

# Good Governance and Standards of Compliance with Public Services in Indonesia: A Study on the Province Government

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## **Abstract**

*This study aims to analyze the effect of implementing good governance on the level of compliance with public service standards. The study was conducted in 31 provinces in Indonesia. The study method uses the survey. The assessment of good governance is divided into four arenas, arenas of political officials, arenas of bureaucracy, arenas of civil society, and arenas of economic society. In this study used multiple linear regression analysis techniques. The results of the study indicate that the arena of political officials in good governance does not affect the level of compliance with public service standards. While both the bureaucratic arena in good governance, the arena of civil society in good governance, and the arena of economic society in good governance have an influence on the level of compliance with public service standards. This finding implies that to increase the level of compliance with public service standards the role of various arenas in good governance, especially the arena of bureaucracy, the arena of civil society and the arena of economic society.*

**Keywords:** *arena of political officials, bureaucracy arena, civil society arena, arena of economic society, good governance, standards of compliance with public services*

## **1. Introduction**

Public service defines public service as an activity or series of activities in the framework of meeting service needs in accordance with statutory regulations for every citizen and resident of goods, services, and / or administrative services provided by public service providers [1]. public service as public trust [2]. Public services are the term for services provided by the government to its citizens, either directly or by financing the provision of private services [3]. This term is associated with social consensus (usually realized through democratic elections), namely that certain services must be available to all people regardless of their income [4].

Public servant studies are important because fair and accountable public services will generate public trust as a basis for realizing good government. Citizens hope that public services can serve with honesty and management of income sources appropriately, and can be accountable to the public. To measure public services as expected, public service standards are used. In Indonesia, referring to Law No. 25 of 199 concerning public services. Service standard is a commitment of service providers to provide services of a certain quality determined on the basis of a combination of community expectations and the ability of service providers.

Determination of service standards is done through the process of identifying the type of service, customer identification, identification of customer expectations, the formulation of vision and mission services, analysis of processes and procedures, facilities and infrastructure, time and cost of service. This process will not only provide information about service standards that must be set, but also information about institutions that are able to support the implementation of management processes that produce services in accordance with established standards. Other information that is also generated is information about the quantity and competencies of human resources needed

and the distribution of the service task burden to be handled. Quality service is one indicator of complying with public service standards. Service Standards are benchmarks that are used as guidelines for service delivery and reference for assessing service quality as obligations and promises of providers to the public in the context of quality, fast, easy, affordable, and measurable services.

Public services are still considered unsatisfactory. Everything related to bureaucracy is considered boring. That view is certainly felt sad, because the tendency of negative things is precisely this image of public services in Indonesia. In fact, this public service is one of the indicators of the success of an institution as a service organization [5].

The level of government compliance in meeting public service standards is still low. This does not only occur at the central government level, but at the regional government level. Out of 33 provincial governments, 9.09% or only 3 provincial governments are included in the green zone with the predicate of high compliance. As many as 51.52% or 17 provincial governments entered the yellow zone with the predicate of moderate compliance and 39.39% or 13 provincial governments entered the red zone with the predicate of low compliance. This realization is still far from the achievement target in 2016 of 70 percent. The Indonesian Ombudsman explained that there is still a lot of homework to be addressed by the government.

To comply with public service standards, public service providers need to apply the principles of good governance [6], [7]. The overall characteristics or principles as well as the arena of good governance are mutually reinforcing and interrelated. If the application of good governance or good governance in service delivery organizations can already be carried out in accordance with what should be, then this will automatically facilitate the implementation of service delivery in these organizations. In good governance itself, there are four main arenas / pillars in supporting its implementation, namely: government / political officials, bureaucracy, civil society, and economic society. Good and responsible governance will be achieved if the application of political, economic and administrative authority has equal and synergic networks and interactions.

Study of the relationship between Good Governance and Compliance Level of Public Service Standards is been done a lot. The Influence of the Arena of Political Officials in Good Governance on the Compliance Level of Public Service Standards [8]-[12]. The Effect of the Bureaucratic Arena on Good Governance on the Compliance Level of Public Service Standards [13]-[16]. Influence of the Civil Society Arena on Good Governance on the Compliance Level of Public Service [17]-[20]. The Effect of the Economic Community Arena on Good Governance on the Compliance Level of Public Service [21], [9], [22].

This study aims to re-examine the previous hypothesis and analyze good governance towards the level of compliance with public service standards in Indonesia. The study uses data from 31 provinces in Indonesia. This finding is expected to be used as input for policy makers related to public services.

## **2. Methodology**

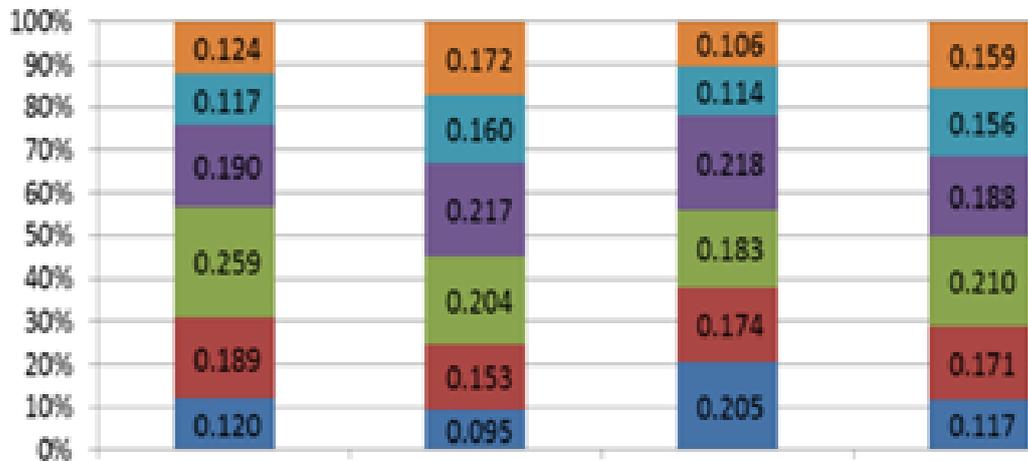
This study uses associative methods with causal relationships between variables, namely the influence of 4 arenas in good governance (political officials, bureaucracy, civil society, economic society) on the level of compliance with public service standards. The population used in this study is 34 provincial governments in Indonesia. Sampling technique through non-probability sampling with purposive sampling. In accordance with the criteria set out of the 34 provinces only 31 provinces met the criteria. Data collection

is done through documentation techniques sourced from newspapers, the internet, magazines, newspapers, and so on by observing or analyzing. The type of data used in this study is secondary data.

The collected data is then analyzed using descriptive analysis and quantitative analysis. Descriptive analysis is used to determine the description of good governance through the categorization of the Indonesia Governance Index (IGI) and the Compliance Level Categorization of Public Service Standards. Quantitative analysis is used to analyze the effect of good governance on the level of compliance with public service standards in Indonesia, using multiple linear analysis.

One key step before using arenas, principles and indicators in assessing the performance of provincial governance is to determine the weight of each arena, principles and indicators. The weighting method used in IGI is Analytical Hierarchy Procedure (AHP). Arena weight, principles and indicators are determined by AHP through perception data from 27 experts and processed using Expert Choice 11 software. The results of weighting through AHP also prove the stability of the construction of hierarchical modeling developed based on arenas, principles and indicators. This is indicated by a very minimum level of inconsistency of 0.1%.

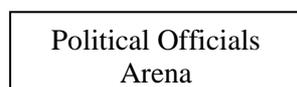
The resulting weight indicates that the Bureaucracy Arena has the heaviest contribution weight (0.323) compared to the other three arenas, namely the Government (0.302), Civil Society (0.208) and Economic Community (0.167). Meanwhile, the results of weighting six governance principles in the arena as a whole show that the Transparency and Accountability Principle is the most important principle compared to the other four principles. This condition is depicted in Figure 1.

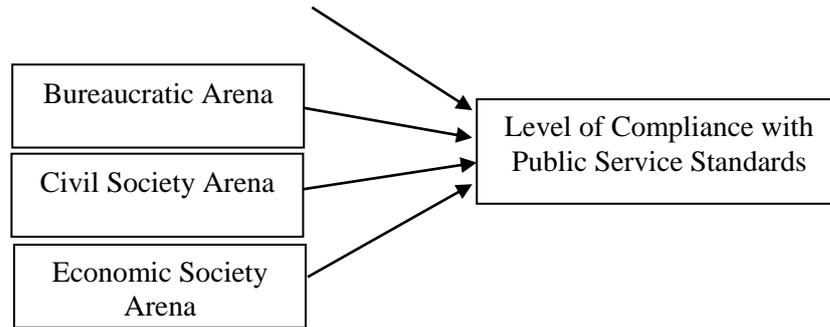


**Figure 1. Graph of Weighting of Each Arena and IGI Principles**

Variables and Indicators of Compliance Assessment refer to the obligation of public service providers to comply with their obligations in terms of publishing service standards, publishing service announcements, providing public service information systems, providing facilities, infrastructure and / or public service facilities, providing special services, providing means of measuring customer satisfaction , providing facilities and information on managing complaints and organizing an integrated service system.

Simply put, the model of the whole framework of thinking above is illustrated in Figure 2.





**Figure 2. Framework of Good Governance and Standards of Compliance with Public Services in Indonesia**

Quantitative analysis is used to analyze the effect of Good Governance on Standards of Compliance with Public Services in Indonesia through Multiple Linear Regression Analysis with multiple regression equations as in Equation (1).

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

Y: Level of Compliance with Public Service Standards

$\alpha$ : Constants  $\beta$ : Regression coefficient

X1: Arena political officials

X2: Bureaucratic arena

X3: Arena of civil society

X4: Arena of economic society e: error

The hypotheses to be tested in this study are formulated as follows:

H1: Arena political officials on good governance affect the level of compliance with public service standards

H2: Good governance affects the level of compliance with public service standards

H3: The arena of civil society on good governance affects the level of compliance with public service standards

H4: The arena of economic society on good governance influences the level of compliance with public service standards

Before testing the hypothesis, the classical assumptions are tested, such as Normality Test, Multicollinearity Test and Heterokedasticity Test.

### 3. Results and Discussion

#### 3.1. Results

A summary of the value of the statistical description of the dependent variable, namely the Compliance Level of Public Service Standards and the independent variables consisting of the arena of political officials, the bureaucratic arena, the arena of civil society, and the arena of economic society, for a sample of 31 provinces in Indonesia is shown in Table 1. Information on the variables The dependent is obtained from the compliance report issued by the Indonesian Ombudsman, while information about the independent variable data is obtained from the Indonesia Governance Index executive report issued by the partnership.

**Table 1. Descriptive Statistics**

	N	Minimum	Maximum	Mean	Std. Deviation
Y	31	10.00	88.20	52.2803	23.34437
X1	31	2.11	5.42	3.6403	.82829
X2	31	4.95	9.08	6.2719	.98108
X3	31	3.46	7.72	5.1190	.82574
X4	31	2.95	5.58	4.1690	.61422
Valid N (listwise)	31				

The range of values on the dependent variable is between 10-88.20 with an average value of 52.28 and a standard deviation / deviation of 23.34. As for the independent variable, the range of values is between 2.11-9.08 with an average value of 3.64 for the arena of political officials, 6.27 for the bureaucracy arena, 5.11 for the arena of civil society, and 4.17 for arena of economic society. The highest value is in the bureaucracy arena with a value of 9.08 and the lowest value is in the arena of political officials with a value of 2.11.

A summary of the results of the classic assumption test is shown in Table 2, Table 3, and Figure 3. The results show that the model meets the BLUE (Best Liner Unlimited Estimator) criteria.

**Table 2. Normality Test**

		Unstandardized Residual
N		31
Normal Parameters <sup>a,b</sup>	Mean	.0000000
	Std. Deviation	12.38855020
Most Extreme Differences	Absolute	.105
	Positive	.078
	Negative	-.105
Test Statistic		.105
Asymp. sig. (2-tailed)		.200 <sup>c</sup>

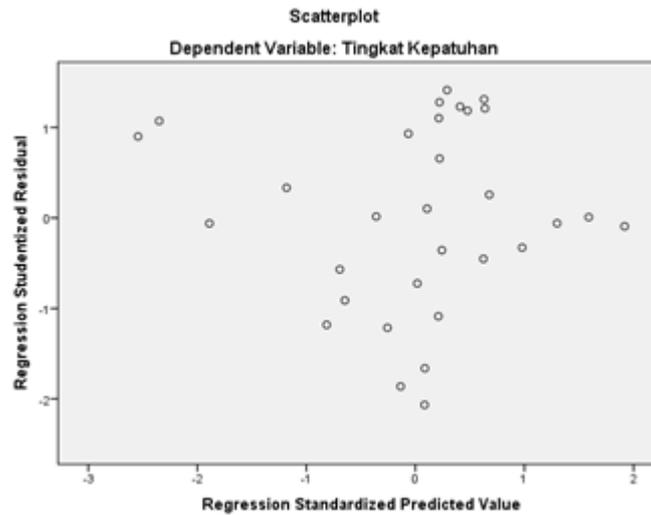
- a. Test distribution is Normal.
- b. Calculated from data.
- c. Lilliefors Significance Correction.

Based on Table 2, the significance value is 0.200 ( $0.200 > 0.05$ ). Therefore, it can be concluded that the data used are normally distribute.

**Table 3. Multicollinearity Test**

Model		Collinearity Statistics	
		Tolerance	VIF
1	(Constant)		
	Political Officials Arena	.617	1.621
	Bureaucracy Arena	.470	2.128
	Civil Society Arena	.416	2.404
	Economic Society	.547	1.827

The tolerance value of each independent variable in Table 4 shows above 0.10 (Arena for Political Officials:  $0.617 > 0.10$ , Bureaucracy Arena:  $0.470 > 0.10$ , Arena for Civil Society:  $0.416 > 0.10$ , Arena for Economic Community:  $0.547 > 0.10$ ) and VIF value less than 10 (Arena for Political Officials:  $1.621 < 10$ , Arena for Bureaucracy  $2.128 < 10$ , Arena for Civil Society  $2.404 < 10$ , Arena for Economic Community  $1.827 < 10$ ). Based on these values it can be said that the independent variables in this study do not have a strong correlation or do not show symptoms of multicollinearity.



**Figure 3. Scatterplot Heterokedasticity Test**

The results of Multiple Linear Regression Analysis are shown in Table 4 Double Correlation Analysis Table (R) and Determination Coefficient (adjusted R<sup>2</sup>).

**Table 4. Multiple Regression Analysis**

<b>R</b>	<b>R Square</b>	<b>Adjusted R Square</b>	<b>Std. Error of the Estimate</b>
.709 <sup>a</sup>	.503	.426	13.30744

a. Predictors: (Constant), Economic Community Arena, Political Official Arena, Bureaucracy Arena, Civil Society Arena

Based on the output in Table 4 an R figure of 0.709 is obtained. Because the multiple correlation values range between 0.60 - 0.799, it can be concluded that there is a strong relationship between good governance as seen from the arena of political officials, the bureaucratic arena, the arena of civil society, and the arena of economic society to the level of compliance with public service standards. Just like multiple correlation analysis, the results of the determination analysis can be seen in the output model summary. For regression models with more than two independent variables, adjusted R<sup>2</sup> is used as the coefficient of determination. Adjusted R<sup>2</sup> is the adjusted R<sup>2</sup> value. Based on the output, the R<sup>2</sup> value is 0.426 or 42.6%. This shows that the percentage of contribution of the influence of the independent variable (arena of political officials, arena of bureaucracy, arena of civil society, and arena of economic society) to the dependent variable (level of compliance with public service standards) is 42.6%. Or the variation of the independent variables used is able to explain at 42.6% the variation of the dependent variable. While the remaining 57.4% is influenced or explained by other variables not included in this research model. While the standard error of the estimate is a measure of the number of errors of the regression model in predicting the value of Y. From the regression results obtained a value of 13.30744. This means that the number of errors in predicting the level of compliance with public service standards is 13,30744.

Partial Regression Coefficient Test (t test) T test is used to test the effect of partially independent variables on the dependent variable. T test results can also be used for hypothesis testing. A summary of the results of the multiple linear regression calculation is shown in Table 5.

**Table 5. Partial Regression Coefficient Test (t Test)**

Model	Unstandardized Coefficient		t	Sig.	Partial	Hypothesis Decision
	B	Std. Error				
(Constant)	275.550	275.550	-9.989	.332	-.190	
Political Officials Arena	-5.917	-5.917	2.485	.020	.438	H <sub>1</sub> rejected
Bureaucracy Arena	30.582	30.582	-3.784	.001	-.596	H <sub>2</sub> received
Civil Society Arena	-43.823	-43.823	-4.899	.000	-.693	H <sub>3</sub> received
Economic Society	-40.698	-40.698				H <sub>4</sub> received

Based on the partial regression coefficient testing in Table 5 obtained the multiple linear regression equation in this study, namely:  $Y = 275,550 - 5,917X_1 + 30,582X_2 - 43,823X_3 - 40,698X_4 + e$  Y: Level of Compliance with Public Service Standards  $\alpha$ : Constants  $\beta$ : Regression coefficient X1: Arena political officials X2: Bureaucratic arena X3: Arena of civil society X4: Arena of economic society e: error Based on the regression equation above, a constant value of 275.550 is obtained. This means that if the arena of political officials, the arena of bureaucracy, the arena of civil society, and the arena of economic society are worth 0, then the value of the level of compliance with public service standards is 275,550. The value for the regression coefficient arena for political officials (X1) is -5,917, which can be interpreted if the arena of political officials has increased by one unit, then the level of compliance with public service standards will decrease by 5,917 units assuming the other independent variables are of fixed value. The opposite also applies. Bureaucratic arena regression coefficient (X2). With a value of 30.582, it means that if the bureaucratic arena increases by one unit, then the level of compliance with public service standards will also increase by 30,582 units assuming the other independent variables are fixed. The regression coefficient arena for civil society and economic society is -43,823 and -40,698, respectively. That is, when the arena of civil society and economic society has increased by one unit, the level of compliance with public service standards will decrease by -43,823 and -40,698 units. Likewise, when the arena of civil society and the arena of economic society has decreased by one unit, the value of the compliance level of public service standards will actually increase by 43,823 and 40,698 units.

### 3.2 Discussion

#### 3.2.1. The influence of the arena of political officials in good governance on the compliance level of public service standards

Political officials (government) are institutions that make policies that consist of executive institutions and legislative bodies both at the central and regional governments. The policy is then translated into a standard as a guideline for service delivery. The government as a public servant works to fulfill (produce, transfer, distribute) and protect the needs, interests, and demands of the community, for public services and community services. The results of the study show that the results of hypothesis testing show that the arena of political officials on good governance has no influence on the level of compliance with public service standards. This finding is in line with previous research [8]-[12], [17],

Intrinsic characteristics of a service can affect the power relations between parties involved in the service (politicians, policy makers, providers, and users of services) and the service delivery itself. Certain service characteristics can not only help improve services. But it can also prevent effective service delivery. In policymaking tools, some tools are more suitable for services with some characteristics than others.

The implementation of good government governance then has several effects. Among them in the implementation and implementation of public services by local governments. The absence of a check and balance system that includes a supervisory function, is a key factor in the democratic system which is one of the causes of the poor performance of local governments which must be addressed immediately. The absence of this function has a very large effect so that it can change the landscape of regional governance to be less responsive to public needs because the oversight function and recommendations of the public interest are almost non-existent. This should be avoided considering that the main mandate of regional government is to bring services closer to the public because there are many budget lines that can directly touch the community, such as the education and health budget. The budget for basic education services, the health budget, and poverty alleviation is indeed allocated more at the regional level, because it is expected to answer the needs of the community.

### **3.2.2. The effect of the bureaucratic arena on good governance on the compliance level of public service standards**

Bureaucracy or bureaucracy in this context becomes a bridge between government and society. Through bureaucracy the community can advocate if there is a mismatch between service standards and practice. In connection with the sizable role of government in a country, it will have implications for how the bureaucracy is able to carry out their respective duties and functions. For this reason, the bureaucracy must be able to serve all interested parties proportionally and professionally, by continuing to spur self-capacity and remain independent. The results of the study indicate that the bureaucratic arena on good governance has an influence on the level of compliance with public service standards.

This finding is in line with previous researchers [13], [14],[15], [9]. Bureaucracy contributes a relatively large share of government including public services. In accordance with their duties and responsibilities in the supply and service of goods and services needed by the community, the government needs to be actively involved in the social life of the community. The bureaucracy then bridges the affairs so that all activities are carried out in accordance with applicable rules and procedures. Efforts to provide services and realize people's welfare by the government, bureaucracy contributes a relatively large share in government, including public services. The quality of bureaucracy reflects the good / bad service to the public. Empirically, public policy is reflected in the implementation of bureaucratic tasks in carrying out public services.

The bureaucracy arena is an arena of liaison between political officials / government and the arena of society (civil and economic). Through this bureaucracy the community can advocate if there is a mismatch between service standards and practice. In addition, bureaucracy is a government tool that can facilitate services to the community. With service bureaucracy it can be done more easily while still paying attention to people's satisfaction. For this reason, the bureaucracy must be able to serve all interested parties proportionally and professionally, by continuing to spur self-capacity and remain independent. Based on the need for these services, the bureaucracy was created to facilitate the task of the government in providing services. Furthermore, each of these government policies embodies the actions that must and are being carried out by the bureaucracy. As a public servant, the bureaucracy should be able to absorb the issues and interests that develop in a society that becomes its "employer" in the sense of the party that must be served. Bureaucracy was created to facilitate the task of government in providing services. Empirically, public policy is reflected in the implementation of bureaucratic tasks in carrying out public services.

### **3.2.3. The influence of the civil society arena on good governance on the compliance level of public service**

Standards Civil society includes parties outside the government, including non-profit organizations, social organizations, foundations, trade unions, professional organizations, educational and research institutions. Civil society here also serves as a state watchdog. The results of the study indicate that the arena of civil society in good governance has an influence on the level of compliance with public service standards. Nevertheless, public services which are the main motor in the government system still need to be further improved, especially in community participation [16].

The results of this study are in line with previous studies [17]-[20] that civil society is an important aspect in the democratic process, namely as a bridge between the population and the state (government)). Communities can participate from the preparation of service standards to evaluation and awarding. If the government is serious about involving the community in public services, a strong synergy relationship between the government and the community will be established as expected in the concept of good governance. The public can participate from the preparation of service standards to the evaluation and awarding. If the government is serious about involving the community in public services, a strong synergy relationship between the government and the community will be established as expected in the concept of good governance.

The results of this study indicate the direction of the influence is negative. This gives the meaning that when the civil society arena index value increases, the value of the level of compliance with public service standards will actually decrease. The direction of the negative influence might explain why when the value of good governance in a region is high, but the level of compliance with its service standards actually gets a low value. Likewise, for provinces with low value of good governance, they actually get a high level of compliance with public service standards.

### **3.2.4. The effect of the economic community arena on good governance on the compliance level of public service**

Standards Economic society or the arena of economic society includes business entities and other organizations that aim to make a profit or protect their business interests by making economic changes and the production process both goods and services. Awareness of economic actors to fulfill their obligations in paying taxes and user fees and responsibility towards environmental management directly or indirectly contribute to the availability of facilities and means to support service activities.

The results of the study indicate that the arena of economic society in good governance has an influence on the level of compliance with public service standards. This finding is in line with previous research [21], [9], [22].

This arena is represented by business associations in an area that is still very exclusive. This causes transparency in the management of economic community organizations is still very low. Such exclusivity can also explain why the participation of economic actors in this arena is low. Even so, the awareness of economic actors to fulfill their obligations in paying taxes and fees and responsibilities towards environmental management is still high, causing a high value of accountability in the arena of this economic community. Just like the results in the arena of civil society, the results of this study indeed show an influence between economic community variables and the level of compliance with public service standards. But the direction of the influence is also negative. That means, when the arena of economic society experiences an increase in the value index, the value of the level of compliance with public service standards will actually decline. Vice versa. When the economic community arena value index decreases, the value of the level of

compliance with public service standards will increase. The direction of these negative influences can also be used as a reason for the imbalance between the value of good governance and the level of compliance with a region's public service standards. The point is that when the value of good governance in a region is high, the level of compliance with its service standards actually gets a low value. Likewise, for provinces with low value of good governance, they actually get a high level of compliance with public service standards.

#### 4. Conclusion

The finding is that the arena of bureaucracy, the arena of civil society and the economic community as an arena of good governance affects the level of compliance with public service standards in 31 provinces in Indonesia, while the arena of political officials does not affect it. This finding implies that political officials and regional leaders can make strategic and visionary public policies through the implementation of a check and balance system that includes a supervisory function by increasing participation and transparency, so that the government is more responsive to public needs. For local government officials, it is expected to be more informative and open in providing information and service requirements.

Limitations in this study are related to secondary data sources, so the next researcher can use primary data through interviews and observations. Further researchers can also use indicators and other principles of each variable or add other variables that are still related to good governance or public service compliance standards such as local government performance, internal control systems, use of technology, and other variables.

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