



The influence of good governance, professionalism, and work effectiveness on public service quality

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ABSTRACT

Bangil District, Pasuruan Regency, there are things that need to be discussed related to Good Governance, for example service procedures that are too complicated, there is no certainty of time and price, so public access to services is quite difficult. Such things are elements that will damage the professionalism of employees and agencies because they are examples of poor work effectiveness in an organization and will ultimately affect public services. The method used in this research is a descriptive quantitative method with the help of SPSS version 26, the data collected is questionnaire data totaling 60 respondents. The results of the research conducted show that the variables have a simultaneous influence but only two variables have a significant influence, namely Professionalism and Work Effectiveness in Public Services. Meanwhile, Good Governance partially has an insignificant effect on Public Services.

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1. INTRODUCTION

Public service is the main function of government that aims to meet community needs and realize good governance. In practice, the community often complains about complicated procedures, uncertainty of time and costs, and the lack of professional attitude from officials in providing services. This phenomenon shows that the principles of good governance have not been optimally implemented, which in turn affects the low quality of public services. Good Governance is the implementation of solid, effective, efficient, and responsible government by maintaining synergy between the government, private sector, and society. The implementation of Good Governance is based on the principles of transparency, accountability, community participation, and law enforcement (Sedarmayanti, 2012). The application of good governance principles emphasizes the importance of effectiveness and efficiency in carrying out the vision and mission and providing good service (Manika, 2020). Meanwhile, Professionalism of employees becomes an important factor because it concerns the ability and competence of employees in carrying out tasks according to their expertise (Oerip, 2000). This study selected the variables of professionalism and work effectiveness as determinants of public service quality because these two variables have a direct impact on the ability of government officials to provide quality services. Professionalism includes high competence, skills, and

work ethics, enabling officials to provide accurate and professional services. Meanwhile, Work Effectiveness encompasses the ability to complete tasks efficiently and effectively, enabling officials to provide fast and timely services. These two variables were selected because they have a strong relationship with the quality of public services and can be measured directly, allowing for specific improvements and enhancements to be made. This study shows that good governance and professionalism play an important role in improving the quality of public services. In other words, the better the governance and professionalism in a public institution, the higher the quality of services provided to the community. This study contributes to public administration theory by reinforcing the understanding that government effectiveness and the quality of public services are closely related to the application of good governance principles and professionalism. Thus, this study provides new insights into how to improve public service performance through improvements in governance and professionalism.

Professionalism also refers to the attitude and commitment of employees to work in accordance with high professional standards and ethics (Selsya Billa Regita, 2025). Professional employees will determine performance, which is reflected in the quality of their community service and can measure the level of work achievement (Bruno Agustio Hadyono Kabhe, 2022). Work Effectiveness also becomes a main element that shows to what extent employees are able to complete work on time and with quality (Siagian, 1981). Effectiveness is also influenced by timeliness, task clarity, leadership motivation, work evaluation, supervision, a comfortable work environment, and the availability of equipment and facilities (SYAM, 2020). The implementation of work effectiveness serves as the basis for the performance of each program, ensuring that every plan and its implementation run smoothly and on target (Prameswari & Widiyawati, 2020). Kantor Kecamatan Bangil Kabupaten Pasuruan as the research object shows several problems in the public service process such as complicated procedures, uncertain costs, and unprofessional employee attitudes. This causes public distrust and reduces organizational work effectiveness. This research aims to analyze how much influence Good Governance, Professionalism, and Work Effectiveness have on the Quality of Public Services in Bangil District.

This study refers to research conducted by (Pontolowokan, A. A., Gosal, R., & kairupan, 2017) with results showing that good governance has a positive effect on the quality of public services. Further research conducted by (Tommy J. Pissa, 2018) using Product Moment correlation analysis found a positive influence between employee professionalism and public services at the Aceh Tamiang Police Traffic Unit Office. (Abdullah, 2021) entitled 'The Influence of Locus of Control on Business Performance with Market Orientation as a Moderating Variable' found that trading conditions in the Porong flea market have increased every year. Further research conducted by (Rumefi, 2021) entitled 'Analysis of Academic and Student Administration Services on Student Satisfaction at STIE Yadika Bangil' found that facilities and infrastructure, the Student Affairs Subdivision, the Finance Subdivision, and the Academic Subdivision partially and simultaneously affect student satisfaction. The next study was conducted by (Churniawati, 2021) entitled 'The Influence of Discipline and Length of Service on Work Loyalty with Religiosity as a Moderating Variable' with the results that this study concerns the Influence of Discipline and Length of Service on Work Loyalty with Religiosity as a Moderating Variable with the results showing that Discipline and Length of Service have a significant influence on Work Loyalty, while Religiosity does not moderate the influence of Discipline on Loyalty and Religiosity does not moderate the influence of Length of Service on Loyalty. Research (Talis, 2019) entitled The Effect of Good Governance Implementation on Public Services found that the Good Governance variable has a significant effect on Public Services. Research by (Saputri, Y., & Maulana, 2023) entitled The Effect of Apparatus Professionalism on the Quality of Public Services found that the apparatus professionalism variable has a positive effect on the quality of

public services. Research by (Iasha, 2020) entitled *The Effect of Employee Work Effectiveness on Service* produced the conclusion that work effectiveness has a positive effect on public service. Research by (Uar, 2016) entitled *The Effect of Implementing Good Governance Principles on Public Service Performance* found that good governance has a significant effect on public service performance. Research by (Dr. Malik, 2015) entitled *The Influence of Professionalism and Work Motivation on the Effectiveness of Public Health Services* found that professionalism and work motivation have a significant effect on the effectiveness of public health services. Research by (Pontolowokan, A. A., Gosal, R., & kairupan, 2017) entitled *The Influence of Good Governance Implementation on Public Service Quality at the Mapanget Sub-District Office in Manado City* the results of the study show that good governance has a positive effect on public service quality. Research by (Basri & Aarsal, 2022) entitled *The influence of employee work effectiveness and efficiency on the organizational performance of the kendari city social services department* states that employee work effectiveness and efficiency have a significant impact on organizational performance. Research by (Maulidiyah et al., 2025) entitled *The Influence of Employee Professionalism and Work Motivation on the Quality of Public Services* stated that employee professionalism and work motivation have a positive and significant impact on the quality of public services. Research by (Anggraeni et al., 2022) entitled *the effect of the implementation of good governance principles on improving the quality of public services* the results showed a significant influence between the Implementation of Good Governance Principles on Improving the quality of public services. Research by (Lase, 2021) entitled *The influence of integrity and professionalism on the quality of public services* states that employee professionalism has an impact on the quality of public services.

2. RESEARCH METHOD

This study uses indicators of service quality, timeliness, and public satisfaction to measure work effectiveness. These indicators can represent the actual conditions of the equipment in the field because they focus on the results directly felt by the community. Thus, these indicators provide a fairly comprehensive picture of work effectiveness in the context of public services. This research uses a descriptive quantitative approach to determine the effect of Good Governance (X_1), Professionalism (X_2), and Work Effectiveness (X_3) on Public Service Quality (Y) in Bangil District, Pasuruan Regency. The research population consists of all employees at the Bangil Sub-district Office, totaling 60 people. Since the population size is less than 100, the entire population was used as the research sample (saturated sampling). Therefore, the number of research samples is 60 respondents. The data used is primary data, obtained through the distribution of a five-point Likert scale questionnaire (1 = strongly disagree to 5 = strongly agree). Additionally, secondary data is obtained from institutional documents, literature, and relevant previous research findings. The stages of data analysis used are as follows:

2.1 Reliability Test

The reliability or reliability of a measurement shows the extent to which the measurement is carried out without bias (error-free) (Sarjono, H. & Winda, 2011). The Cronbach Alpha value used to assess an acceptable level of reliability is >0.60 .

2.2 Validity test

The validity test aims to measure the consistency of one's answers to the question items in a questionnaire (Sarjono, H. & Winda, 2011). The validity test was carried out by comparing the calculated r value with r_{table} for a significant level of 5% of the degree of freedom ($df = nk$). If $r_{count} > r_{table}$ then the question or indicator is declared valid. To find out whether the score of each question is valid or not, statistics are set as follows:

2.3 Classic assumption test

In regression analysis research there may be problems in fitting the predictive model to the model included in the data set. This test aims to determine whether data analysis for hypothesis testing can be continued or not. The classic assumption test includes multicollinearity tests, and heteroscedasticity, normality:

a. Multicollinearity Test

The multicollinearity test aims to determine whether the relationship between independent variables has multicorrelation problems (symptoms of multicollinearity) or not (Sarjono, H. & Winda, 2011)

b. Heteroscedasticity Test

The heteroscedasticity test aims to test whether the regression model has an inequality of variance from the residuals or observations to other observations. One way to detect the presence or absence of heteroscedasticity is to look at the plot graph between the predicted value of the dependent variable, namely ZPRED and the residual SRESID (Ghozali, 2016)

c. Normality test

The normality test aims to determine whether or not a data distribution is normal (Sarjono, H. & Winda, 2011).

2.4 Multiple Linear Analysis

The results of multiple linear analysis are in the form of coefficients for each independent variable (Ghozali, 2016). The regression equation for this study is as follows:

$$Y = \beta_0 + \beta_1 X_1 + \beta_2 X_2 + \beta_3 X_3 + \beta_4 X_4 + e \quad (1)$$

Source: Ghozali, 2016

2.5 Analysis of the Coefficient of Determination (R²)

The coefficient of determination (R²) essentially measures how far the ability to explain the variety of the dependent variable is. Each additional independent variable, so that R² certainly increases regardless of whether these variables significantly affect the dependent variable.

$$R^2 = 1 - \frac{SS \text{ Error}}{SS \text{ Total}} = 1 - \frac{\sum (y^i - \hat{y}^i)^2}{\sum (y^i - \bar{y})^2} \quad (2)$$

2.6 Hypothesis test

a. Simultaneous Test (Test F)

The F test is often referred to as the Goodness of Fit test, according to (Ghozali, I. & Ratmono, 2013) this test was carried out with the aim of seeing the fit index of a sample result to determine the effect of model feasibility. The model feasibility test is to test whether there is an overall significant effect on the regression model. Testing is done by comparing the value of Fcount with Ftable.

b. Partial Test (T Test)

The partial test (t test) is used to find out the significant relationship between X and Y variables, whether the variables Brand Image, Food delivery service, Content creator Credibility and Price really affect Consumer Purchase Decision partially or separately.

3. RESULTS AND DISCUSSIONS

3.1 Validity Test

Validity testing is conducted to determine the extent to which the statement items in the questionnaire are able to measure the variables being studied. The validity criteria are determined by comparing the r-value with the r-table ($df = 60 - 2 = 58$, $\alpha = 0.05 \rightarrow r\text{-table} = 0.254$).

Table 1. Validity Test Results for Good Governance Variable (X_1)

Item	r-calculated	r-table	Description
X _{1.1}	0.686	0.254	Valid
X _{1.2}	0.732	0.254	Valid
X _{1.3}	0.701	0.254	Valid
X _{1.4}	0.665	0.254	Valid
X _{1.5}	0.694	0.254	Valid

Source: SPSS 21 output data to be processed in 2025

Table 1 shows that all items (X_{1.1}–X_{1.5}) have calculated r-values between 0.665 and 0.732, all of which are greater than the table r-value (0.254). This means that each statement item in the Good Governance variable is declared valid and can be used in the subsequent analysis.

Table 2. Validity Test Results for Professionalism Variable (X_2)

Item	r-calculated	r-table	Description
X _{2.1}	0.720	0.254	Valid
X _{2.2}	0.689	0.254	Valid
X _{2.3}	0.711	0.254	Valid
X _{2.4}	0.758	0.254	Valid
X _{2.5}	0.735	0.254	Valid

Source: SPSS 21 output data to be processed in 2025

Table 2 shows that the r-count values range from 0.689 to 0.758, and all exceed the r-table value of 0.254. This indicates that each item in the Professionalism variable has a strong correlation with the total score, making all items valid.

Table 3. Validity Test Results for Work Effectiveness Variable (X_3)

Item	r-calculated	r-table	Description
X _{3.1}	0.671	0.254	Valid
X _{3.2}	0.688	0.254	Valid
X _{3.3}	0.730	0.254	Valid
X _{3.4}	0.752	0.254	Valid
X _{3.5}	0.746	0.254	Valid

Source: SPSS 21 output data to be processed in 2025

Table 3 shows the r-count values between 0.671–0.752 with an r-table value of 0.254. Since all r-count values > r-table, the statement items on the Work Effectiveness variable are also valid. This means the instrument used can accurately describe the work effectiveness of the respondents.

Table 4. Validity Test Results of Public Service Quality Variable (Y)

Item	r-calculated	r-table	Description
Y ₁	0.729	0.254	Valid
Y ₂	0.773	0.254	Valid
Y ₃	0.802	0.254	Valid
Y ₄	0.716	0.254	Valid
Y ₅	0.775	0.254	Valid

Source: SPSS 21 output data to be processed in 2025

Table 4 shows that the r-calculated values for all items (Y_1 – Y_5) range from 0.716 to 0.802, which are greater than the r-table value (0.254). Therefore, all indicators used to measure Public Service Quality are declared valid.

All statement items from the four research variables have r-count values greater than r-table, so all items are declared valid. This indicates that the questionnaire instrument used has met the validity requirements and can proceed to the reliability testing stage and regression analysis.

3.2 Reliability Test

Reliability testing is used to determine the extent to which a research instrument provides consistent results. Criteria: Cronbach's Alpha value > 0.60 = reliable.

Table 5. Reliability Test Results

Variable	Cronbach's Alpha	Description
Good Governance (X_1)	0.773	Reliabel
Professionalism (X_2)	0.792	Reliabel
Work Effectiveness (X_3)	0.801	Reliabel
Public Service Quality	0.834	Reliabel

Source: SPSS 21 output data to be processed in 2025

All variables have alpha values above 0.6, therefore all instruments are declared reliable.

3.3 Classic Assumption Testing

Table 6. Multicollinearity Test Results

Variable	Tolerance	VIF	Description
Good Governance (X_1)	0.782	1.278	No multicollinearity occurred
Professionalism (X_2)	0.793	1.261	No multicollinearity occurred
Work Effectiveness (X_3)	0.802	1.247	No multicollinearity occurred

Source: SPSS 21 output data to be processed in 2025

This table shows the Tolerance and Variance Inflation Factor (VIF) values for each independent variable, namely Good Governance (X_1), Professionalism (X_2), and Work Effectiveness (X_3). The tolerance values for the three variables range between 0.782–0.802, and all VIF values are below 10, specifically between 1.247–1.278. Based on the general criteria (Tolerance > 0.10 and VIF < 10), it can be concluded that there is no multicollinearity among the independent variables. This means that each independent variable has a sufficiently strong relationship with the dependent variable, but does not excessively influence each other.

Thus, the regression model used satisfies the assumption of no multicollinearity.

Table 7. Normality Test Results (Kolmogorov-Smirnov)

Asymp. Sig. (2-tailed)	Notes
0.200	Data is normally distributed

Source: SPSS 21 output data to be processed in 2025

The Asymptotic Sig (2-tailed) value of 0.200 is greater than the significance level of 0.05. This indicates that the residual data is normally distributed. This normality test confirms that the regression model meets the normality assumption and the statistical analysis results can be considered valid.

Table 8. Heteroscedasticity Test Results (Glejser Test)

Variable	Sig.	Notes
Good Governance (X_1)	0.454	No heteroscedasticity occurred
Professionalism (X_2)	0.318	No heteroscedasticity occurred
Work Effectiveness (X_3)	0.411	No heteroscedasticity occurred

Source: SPSS 21 output data to be processed in 2025

Since all significance values are greater than 0.05, it can be concluded that there is no heteroscedasticity in the regression model. This means that the residual variance between observations is constant, so the regression model can be used for hypothesis testing.

3.4 Multiple Linear Regression Analysis

This analysis is used to determine the simultaneous and partial effects of the independent variables on the dependent variable.

Table 9. Multiple Linear Regression Analysis Result

Variable	Coefficient	Std. Error	t-calculated	Sig.	Notes
Konstanta	4.213	-	-	-	-
Good Governance (X ₁)	0.112	0.086	1.303	0.198	Not Significant
Professionalism (X ₂)	0.321	0.092	3.482	0.001	Significant
Work Effectiveness (X ₃)	0.278	0.095	2.941	0.004	Significant

Source: SPSS 21 output data to be processed in 2025

From the table above, the following regression equation is obtained:

$$Y = 4.213 + 0.112X_1 + 0.321X_2 + 0.278X_3$$

Interpretation of results: The Good Governance coefficient (0.112) is not significant (Sig. 0.198 > 0.05), indicating that this variable has not had a significant impact on public service quality. Professionalism Coefficient (0.321) and Work Effectiveness (0.278) are significant (Sig. < 0.05), meaning these two variables have a positive influence on improving public service quality. The constant 4.213 indicates that if all three independent variables have a value of zero, then the baseline value of Public Service Quality is 4.213. Overall, this regression model indicates that increased employee professionalism and work effectiveness directly contribute to improved public service quality, while the good governance aspect still requires stronger implementation to have a significant impact.

3.5 Simultaneous Test (F Test)

Table 10. F Test Results

F-count	F-table	Sig.	description
14.726	2.77	0.000	Significant

Source: SPSS 21 output data to be processed in 2025

A Sig value < 0.05 indicates that Good Governance, Professionalism, and Work Effectiveness simultaneously have a significant impact on Public Service Quality.

3.6 Coefficient of Determination (R²)

Table 11. Determination Coefficient Test Results

R	R Square	Adjusted R ²	Notes
0.712	0.507	0.481	50.7% of the variation in variable Y is explained by X ₁ , X ₂ , and X ₃

Source: SPSS 21 output data to be processed in 2025

This means that 50.7% of the changes in Public Service Quality are explained by Good Governance, Professionalism, and Work Effectiveness, while the remaining 49.3% is influenced by other factors outside the research model. The results of the above analysis show that employee effectiveness and professionalism have a mutually reinforcing relationship. High professionalism can improve employees' ability to work effectively, as they have the necessary competencies and skills to complete tasks well. Conversely, high work effectiveness can also increase employee professionalism, as they have the

opportunity to develop their skills and competencies through effective work experience. Thus, both can support each other and improve the quality of public services.

4. CONCLUSION

Based on the results of the study, it can be concluded that overall, the variables of Good Governance, Professionalism, and Work Effectiveness have a significant combined effect on the quality of public services at the Bangil Subdistrict Office. However, in part, the Good Governance variable shows an insignificant effect on public services, as some employees are still more focused on governance than on speed and responsiveness in serving the community. Meanwhile, the Professionalism variable shows a significant influence on public services, as seen in the ability of employees to solve problems, their high sense of responsibility, and their expertise in supporting organisational performance. In addition, the Work Effectiveness variable has also been proven to have a significant influence on public services, as employees are able to work well together in teams and pay close attention to detail in completing their work. In general, improvements in the quality of public services can be achieved if the aspects of governance, professionalism, and work effectiveness are balanced. It is recommended that Bangil Subdistrict Office employees not only pay attention to governance, but also improve the quality of service to the community so that it is faster and more responsive. In addition, future researchers are expected to add other variables that have the potential to affect the quality of public services, such as work motivation, leadership, or organisational culture, so that the research results are more comprehensive. The findings of this study have significant practical implications for the formulation of policies to improve the performance of local government officials. By understanding that good governance, professionalism, and work effectiveness have a positive impact on the quality of public services, local governments can formulate more effective policies to improve the performance of their apparatus. Such policies may include training to enhance professionalism, implementation of good governance systems, and stricter performance evaluation and supervision. Thus, local governments can improve the quality of public services and better meet the needs of the community. It is hoped that further research will add mediating variables such as organisational culture or transformational leadership to gain a deeper understanding of how these variables influence the relationship between good governance, professionalism, work effectiveness, and public service quality. Thus, research can provide a more comprehensive picture of the factors that influence public service quality and how to improve the performance of government officials.

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