



## Bureaucracy Reform And Implementation Of Good Government And Implications On Employee Performance And Service Quality (Study at the Regional Revenue and Finance Office of Palopo City)

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### ABSTRACT

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The purpose of this study is to examine and analyze the phenomena of the impact of bureaucratic reform, leadership skills, and the application of good governance on employee performance and its implications for service quality. This research was conducted at the Regional Revenue and Finance Office of Palopo City. The number of samples in this study were 65 employees. The research method used is descriptive quantitative with data collection techniques using a questionnaire. The independent variables consist of bureaucratic reform (X1), leadership skills (X2), and employee performance (X3 ) as intervening variables and the dependent variable is service quality (Y). The analyst used to test is to use the help of the SPSS application. The results showed that bureaucratic reform had no effect on service quality , leadership skills had a significant effect on employee performance, and employee performance did not significantly affect service quality.

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## 1. Introduction

Performance in the public service bureaucracy becomes an issue and gets the attention of all parties. This incident explains that there is still a paternalistic culture and poor service, this is due to the absence of laws governing public services and the absence of self-awareness that it is so important to serve the community (Effendi, 2014). It is very important to improve the quality of bureaucratic services, because the good services provided will greatly affect the increase in the amount of investment. One of them is by providing motivation to employees in improving their performance, because of the performance of employees can determine good service.

In an effort to improve service quality, and to improve employee performance, good government also plays an important role in this regard, such as providing good services and benefits for good society in improving the quality of leadership patterns and styles. The Palopo City Regional Revenue and Finance Office needs to pay more attention to the services obtained by the community, because there are still many people who do not get good service according to their version, therefore the role of the government in this case is very much needed to provide directions or service sources. to employees at the Regional Revenue and Finance Office of Palopo City in improving service quality.

From the explanation of the background above, the researcher is interested in conducting a study entitled " Bureaucratic Reform and the Implementation of Good Government and Implications for Employee Performance and Service Quality ”.

Literature Review, bureaucratic reform (Sarker & Zafarullah, 2020) In his research on " Political Settlements and Bureaucratic Reforms: An Exploratory Analysis Focusing on Bangladesh " he said that after collaborating between political concepts in their resolution and identifying crisis reform initiatives in the public bureaucracy, then (Sarker & Zafarullah, 2020 ) argues that bureaucratic reform in the implementation of the settlement pattern is influenced by differences in the pattern of political settlement of the state or nation that have been experienced at various times since independence.



(Pollitt & Bouckaert, 2012) Says that bureaucratic reform generally includes activities aimed at improving structural, functional, and behavioral public administration. This is also related to initiatives to increase efficiency and effectiveness, democratic norms, building on consensus and equality in public service institutions.

(Vento & Kuokkanen, 2020) His research entitled " Mapping the post-bureaucratic landscape: project managers' perception of bureaucracy in European Union Cohesion policy projects " says that bureaucracy is relevant to discussing differences in general attitudes towards bureaucracy and specific perceptions about the task at hand. . Attitudes are generally more negative than specific perceptions of bureaucracy. In this case (Vento & Kuokkanen, 2020) discusses managers in a project who say that the bureaucracy in a project ( EU Cohesion policy in Finland ) is a bureaucracy, while the bureaucracy in their own project does not burden them.

Bureaucratic reform is intended as a new path towards improvement and renewal of the system of administering the wheels of government (Rangga et al., 2020) ; (Effendi, 2014) . Bureaucratic reform needs to be carried out considering that there has been a fundamental change in resources within the government. The large number of resources from young people requires that bureaucratic reform is necessary and urgently must be carried out in the government system. Where reformation itself is a systematic, comprehensive and sustainable process in implementing good governance and public service delivery (Handrian, 2019).

Good Government, (Nag, 2018) says that every human community that is organized in a certain area needs a reliable, vibrant and strong institutional structure that can provide good directions or regulations, and good services that the community wants. According to (Mohammed et al., 2017) also said in his research entitled " Cloud computing adoption model for e-government implementation " in improving government services Cloud computing can be used by the government to improve its government functions, services to the community and its institutions.

Lately the term good government has become something that is not foreign to be heard. For bureaucrats, academics and politicians this term has become a general term for them. good government (Ayuningtyas, 2021) ; (Cahyadi & Soenarjanto, 2018) as a system of values, policies and institutions that drive interaction between the government and society in various fields, both economic, social, and political.

Employee Performance, In his research (Steffens et al., 2014) said the tenure of employees and company tenure, a leader has a positive influence in improving employee performance, on the contrary if the leader of a company is someone who is unfair it will have an impact on employee performance due to lack of enthusiasm and motivation at work.

(Goll & Rasheed, 2005) ; [13] also said that employee performance increases not only from the results of employee learning about the company, but employees can also improve their performance by getting learning or knowledge from their leaders. Employee performance is a form of an employee's ability to carry out his duties and functions in accordance with the applicable job desk (Potolau, 2020) ; (Debby & Kania, 2019) (Mariah & Sa'ud, 2013) .

Service quality (Panjaitan & Yuliati, 2016) said that quality service plays an important role in providing satisfaction to consumers, besides that it can provide benefits for the company. The higher the quality of service provided by the company, the satisfaction that will be felt by consumers will be higher. (Cahyadi & Soenarjanto, 2018) ; (Mananeke Et Al., 2019) public service is a form of government commitment in providing excellent service for the community.

## 2. Method

This research was conducted at the Regional Revenue and Finance Office of Palopo City by distributing questionnaires to employees of the Palopo City Regional Revenue and Finance Office. This study also uses a quantitative descriptive method, where descriptive quantitative is the data obtained from the results of the distribution of questionnaires at the regional income and finance department of Palopo city as many as 65 questionnaires, the data collection is through the calculation of the total score of filling out the questionnaire and filling out the questionnaire measured using a Likert scale. . The data analysis technique used in this research is using the SPSS application, which aims to examine and analyze the phenomenon of the impact of bureaucratic reform, leadership skills, and the application of good government on employee performance and its implications for service quality.

### 3. Result and Discussion

#### 3.1 Research result

In this study, researchers want to examine and analyze the impact of bureaucratic reform, the implementation of good government and its implications for employee performance and service quality at the regional revenue and finance office of Palopo City . The results in this study can be seen in the table and explanation below:

**Table 2.**  
**Test Result**

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.	
	B	Std. Error	Beta			
	(Constant)	20,664	3,999			
1	Bureaucratic Reform (X1)	-.261	.186	-.174	-1,404	.165
	Good Government (X2)	.060	.163	.045	.305	.004
	Employee Performance (X3)	-.083	.170	-.060	-.487	.628

#### 3.2 The Effect of Bureaucratic Reform on Service Quality at the Regional Revenue and Finance Office of Palopo City.

From the results of statistical tests obtained with the Bureaucratic Reform variable (X 1 ) on service quality (Y) the results of t count obtained is -1.404 and t table 1,669 so t count < t table. With a significant value of 0.165 <0.05. This study shows that there is no positive influence between bureaucratic reform and service quality. Reform has no role in the quality of services available at the Palopo City Regional Revenue and Finance Office. This research is due to the fact that bureaucratic reform has not played a role in service quality.

This research is in line with (Simaela et al., 2019) where the research was conducted at the Kalibobo village office, Nabire Regency. Saying that bureaucratic reform has not gone as expected. This is because many interests are not in favor of the people. However, this research is not in line with (Kairupan, 2015) in his research that there is a significant influence between bureaucratic reform and the variable quality of public services at the Department of Population and Civil Registration of North Minahas Regency.

#### 3.3 The Effect of Good Gernment on Service Quality at the Regional Revenue and Finance Office of Palopo City .

From the statistical test results obtained with the good government variable (X2 ) on service quality (Y). result t the count obtained is 305 and ttable is 1,669 so t count > t table. With a significant value of 0.004 <0.05. So this research has a positive influence on service quality, which means that the higher the influence of good government , the higher the service quality. So it can be concluded that the greater the influence of good governance , the better the quality of service at the Paopo City Regional Revenue and Finance Service will be.

This research is in line with (Pontolowokan et al., 2017) in his research saying that good governance has a significant influence on the quality of public services.

#### 3.4 The Effect of Employee Performance on Service Quality at the Regional Revenue and Finance Office of Palopo City .

The results of the statistical test partially obtained the results of the employee performance variable (X 3 ) on service quality (Y) the results of t the count obtained is -487 and ttable is 1.669 so t count < t table. With a significant value of 0.628 <0.05. This study shows that there is no positive influence between employee performance on service quality. Employee performance has no role on employee performance. This is because the performance of employees in the Regional Revenue and Finance Office of Palopo City is considered not good.

This study is not in line with [22] which examines the dimensions of performance on service quality. in his research [22] suggests that each dimension of employee performance has a significant influence on service quality. This research is also not in line with (Wowor et al., 2019) which states that employee performance affects the quality of services at the Minahasa Regency Population and Civil Registration Service.

#### 4. Conclusion

Based on the results of the discussion and data processing above, several conclusions are obtained, namely Bureaucratic reform does not have a positive effect on service quality in the regional revenue and finance department of Paopo City. This is because the reform bureaucracy is considered not to give a role to the quality of service. Good government has a positive influence on the quality of service in the regional revenue and finance department of Palopo City. Which means that the greater the influence of good government, the better the quality of service. Employee performance on the results obtained does not have a positive influence on the quality of service at the Regional Revenue and Finance Office of Palopo City. This is because the performance of employees at the Palopo City Regional Revenue and Finance Office is considered not good.

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