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RESEARCH ARTICLE

GOOD GOVERNANCE IN PUBLIC SERVICES: THE ROLE OF ORGANIZATIONAL CULTURE ON SUB-DISTRICTS PERFORMANCE

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ABSTRACT

This study is to investigate should who manage governing body to ensure and delivered of public services such as public interest to intend outcome at all times for society and services users. In this research focus on the Bandung Sub-District Office of 30, that is introduce and proportional sampling of 5 as service users on 2016. The method of this research is time order decision by Johnson and Onwugbuzie's, (2004). This approach is selected considering during the data are collected through interviewing related respondents to re-confirmation the data from questionnaires. By CIPFA 2013 has been considered as an important determinant of public service sector performance and applied of good governance concept. According to Contingency Theory and Goals Setting Theory in order to research findings indicated that; positively Pearson correlation among organizational culture, good governance and public service performance. And then, the result of regression analysis indicate that a positively and significant effect of the organizational culture and good governance on public service performance. This study should confirmed that if applied of good governance concept is on the tract would be delivered of public interest who manage of governing body to all times for citizens and services users where come bringing for all stakeholders in the country as well as. Governing body should achievement its intended outcomes for society and services users, and operates in an effective, efficient and ethical manner through each organization has its own benefit and public trust.

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INTRODUCTION

The concept of culture provides insights for the members and leaders of an organization in order understanding complex and hidden aspects of organizational life, and in addition, culture is a pattern of shared values and assumptions on how a notion have applied in a state organization/institution (Daft, 2007; Robbins and Coulter, 2009). Rosenbloom and Kravchuk (2005) argue that the government's public administration plays more significant role for the public than the legislative. Bandung sub-districts officer role based on Indonesia Act number 25/2004 on in order public sector services providing. Some times in the mass media highlight of public services provided indicate unsatisfactory image of the apparatus sub-district office un-expectation and hopeless of citizens and services users. That those can be justified which in applying of the good governance standard for public sector services to achieve organization's purpose and on outcomes for citizens and service users, receive a high quality service, and individual sub-district behaving in ways that uphold and exemplify effective governance, CIPFA suggestion should be done.

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This studied consist of four sections, start from introduction;

- Literature review and hypotheses development;
- Research methodology;
- Resulting based on regression analysis;
- Discussion and conclusion of finding research is the end section.

LITERATURE REVIEW AND HYPOTHESES DEVELOPMENT

Framework for good governance, organizational culture, and public services performance

Good governance sometimes call how well the function of governance delivering all things for citizens and services users. CIPFA (2004) said, the function of governance is to ensure that an organization of partnership fulfills its overall purpose, achieves its intended outcomes for citizens and services users, and operates in an effective, efficient and ethical manner. Each organization has its own purpose. There are also some general purpose that are fundamental to all public governance, including providing good quality services and achieving value for money. CIPFA (2013) introducing of seven (7) key