The Implementation of Good Governance Principles in Permit Issuance Services (Study at the Intelligence Security Unit, Blitar City Police Resort)

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Abstract

This research is motivated by the lack of public understanding regarding the procedures and requirements for the issuance of permits at the intelligence security unit of the Blitar City Police Resort. This study uses a descriptive method, employing Sedarmayanti's theory of good governance principles, which include accountability, transparency, participation, and the rule of law. The study's findings show that, on the whole, good governance concepts have been applied effectively when issuing licenses. The supporting factors for the implementation of good governance principles in the issuance of permits include human resources, public participation, equipment, as well as organization and management. However, there are some obstacles in the implementation of good governance principles in the issuance of permits, consisting of internal and external factors.

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1. INTRODUCTION

The Police of the Republic of Indonesia (Polri) is a governmental institution that serves as a protector, guardian, and public servant. Polri's responsibility for the performance of public service is essential because the people want security and order, protection from all threats, and freedom from fear and anxiety. This is a great responsibility for Polri. The form of Polri's authority to provide services to the public is regulated in Article 15 of Law No. 2 of 2002 on the State Police of the Republic of Indonesia. One of Polri's public services to the public is the issuance of a crowd license. The authority of Polri in issuing a public license is explained in Article 15, Paragraph 1, Letter K of the Act No. 2 of 2002 on the State Police of the Republic of Indonesia, which states that "In order to carry out the duties referred to in Articles 13 and 14, the National Police of Indonesia is generally authorized to issue the license and/or certificate required in the framework of public service on the basis of the request of the interested party. In addition, in Article 15, paragraph (2), letter a, It is stated that the Republic of Indonesia's State Police has the power to authorize and supervise public activities and other public activities.

Any action or endeavor undertaken by governmental organizations or other institutions to serve the needs and interests of the public is referred to as public service. The form of efficiency of good governance is the creation of a product of government directed to the public of effective, efficient, and accountable service. A quality public service depends on the accountability and responsibility of its organizers, where service officials must prioritize effectiveness in achieving goals. In this case, it covers simple service procedures, easy service processes, and fast and accurate. In addition, there is clarity and certainty regarding the conditions required, as the service organizer must be responsible for providing the service, the availability of the details of the service costs, the manner of service, as well as the clarity of the time required to complete the service.

An knowledge of governance is the process by which the government uses its power and authority to oversee economic development in particular and government activities in general. (Widodo, 2001). Governance can be said to be good if the resources and problems faced by society are managed effectively and efficiently. Good governance is the ability of the government to perform the good functions of the state. Implementing good governance has long been the Indonesian people's dream of achieving good public services. According to Government Regulation No. 38 of 2017, every government agency has the capacity to make upgrades to the maintenance of local government. The objective is to support the achievement of good

governance, which focuses on improving the performance of local governance and accelerating the realization of community well-being.

In the implementation of the licensing service by police of the Republic of Indonesia, there are still some obstacles, among them is the community's lack of understanding related to the procedure of application for licenses by the crowd and there are still a lot of people who do not understand how important it is to request permits when holding activities attended by many people. There are obstacles or complaints from the community in connection with public service, such as issuing licenses, which will result in a lack of quality service. This will create a poor image, especially for police of the Republic of Indonesia. One of the steps that can be taken in order to develop a good governance system is through raising the standard of public service.

In this study, the researchers will look into how far the public sector has adopted the good governance concept in the Security Intelligence Unit of the City's Blitar Resort Police.

2. LITERATURE REVIEW

2.1 Good Governance

Governance is a shift in meaning from government. In governance, the state acts only as a regulator and administrator, while in government, the state becomes the sole actor that regulates all aspects of life. According to Pinto (1997), governance is the way the government exercises its power and authority in managing governmental affairs and economic development Widodo (2001). Governance is the ability of the government to carry out services and functions of the state well when the resources and issues faced by the community are managed effectively and efficiently.

Mardiasmo (2009) states that good governance means the way a country manages its economic and social resources with the aim of community development and is viewed as a transparent process for determining goals, achievements, and the assessment of government performance.

2.1.1 Principles of Good Governance

Understanding the fundamentals of good governance is the key to its success. Sedarmayanti (2012) revealed four (four) principles of good governance, including:

1) Accountability

   The government apparatus must be accountable and responsible for all actions and policies made.

2) Transparency

Both at the central and local levels, good governance must be transparent, open, and clear to its citizens.

3) Participation.

Desiring society to have the opportunity to respond to and criticize the government, especially if the government is perceived as dishonest.

4) Legal Rules.

The guarantee of legal certainty and the sense of justice among the public regarding every public policy are characteristics of good governance.

2.1.2 Characteristics of Good Governance

As stated by the United Nations Development Programme (UNDP), the characteristics of good governance include:

a. Involve all parties to ensure accountability, transparency, as well as fairness and effectiveness.

b. Ensuring that community agreements set social, political, and economic priorities.

c. Upholding the rule of law.

When deciding how to distribute development resources, the interests of the underprivileged and marginalized communities are always taken into consideration.

2.1.3 Benefits of Good Governance

The implementation of good governance plays an important role and brings significant benefits in driving positive change in society, local government, and central government. According to Amin (2012), there are three benefits of implementing good governance, including:

a. Minimizing agency costs. The costs incurred by the delegation of authority include losses that arise when the government uses existing resources for personal gain, which can lead to losses.

b. Improving government performance. A well-managed government and a healthy environment will attract the community to participate in government activities.

c. Improving the image of the government. This means there are important factors related to performance as well as the perceptions of citizens and the environment towards the government.

2.1.4 The Goals of Good Governance

Amin (2012) states that the purpose of implementing good governance is to achieve predetermined goals, properly manage government assets, carry out government duties effectively, and conduct government activities clearly.

Based on PER/15/M.PAN/7/2008 regarding the General Guidelines for Bureaucratic Reform, the Minister of State for Administrative Reform outlines several objectives for the implementation of good governance as follows:

1. The creation of an integrity-driven bureaucracy.

2. The creation of an effective, efficient, and productive bureaucracy.

3. The creation of a transparent bureaucracy.

4. Development of a bureaucratic system oriented towards public service.

5. Implementation of an accountable bureaucracy.

2.1.5 Factors Influencing the Implementation of Good Governance

In Yuanida's work in Bahrudin (2023), there are several factors and conditions that influence the implementation of achieving good governance, including:

1. Human Implementation Factor (Man)

Local governments are largely responsible for the successful implementation of good governance, including the leadership elements and local apparatus, such as their employees.

2. Factors of Community Participation (Public Participation)

The success of implementing good governance greatly depends on community participation. By supporting the administration of government, the community is responsible for achieving good governance.

3. Financial Factors (Funding or Budgeting)

The ability to be financially self-supporting has become one of the important criteria for assessing a region's capacity to manage its household. Therefore, due to the need for financial resources, financial considerations play a critical role in assessing the degree to which good governance is achieved at the local or regional level.

4. Equipment Factor (Tools)

Equipment is a very important component in implementing and realizing good governance. In this context, equipment includes any tools or items used to facilitate and ease the work and activities carried out by the government to achieve and realize good governance.

5. Organizational and Management Factors (Organization and Management)

Organizational and management factors influence the implementation of good governance as they involve the management functions of POAC (planning, organizing, acting, and controlling). There needs to be good management and structure to effectively realize good governance.

2.2 Public Service

Sinambela (1992) Essentially, everyone needs service, and service is an integral part of human life. Inu Kencana Syafiie et al. (2006:18) state that collection of individuals who share beliefs, emotions, aspirations, behaviors, and attitudes that conform to their standards and ideals is referred to as the public.

The provision of services or meeting the requirements of people or groups with an interest in the organization is defined as public service, and it must be done in compliance with established policies and procedures (Kurniawan, 2005). In Law Number 25 of 2009 Article 1, an activity or group of activities aimed at satisfying each citizen and resident's needs for goods, services, and/or administrative services rendered by public service providers in compliance with laws and regulations is referred to as public service.

Additionally, based on Ministerial Decree No. 63/KEP/M.PAN/7/2003, all activities carried out by public service providers to meet the needs of service recipients and comply with laws and regulations are defined as public services. Consequently, the idea of public service is the government's attempt to fulfill the aspirations and requirements of the people. A country is established by society with the aim of improving the welfare of its people. Essentially, the state, or government, must have the ability to meet the needs of society.

2.2.1 Types of Public Services

Public service is an obligation of the government that is a right for every citizen. The types of public services that can be provided to the community can be divided into several categories, such as:

a. Development services

b. Government services

c. Clothing, food, and shelter services

d. Community service

e. Utility services. (Ahmad, 2013)

2.2.2 Principles of Public Service Administration

In organizing a good public service, it is necessary to implement services to the community as effectively as possible. According to the Minister of Administrative and Bureaucratic Reform's (MENPAN) Decree No. 63 of 2003, the principles of public service delivery include:

1. Simplicity.

2. Clarity.

3. Certainty of Time.

4. Accuracy.

5. Security.

6. Responsibility.

7. Completeness of Facilities and Infrastructure.

8. Accessibility.

9. Discipline.

10. Comfort.

2.2.3 Public Service Standards

Based on the Ministerial Decision on the Establishment of State Apparatus in the Ministry of Administrative and Bureaucratic Reform Number 63/KEPM/PAN/17/2003, the standards for public service are as follows:

1. The complaint procedures used by both service providers and recipients.

2. The completion time that starts from the moment the application is submitted until the service is completed, including the court.

3. Service costs, including details established in the service delivery process.

4. The service product received is in accordance with the service provisions.

5. The competence of service personnel must align with the necessary expertise, skills, attitudes, and behaviors.

2.2.4 Methods for Improving the Quality of Public Services

While attempting to raise the standard of public services, numerous factors must be taken into account. The overall organizational culture will be greatly influenced by several improvement initiatives.

Here are five methods for improving the quality of public service proposed by Parasuraman, Zeithaml, and Berry (Parasuraman, 1990), including:

1. Physical Evidence (Tangibles)

Direct evidence includes views and facilities such as buildings, equipment, and how the company's employees appear. The physical appearance of a company can influence how customers assess the caliber of services the business offers.

2. Reliability (Reliability)

The company has reliability in providing accurate and timely services as promised. This is important for both major and minor issues, as both affect customers' perceptions of the company.

3. Responsiveness (responsiveness)

Responsiveness demonstrates the company's commitment and willingness to serve customers quickly, which includes the speed of service as well as the readiness of the company or employees to assist customers.

4. Confidence (Assurance)

Knowledge, politeness, and employee skills are ways to cultivate customer trust in the company.

5. Empathy (Empathy)

Customer perception will be better if employees can communicate effectively about the services provided by the company.

2.3 Licensing

Adrian Sutedi (2011) states that registration, recommendations, certification, quota determination, and permits to conduct a business are forms of licensing granted by the government to carry out regulatory and control functions over community activities. Before an organization, company, or individual can carry out certain activities or actions, this permit usually must be possessed or obtained by them.

In the State Administration System of the Republic of Indonesia by the National Administration Institute (1989), it is stated that licensing is a way for the government to control and supervise the actions of the public. This includes registration, suggestions, verification, quote determination, and operating permits. Before a company or individual can carry out certain activities or actions, this permit usually must be possessed or obtained by them.

2.3.1 The Function of Granting Licenses

Licensing serves two functions: regulation and control. As a regulatory function, licensing ensures that permits for businesses, buildings, and other community activities do not conflict with one another, creating order in various aspects of community life. As a control function, licensing ensures that permits are used according to their intended purpose and prevents the misuse of permits. One of the government's tasks is to carry out this regulation.

2.3.2 Key Elements of License

The essential elements in licensing contain several components, including:

a) Authority

Government based on legislation is one of the principles of a rule of law state, which means that every legal action taken by the government, whether in carrying out regulatory functions or providing services, must be based on the authority granted by the applicable laws and regulations.

b) Permission as a form of determination

The duties and powers of the government in a modern legal state not only involve maintaining order and security but also striving to enhance the general welfare. Until now, the task of maintaining order and security is still being carried out. The government is granted authority in the regulatory field to carry out that task. Several legal instruments, such as regulations, arise from this regulatory function to address individual and concrete events. In accordance with its

nature, this regulation serves as the primary legal instrument in the administration of government, and permits are one of its many legal norms.

c) Government agency

Government agencies act as the rules of the game to determine whether an organization can operate effectively and efficiently. Therefore, this institution can act as an obstacle in the execution of tasks, including in the administration of permits.

d) Process and procedure

The licensing process and procedures include the licensing service process and the licensing resolution process, which are the internal steps taken by the officials. The applicant for a permit must follow certain procedures established by the government as the granting authority and meet the requirements that have been unilaterally set by the government or the granting authority. In carrying out the licensing process, the implementing party must understand the legal aspects of granting permits and the consequences that may arise, both in the short term and the long term.

e) Requirements

Applicants must meet the requirements to obtain a permit. Licensing requires complete documents or paperwork. The documents must be written clearly, usable, non-discriminatory, and universal. In addition, it is important to consider the technical specifications and other relevant elements. (Ridwan, H.R. 2006)

f) License fees

The management of licensing requires funding. Licenses must meet the characteristics of public goods as part of government policy to regulate community activities. Therefore, even though there is actual financing, it does not constitute a source of state funds. Therefore, the licensing fees must meet several requirements mentioned below.

1. Please state it clearly.

2. Meeting national standards.

3. There is no charge for each item or specific condition more than once.

4. The calculation is based on the actual cost rate.

5. The cost is communicated clearly and extensively.

2.4 Crowdedness

According to (Milgram, 1970), crowding occurs when the quantity and quality of input from the environment exceed an individual's capacity. (Fanizha & Roostika, 2022).

In his commentary on Article 510 of the Penal Code, R. Soesilo states that a public party or public gathering is an event attended by many people held in a public place, such as a night

market, and so on. Private parties, such as circumcisions, weddings, birthdays, and others, which are held at one's own home and attended only by invited guests, are not considered here.

Then in the Appendix of the Joint Decision of the Minister of Home Affairs of the Republic of Indonesia and the Minister of Defense and Security of the Republic of Indonesia Number 153 of 1995 Number Kep/12/XII/1995 dated December 26, 1955, regarding the Implementation Guidelines for Licensing as regulated in Article 510 of the Penal Code and Notifications as regulated in Law Number 5 PNPS of 1963 concerning Political Activities, what is meant by a gathering is a meeting designed for the public and aimed at providing entertainment.

3. METHODS

In order to understand how the Sedarmayanti theory is applied to the application of good governance principles, as well as the elements that facilitate and hinder their application, this study employs qualitative research methods. A qualitative research approach uses the researcher as a key instrument to analyze the condition of scientific objects. It is based on the positivist philosophy of interpretation. Triangulation is a technique used for data collection that combines documentation, interviews, and observations. The data collected is typically qualitative, and inductive or qualitative data analysis is used to analyze it. Qualitative research results are characterized by their ability to comprehend meaning, comprehend uniqueness, construct phenomena, and generate hypotheses. (Sugiyono, 2020).

Location of the research at the Blitar Police Resort Security Intelligence Unit. Subjects in this study, among others, are service officers, the Chief of Administrative Service Affairs, and crowd license applicants related to the implementation of good governance principles in the licensing service in the Police Security Intelligence Unit of the Blitar Resort.

The focus of the research in this study is the implementation of the principle of good governance in the licensing service in the Security Intelligence Unit of the Police Resor Blitar City. As for the aspects of the study used in this study, the four (four) principles of good governance are as follows: (Sedarmayanti, 2017)

1. Accountability, with indicators:
   a) The performance of services is adequate and adheres to the standards of operational procedures. (SOP)
   b) There is responsibility for policies in keeping with the goal and mission of the applicable organization.
2. Transparency, with indicators :
   a) Provision of clear information on procedures, timing, and service costs

b) Easy understanding of the procedures and requirements of licensing

3. Participation, with indicators:

   a) Availability of a forum to accommodate the public participation of a representative and an open nature

   b) Complaint mechanisms if there are complaints or input from the public

4. Rules of law, with indicators:

   a) Service fairly and without distinction

   b) The applicant obtains his right according to the need

In this study, data collecting involved gathering information from the field through a variety of techniques, including observations and interviews. For this study, data gathering methods, data reduction, data presentation, and conclusion-making are used in the data analysis process.

4.   RESULTS

4.1 Implementation of the Principle of Accountability

The meaning of accountability is to be accountable to the public for all the activities carried out and the policies established. Accountability is essential for any service provider to carry out its duties responsibly. The organizers of the service must perform the duty of service honestly, in accordance with the provisions of applicable laws and policies, and avoid the occurrence of abuse of authority. Forms of public service liability include liability for service performance, responsibility for service products, and responsibility for service costs. Public service performance accountability must be consistent with applicable service standards and must be held accountable to the public and the parties concerned.

Implementation of the principles of accountability in the security intelligence unit Police Resor Blitar City has gone well seen in the suitability of the performance of services in accordance with the operational standards of procedures (SOP) and the presence of responsibility to the policy according to the vision and mission of the applicable organization.

Based on indicators of compliance of performance of service according to operational standards (SOP), according to the results of the interview from the source, the licensing service is already in compliance with the existing operational standard of service (SOP). Based upon the observations that all procedures and instructions have been followed well by the service officer, service officers also show a good understanding of the SOP and can apply it to serving the applicant, and the applicants say the service of the officer is in accordance with the existing SOP.

Based on indicators of policy accountability in accordance with the vision and mission of the applicable organization, according to the results of interviews from the source, the officer has already carried out responsibility for the policy in conformity with the mission and vision of the current organization. Officers carry out policy responsibilities for the senior leadership and implement policies that have been made by the leadership as a disposition for guidance on further steps in the licensing process. Officers point to good understanding, commitment to quality, and working well.

Thus, the implementation of the principle of accountability has been in line with the theory of Sedarmayanti that accountableness constitutes an obligation for the government apparatus to act as the responsible party and the plaintiff for all the actions and policies it establishes. (Sedarmayanti, 2017). It can also be seen from the licensing services provided by officers that they have been performed in accordance with existing operational standard procedures (SOP) as well as accountability for the policy in line with the vision and mission of the applicable organization.

4.2 Implementation of the Transparency Principle

Transparency in the context of good governance means the openness of governments or institutions to the public in terms of information, decisions, and work processes. Transparency ensures that relevant information is available and easily accessible by the public so that they can understand and monitor the actions of the government or institution.

The principle of transparency is explained in Act No. 14 of 2008 on the principle of transparency and openness of public information, which states that public bodies have an obligation to provide access to any applicant or public to access public information, except for information exempted.

Implementation of the principle of transparency in the security intelligence unit Police Resor Blitar City has indicators that are not optimal or maximum, i.e., indicators providing clear information about procedures, time, and cost of service. Indicators of ease of understanding procedures and licensing requirements are running well.

Based on indicators of providing clear information about procedures, time and service costs are not maximized. Although officials have already provided information regarding procedures, time, and service costs directly, as well as the existence of information delivery through 'Jum'at Curhat' activities or as a banner of service procedures that have been provided in the permission application room in the intelligence unit, the applicants still feel dissatisfied because they want the delivery of further information in writing rather than just oral, and the applicant has not known much about 'Jum'at Curhat' activities and banners in the room because they do not pay too much

attention to the contents of the room. On the basis of observations, the officer has performed his duty to communicate what was required or completed by the applicant when he applied for permission. The officer also assisted until the requestant's requirements were complete so that his permission could be processed.

Based on the indicators of ease of understanding procedures and licensing requirements are running well, this is supported by the third source's response, which says that understanding the procedures and requirements submitted by officers is fairly easy and clear. Based on the observations, the officer explains in detail what needs to be prepared, such as permission to use the venue, a letter of recommendation from Polsek if the activity is crowded, other requirements required, and the applicant, who understands what the officers are submitting and immediately completes his file to facilitate the licensing process.

Thus, the implementation of the principle of transparency is quite consistent with Sedarmayanti's theory that transparency means that good governance will be transparent to its people both at the central and regional levels. (Sedarmayanti, 2017). This can be seen from the implementation of the indicators of ease of understanding procedures and requirements for issuing permits. The applicants said that the submission of information orally and directly at the time of filing the application by the officer provided the necessary requirements and should be completed and described the procedure of service until the issuance of crowd permits to the applicant is easy to understand, but the indicator providing clear information about the procedure, time, and cost of services is not in line with the theory of Sedarmayanti. This is because there is still insufficient clarity about the provision of information on procedures, time, and service costs. Therefore, there is a need for socialization that discusses the procedures and requirements of the application for permits. For example, you can carry out socialization on Friday Curhat activities, as well as the presence of media such as a website or Instagram account that contains information about the terms, procedures, time, and cost of services, so that it will make it easier for the public to know what it is necessary to prepare if you are going to apply for permission.

4.3 Implementation of the Principle of Participation

Participation in the context of good governance means that there is a space given to the public to participate directly in the decision-making process. Participation means that the public is actively involved in the process of making decisions, planning, implementing, and evaluating public policies.

Implementation of the principle of participation in the security intelligence unit of Police Resor Blitar City has not gone well. This is explained in the indicators available to the forum to

accommodate public participation of a representative and open nature, as well as indicators of complaint mechanisms if there are complaints or input from the public.

According to the indicators available for the forum to accommodate the participation of the public in a representative and open manner, in fact, there is already activity for Friday Curhat. However, its implementation is still not fully implemented because the activity is still gradual and there are still many people who do not know about the existence of the forum. According to the observations, there are still not many people who know the Friday Curhat program, although in fact this program is always uploaded on the Instagram social media account of Police Resor Blitar City. This activity is still new, so it takes more time to be able to reach all the districts or villages in the legal territory of Police Resor Blitar City.

Based on indicators of complaint mechanisms, if there are complaints or input from the public, it's still not optimal. This is because the public or the applicant still does not know the place for complaints related to the performance of the service officer. Some people do not know about the mechanism of complaints; they are confused with the procedures to be followed, which makes them reluctant to report complaints.

Thus, the implementation of the principle of participation is not in line with the Sedarmayanti theory, which states that participation or openness means wanting to open up the opportunity for the people to raise responses and criticism of governments that it considers to be untransparent. (Sedarmayanti, 2017). This can be seen in the indicator of the existence of a forum to accommodate the participation of the public that is representative and open yet to run to the maximum. Forums are called 'Jum'at Curhat', which contains activities open to the public on the part of the Blitar City Resorts Police. The 'Jum'at Curhat' forum can be a means for the public to convey input, participation, or complaints related to any concerns with the blitar city resorts police in particular about the service. However, the obstacle is that this forum is said to have just begun, so its implementation has not been even in all the districts or villages in the area of law of the Blitar City Resorts Police, and there are still a lot of people who are not aware of the existence of this 'Jum'at Curhat' forum. Further in the indicator, the complaint mechanism, if there are complaints or input from the public, has also not been performed to the maximum. This is because there are still a lot of people who do not know about the opening of the police to complaints if the service is not properly performed by the officers. Besides, people think the complaints process will be broken, so they refuse to report or submit complaints. The police itself is actually very open to input, criticism, and advice from the public. The community can make a complaint through the social media account Polres Blitar City, for example, through Instagram, or directly come to the police resort. It was informed by the service officer that the complaint would be accepted and reviewed, which would then be followed up on or monitored by the officer. Then

the steps that can be taken are to provide a complaint channel that is easily accessible both online and offline. Complaint services can be provided through websites, apps, telephone hotlines, SMS, emails, and physical complaints boxes at the police offices, guaranteeing anonymity so that the complainant community is protected from potential intimidation, implementing socialization that explains the complaining mechanisms and the importance of public participation, prompt and transparent response from the officers, and providing comfortable and secure complaining room facilities.

4.4 Implementation of the Rule of Law Principles

The rule of law in the context of good governance means that the characteristics of good government are guarantees of legal certainty and public justice in every public policy implemented. A righteous law is a law that is done without the eyes of a man. The purpose of the rule of law is to create conditions in which the law is compulsory for all, and the enforcement of the law must be fair and certain.

Implementation of the principles of the rule of law in the security intelligence unit of the Police Resor Blitar City based on two indicators: indicators of service fairly and without distinction, and indicators that applicants get their rights according to their needs, has gone well.

Based on indicators of fair service without distinction, service in the intelligence unit is at its maximum. Officers serve all applicants without distinction; all are served fairly. The applicants also feel justice when the officers provide services. According to the observations, the officer worked fairly to serve the applicant, or the public in particular, who applied for public permission. Officers ensure that the applicant follows the same process as the other applicants without exception, and no indications of discriminatory treatment against the applicants based on tribe, race, religion, gender, or social status were found, all served with a professional and friendly attitude.

According to the indicators, the applicant's right to obtain services according to their needs has gone well as well. This is stated by the applicants, who say that what they need has been met by the officers and that they are sufficiently satisfied with the service of the officer. Based on the observations of officers ensuring that the appellant understands the procedures and requirements necessary to get services, officers are also seen to respect the rights of applicants, such as the right to clear and accurate information related to the process of service, the right to be served fairly without discrimination, and the right to receive friendly and professional treatment from the service officers.

Thus, the implementation of the principle of the rule of law has been in line with the theory of Sedarmayanti, which states that a good government has the characteristics of guaranteeing legal

certainty and a sense of justice for the people. Every public policy that is undertaken has gone well. (Sedarmayanti, 2017). It can be seen from the application of the principle of the rule of law to the indicator of service that, fairly without any distinction or indicator, the applicant obtains his rights according to the need. From the results of interviews with officers and applicants, it was concluded that the licensing services in the security intelligence unit had been carried out fairly without any distinction between each applicant, and all applicants had obtained their rights according to their needs.

5.   DISCUSSION

Factors Supporting the Implementation of the Good Governance Principles

There are several factors and conditions that influence the implementation of the achievement of good governance, as follows: (Bahrudin & Hidayat, 2023)

1. The Human Factor of Implementation (Man)

   According to the results of the research, the human factor in this case is the service officer. The licensing service officer at the Police Security Intelligence Unit of the Blitar City Resort is the one who is really having a problem with the license. So in the execution of the service, the officers have already worked according to their duties and responsibilities.

2. Factors of Public Participation (Public Participation)

   According to the results of the research, there was participation from the community of applicants who applied for permission from the crowd for the activities to be organized, as well as the presence of the community who followed the activities of the 'Jum'at Curhat' forum. There was a 'Jum'at Curhat' forum as an open forum between the City Blitar Resort Police and the community under the jurisdiction of the City Blitar Resort Police.

3. Factor Equipment (Tools)

   From the results of the research, in the implementation of the licensing service has been available a number of tools and equipment for making the license letter among others computers, printers, writing tools, meeting data, organizational arrangements or organizations, AD/ART organizations or legal bodies, advisory boxes, as well as special room of the service of license of the crowd.

4. Organizational and Management Factors (Organization and Management)

   According to the results of research on organizational and management factors, among others, there are clear and accurate operational standards of procedures (SOP), effective communication between service officers and leaders in the formulation of policies on permits submitted, and the availability of dispositions as directions or further steps to be taken by

officials, such as granting permits on applications submissed and orders of reduction of membership for security during community activities.

The results of this study are consistent with the research carried out by (Bahrudin, 2023) which mentions several factors supporting the success of implementation, including effective communication, adequate resources from implementers, equipment, finance as well as organization and management, a disposition that shows the characteristics of implementers of policies/programmes that are honesty, commitment, and democracy, and a bureaucratic structure that covers two important aspects, namely the mechanisms for implementing programmes in accordance with the operational standards of procedures (SOP) to be easily understood listed in the guidelines of programmes/polices and implementing structures.

Obstacles to the Implementation of Good Governance Principles

Implementation of the principles of good governance in government has a major and beneficial role in bringing about positive change. However, in practice, there are some barriers to internal and external factors that impede the optimal implementation of the principle of good governance.

From the results of the research on the implementation of the principle of good governance in the licensing service in the security intelligence unit of the Blitar City Police Resor, there are still some obstacles among them.

1. Internal Factor Constraints

Some of the obstacles to the implementation of the principle of good governance in the service of issuing licences in security intelligence units are internal factors such as lack of clarity in terms, procedures, time, and service costs, so that many people have to turn back to the security Intelligence Unit in order to complete the necessary requirements, then lack of facilities such as directions to the room of the securityintelligence unit and boards containing information on procedures and conditions of applying for permits, the provision of information on the follow-up of applications submitted only orally, as well as the lack of widespread socialization related to the importance of requesting crowd permits when holding community activities with a large number of people.

As for suggestions that can be implemented to resolve the obstacles of internal factors implemented the principle of good governance, among other things, provide a website or instagram account related to the licensing service that contains information about procedures, conditions, service time, and service costs and can also contain updated information about community activities, and more actively organize socialization about the importance of applying for crowd permits for the community that will hold activities attended by many

people, as well as the availability of the Friday Curhat forum can be maximized as a means of communicating related license services in security intelligence units or can also do socialization coming to campus or schools because usually students or students carry out activities that invite many people so that it can be knowledge for them to be able to report or request permission of the crowd on its activities in order to avoid unwanted incidents of irritation.

2. External Factor Constraints

The implementation of the principle of good governance in the licensing service in the security intelligence unit is hampered by external factors such as lack of participation and public awareness to apply for permission in advance before carrying out the activities attended by a large number of people, public desire for speed and quality of service while the community or applicant is still often applying for permissions near the day of the activities, as well as a lack of coordination and collaboration with other parties in the performance of public activities, such as not yet requesting permission to use the venue of the activity, causing delay in the process of obtaining permission.

As for the suggestions that can be implemented to resolve the obstacles of external factors implemented by the principle of good governance, among other things, conduct an educational and socialization campaign to the public on the procedures of licensing, provide related information better to apply for permission of the crowd from far away the day so as not to be close to the date of performance of the activity, ensure that the applicant has requested permission to use the place, and ensure that the location of the activity safe from virginity or disturbance.

The results of this study are in line with the research conducted by (Bahrudin, 2023) which states that the obstacles to the implementation of the principle of good governance exist in two ways: internal factors and external factors. Internal factors, apparatus that still does not understand the principles of good governance, service facilities still lack and lack of discipline apparatus at working hours; further external factors, lack of public participation, lack of supervision from the government, and limited budget for the fulfillment of the needs of service facilities.

6.   CONCLUSION

Based on the results and discussions that have been outlined above regarding the implementation of the principle of good governance in the licensing service in the security intelligence unit Police Resor Blitar City, it can be concluded that from the overall discussion on

the application of the four principles of good governance, namely the principles of accountability, transparency, participation, and the rule of law, it can be seen that the results of implementation on principle responsibility have gone well, as well as on the principles of the rule of law. As to the factors supporting the implementation of the principle of good governance in the issuance of these permits, among others, the human factor implementing in this case is the service officer, the participation factor of the public, such as the applicant who applies for permission of the crowd and the community present at the Friday Curhat forum, the equipment factor such as equipment tools making the public permit among others computer, printer, writing tool, meeting data, organization or organization, AD/ART organization or legal body, advice box, as well as special room of public permit service, the last factor of organization and management among others the existence of clear and accurate operational standards of procedures (SOP), effective communication between service officers with the leadership, and the presence of disposal. In addition, some principles of good governance have not been implemented to the maximum due to some obstacles, inter alia, from internal factors related to conditions, procedures, time and cost of services, inadequate facilities, the provision of information only orally, as well as the lack of dissemination of the socialization of the importance of requesting permission of the crowd, while from external factors among others lack of participation and awareness of the public to apply for permission, public desire for more rapid and quality service, and often the applicant has not requested permission with other parties such as permission place of activity thus causing delay in the process of licensing.

To overcome the obstacles in the implementation of the principle of good governance, researchers give some suggestions, among others :

1. Providing a website or an Instagram account related to licensing services that contains information about procedures, conditions, service times, and service costs, and can also contain updated information about community activities, and more actively organizing socialization about the importance of applying for crowd permission for the community that will be holding activities that are attended by a large number of people.

2. The availability of the 'Jum'at Curhat' forum can be maximized as a means of communicating related licensing services in security intelligence units or can also socialize coming to campus or schools because usually students or students carry out activities that invite many people, so it can be knowledge for them to be able to report or request permission from the crowd on their activities in order to avoid unwanted incidents of susceptibility.

3. Conduct educational and socialization campaigns for schools, government agencies, and the general public on licensing procedures. Educational activities can consist of seminars, workshops, and collaboration with government agencies..

4. Providing online licensing services so people feel it's easier to apply without having to go back and forth

Providing an easily accessible complaint channel, both online and offline, through the website, app, telephone hotline, SMS, email, and physical complaints box at the police office; guaranteeing anonymity so that the complainant is protected from potential intimidation; implementing socialization that explains the complaining mechanisms and the importance of public participation; prompt and transparent responses from the officers; and providing comfortable and secure room facilities.

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