:

> *"Here we are professional, there is no such thing as our family, basically if someone comes first, we will serve them, but because our family comes, sometimes we invite*

them to talk while waiting and ask about the completeness of the files so that they don't get bored while waiting." (Tuesday, July 30, 2024)

From the statement of RS as the General and Personnel Section of the Investment and One-Stop Integrated Service Office of Sinjai Regency stated that all screen users are the same, DPMPTSP employees do not apply the Family System in providing services, DPMPTSP carries out services in accordance with the applicable legal regulations.

Based on the results of interviews and observations conducted by the author, the author concludes that the application of the principle of professionalism has been carried out well because the employees have worked with their respective tasks and functions fairly and without discrimination.

3.3 Discussion

The analysis results show several significant findings reflecting the positive impacts of the bridge construction on the local economy. The main finding is the improvement in accessibility and mobility, as the bridge facilitates the transportation of goods and services, while opening up broader market opportunities for the community. With easier access, the community's income has also increased, particularly in the retail sector, such as small shops and food stalls, which have attracted more customers. Moreover, the tourism sector has also developed, thanks to the improved access provided by the bridge, which had previously been a barrier for tourists to visit Gili Ree. This has positively impacted tourism businesses, such as hotels, restaurants, and other facilities, which have experienced an influx of visitors since the bridge was built.

Social impacts are also evident through the increased interaction between the Gili Ree community and people from outside the area. The bridge construction not only brought economic benefits but also improved the quality of life by enhancing access to education and healthcare facilities. These findings are in line with previous research, such as Kumari and Singh [25], who stated that infrastructure development improves accessibility, which directly influences trade and household income. Likewise, Prus and Sikora [26] found that transportation infrastructure development increases the number of tourists, which in turn positively affects the tourism sector. This study is also consistent with Pearsall et al. [27], who showed that infrastructure development contributes to social well-being through better access to basic services. However, this study also highlights some differences, particularly in the broader social impacts, such as the increased social interaction between the local community and outsiders. These differences may be influenced by the local characteristics of Gili Ree, which has emerging tourism potential.

4. Conclusion

From the results of the study, the author concludes that the application of the principle of Good Governance in public services at the Investment and One-Stop Integrated Service Office (DPMPTSP) of Sinjai Regency has been adjusted to public service standards including (a) participation: which has implemented good participation in the creation of service operating standards (SOP), (b) transparency: where there is a website provided in providing information to the public, so as to assist the public in managing services, (c) Legal regulations: the service is in accordance with the applicable legal regulations and existing operational standards, (d) Accountability: has fulfilled the responsibility in increasing the community satisfaction index and increasing investment value, (e) professionalism: has been professional in working because employees have been required and trained to always be professional in serving.

Based on the conclusion of the study, it is expected to provide information to the Investment and Integrated One-Stop Service Office of Sinjai Regency, this aims to improve the quality of service to the community. The researcher also has implications as reading material for the wider community, especially the Sinjai Regency community to be happy to always provide suggestions and input to the Investment and Integrated One-Stop Service Office of Sinjai Regency which is better and hopes that the service will be better and faster in responding to public complaints.

5. Declaration

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