

## Implementation of Good Governance in Improving Public Service Performance at BNNP Central Borneo

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### Abstract

This research delves into the implementation of Good Governance at the Provincial National Narcotics Agency (BNNP) in Central Borneo, with a focus on its impact on public service performance in narcotics eradication. The study employs a qualitative case study approach, involving in-depth interviews and document analysis. Findings reveal positive strides in transparency and accountability at BNNP, yet underscore the need for improved information accessibility. The efficiency of public services has shown improvement, though challenges, such as delayed response times and insufficient public awareness, persist. Effective interagency coordination remains a fundamental hurdle. Despite challenges, the implementation of Good Governance has positively influenced the narcotics eradication program's effectiveness. Recommendations include strengthening transparency mechanisms, enhancing inter-agency coordination, and intensifying public education campaigns. In conclusion, the study emphasizes the pivotal role of Good Governance in elevating public service standards, particularly in combatting narcotics, and suggests strategic measures for continued progress.



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## INTRODUCTION

Quality and efficient public services are one of the main pillars in achieving a country's development goals (Gisselquist, 2012). The principles of Good Governance, which include transparency, accountability, participation and justice, have been recognized as a crucial foundation in improving the performance of government institutions and encouraging public trust (Aritonang, 2017). One of the public service sectors that has a strategic role in maintaining public security and welfare is the Provincial National Narcotics Agency (BNNP) (Sugiono, 2021). In the midst of the complexity of the narcotics challenge, the implementation of Good Governance at BNNP Central Borneo is an essential aspect to ensure the effectiveness and efficiency of efforts to eradicate narcotics. (Rahman, Wahyuning, et al., 2021)

This research aims to investigate and analyze the implementation of Good Governance in improving public service performance at BNNP Central Borneo. By focusing attention on the principles of Good Governance, this research is expected to provide an in-depth understanding of the extent to which this institution implements transparent, accountable and participatory practices (Rahman, Wahyuning Dyas Tuti, et al., 2021). This understanding is important for identifying obstacles, potential and impact of implementing Good Governance on narcotics eradication, as well as preparing recommendations that can strengthen the role of BNNP in achieving national goals in this field. (Eviningrum & Budiono, 2022)

BNNP's success in facing the narcotics challenge does not only depend on the accuracy of prevention and control strategies, but also on the effectiveness of the public service mechanisms implemented (Shafira & Kurniasiwati, 2021). Therefore, this research is not only a contribution to academic understanding of Good Governance, but also an important step in

supporting efforts to eradicate narcotics at the local level, which overall will create a positive impact at the national level.(Leng & Setiawan, 2022)

By establishing a solid conceptual and methodological foundation, this research aims to provide a comprehensive picture of the implementation of Good Governance in the Central Borneo BNNP, with the hope that the resulting findings can become the basis for improving public service policies and practices in the future.

## METHOD

### 1. Research Design:

This research will adopt a qualitative approach using a case study as the research design. The case study will focus on the Central Borneo BNNP as the single unit of analysis.

### 2. Data Source:

- Primary data will be obtained through in-depth interviews with Central Borneo BNNP officials and staff, as well as related stakeholders such as representatives of local government, the community and the private sector.
- Secondary data will be obtained from official documents, policies, BNNP annual reports, and literature related to Good Governance and public services.

### 3. Participants:

- The main participants involve Central Borneo BNNP officials and staff, including those directly involved in designing, implementing and evaluating public service policies and practices.
- Additional participants include representatives from local government, communities, and the private sector who have ties to narcotics eradication policy.

### 4. Data Collection Techniques:

- In-depth interviews will be conducted with key participants to gain in-depth insight into their perceptions regarding the implementation of Good Governance at BNNP.
- Document analysis will be used to gather information from policies, reports and other official documents.

### 5. Data Analysis:

- Qualitative data will be analyzed using a content analysis approach to identify main themes and patterns related to the implementation of Good Governance at BNNP Central Borneo.
- Quantitative data, if any, will be analyzed descriptively.

### 6. Validity and Reliability:

- Validity will be strengthened through data triangulation, by comparing information from various sources.
- Reliability will be addressed by ensuring consistency in data collection and analysis, as well as through the accuracy of interpretation of results.

### 7. Research Ethics:

Research will be conducted by observing the principles of research ethics, including participant consent, data confidentiality, and honesty in reporting results.

Through this qualitative approach, it is hoped that this research can provide an in-depth and contextual picture of the implementation of Good Governance in the Central Borneo BNNP, as well as contribute to the literature regarding the application of Good Governance principles in the public service sector.

## RESULT AND DISCUSSION

### 1. Implementation of Good Governance at BNNP Central Borneo

- Openness and Transparency:

The Central Borneo Provincial National Narcotics Agency (BNNP) has made significant progress toward greater openness and transparency, as evidenced by the research findings. Using different digital platforms, including the official website, social media, and the "Halo BNN" information service, is one of these steps. By utilizing this technology, BNNP demonstrates its dedication to making information more widely available to the public and fostering more transparent lines of communication between the public and the organization.

Even with encouraging advancements, it is nevertheless determined that internet platforms must be used to increase information accessibility. This emphasizes how crucial it is to keep creating more efficient and approachable communication techniques. Among these enhancement initiatives could be information simplification, better website usability, and digital outreach initiatives. Central Borneo BNNP can make sure that the public has easy access to the most recent information about the institution's policies, programs, and accomplishments by enhancing this openness.

For the purpose of to strengthen information networks in this situation, BNNP may want to think about working with relevant parties including media outlets and civil society organizations. In addition, BNNP and the public relations can be strengthened by incorporating the community through online platforms in the policy-development and program evaluation processes. This would boost transparency. Thus, improving public confidence and support for the Central Borneo BNNP's drug eradication activities is not simply a goal, but also a calculated move toward achieving that trust.

- Accountability:

The research findings demonstrate the effectiveness of the internal assessment and audit procedures put in place at the Central Borneo Provincial National Narcotics Agency (BNNP) in terms of accountability. These results verify that the organization has employed a successful strategy for performance evaluation and monitoring. It was discovered, nevertheless, that there are chances to improve internal controls, especially at the operational level. This fortification could involve enforcing more stringent internal controls, enhancing reporting, and creating more advanced monitoring systems.

The usefulness of internal assessment and audit procedures has been demonstrated, but it is important to note that extremely strict internal supervision is necessary to achieve optimal levels of accountability, particularly when managing the complexities of operational duties in the field. Thus, in order to ensure comprehensive responsibility, the Central Borneo BNNP may want to take preventative measures including enhancing staff training on supervision, putting in place more sophisticated information technology for real-time monitoring, and fostering greater unit coordination.

Additionally, enhanced internal control procedures can enhance overall operating effectiveness. Enhancing operational control will help BNNP make its programs more effective, maintain the institution's integrity, and make sure that all phases of drug handling adhere to strict accountability and transparency guidelines. Accordingly, these proactive measures will serve as a solid basis for upholding public confidence and guaranteeing the long-term viability of the Central Borneo drug eradication project.

### 2. Public Service Performance

- Response Time:

The findings of the data analysis indicate a general improvement in efficiency in public service performance. The Central Borneo Provincial National Narcotics Agency (BNNP) has been working to enhance its service procedures, as seen by this growth. It should be mentioned, though, that there are still situations where faster response times are

required, particularly when it comes to the elimination of drugs.

The success of increasing overall efficiency shows BNNP's commitment to improving the quality of public services. However, focusing attention on certain cases that require better response times is crucial, especially considering the urgency and complexity of the task of eradicating narcotics. Therefore, BNNP may consider in-depth evaluation of the processes involved in handling these cases, and make strategic adjustments to ensure a faster and more effective response in supporting narcotics eradication efforts in Central Borneo.

- **Community Satisfaction:**

The level of public satisfaction, as reflected in the survey results, generally shows a positive assessment of the services provided by the Central Borneo Provincial National Narcotics Agency (BNNP). This positive response can be considered an indicator of the institution's success in meeting the community's hopes and needs regarding efforts to eradicate narcotics. However, further evaluation of the survey results identified certain aspects, particularly in terms of communication and community participation, that require more intensive attention.

The importance of exploring aspects of communication between BNNP and the community becomes clear, considering that effective communication can increase public understanding of the narcotics eradication program. Efforts to more actively involve the community in the decision-making process and program implementation also need to be increased. Therefore, BNNP can consider developing a more targeted communication strategy and community participation campaign to ensure that information related to the narcotics eradication program can be conveyed clearly and involve active community participation. By focusing on increasing communication and community participation, BNNP can strengthen relationships with the community, increase trust, and ensure that its programs are more in line with community needs and expectations. This will not only increase the overall level of community satisfaction, but can also provide stronger support from the community in efforts to eradicate narcotics in Central Borneo.

### 3. Obstacles and Challenges

- **Lack of Public Awareness:**

The main obstacle was identified as a lack of public awareness of the narcotics eradication program. Therefore, further efforts need to be made to increase public understanding and participation.

- **Interagency Coordination:**

The fundamental challenge is the lack of effective coordination between BNNP, local governments and other related agencies. Recommendations are directed at improving cross-sector collaboration for a more integrated approach.

### 4. Impact of Good Governance Implementation

- **More Effective Eradication of Narcotics:**

The successful implementation of Good Governance principles has significantly enhanced the effectiveness of the narcotics eradication program in Central Borneo. The adoption of transparent, accountable, and participatory practices within the framework of Good Governance has proven to be instrumental in addressing the intricate challenges associated with narcotics. The positive impact is evident in the proactive and responsive measures taken by authorities, showcasing a more streamlined and efficient approach to combating the drug menace.

These Good Governance principles serve as a guiding force, ensuring that the narcotics eradication program is not only robust but also adaptable to the evolving nature of the challenges. The emphasis on transparency has improved public trust, accountability mechanisms have enhanced the internal evaluation processes, and participatory practices have fostered collaboration with various stakeholders. As a result, Central Borneo has witnessed a more effective and dynamic response to the complexities of narcotics eradication, showcasing the vital role of Good Governance in achieving meaningful outcomes in the region's fight against drug-related issues.

## 5. Recommendations

- Strengthening openness and transparency mechanisms to increase public access to information.
- Improvements in inter-agency coordination to support an integrated approach in eradicating narcotics.
- More intensive public education campaigns to increase public awareness and participation.

## CONCLUSION

In summary, the present study underscores the significance of implementing Good Governance in Central Borneo BNNP as the primary means of enhancing public service performance, particularly with regard to the elimination of illicit drugs. The study's findings demonstrate that this institution has made headway in putting the values of accountability, openness, and transparency into practice. Nonetheless, a number of challenges, including inadequate agency cooperation and the need for greater public awareness, demand careful consideration. The positive influence on the drug-eradication program's efficacy highlights how crucial it is to apply good governance when addressing complicated issues in this sector. Enhanced public information disclosure, enhanced cross-sector coordination, and more comprehensive outreach initiatives are among the strategic proposals. It is hoped that by taking heed of these conclusions and suggestions, the Central Borneo BNNP would be able to maintain the core principles of good governance, enhance the quality of public services, and carry on with its involvement in the local and national campaigns to end drug use.

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